



## **NALCP Awards 2010 Best Practices Award to TABC**

The National Association of Licensing and Compliance Professionals (“NALCP”) is pleased to present its 2010 Best Practices Award to the Texas Alcoholic Beverage Commission (“TABC”), in recognition of the TABC Licensing Division’s commitment to innovation and outstanding customer service. Over the past year, the Licensing Division has instituted several changes that warrant recognition for greatly improving the licensing process and raising the level of service TABC provides to the hospitality industry.

Some of the TABC’s key accomplishments have been:

- Reducing the amount of paperwork required for new applications
- Streamlining the local approval (pre-qualification) process, which reduced the amount of paperwork and provided greater flexibility in obtaining local approval
- Creating the Master File application process, which drastically reduced the amount of time and paperwork required for “known applicants” to obtain additional licenses
- Reorganizing the Licensing Division to increase efficiency
- Scanning and storing documents electronically, to facilitate faster review
- Continuing improvement of the online public inquiry system, which allows applicants to track the status of applications and issued licenses

With these and other changes, TABC has made significant strides in lowering application processing times and raising their overall level of service to the industry. The TABC Licensing Division and its Director, Amy Harrison, under the direction of TABC Administrator Alan Steen, should be commended on their leadership and execution of these changes. They truly exemplify how Best Practices make everyone’s job easier. The NALCP is proud to honor them with our 2010 Best Practices Award.

**For more information about NALCP or the 2010 Best Practices Award, please contact:**

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