

SENATE BILL REPORT

SB 6105

AS REPORTED BY COMMITTEE ON TRADE, TECHNOLOGY &
ECONOMIC DEVELOPMENT, FEBRUARY 1, 1994

Brief Description: Authorizing the establishment of services and programs that promote the high performance work organization model.

SPONSORS: Senators Skratek, Bluechel, Sheldon and M. Rasmussen

SENATE COMMITTEE ON TRADE, TECHNOLOGY & ECONOMIC DEVELOPMENT

Majority Report: That Substitute Senate Bill No. 6105 be substituted therefor, and the substitute bill do pass.

Signed by Senators Skratek, Chairman; Sheldon, Vice Chairman; Bluechel, Cantu, Erwin, M. Rasmussen and Williams.

Staff: Jeff Baird (786-7444)

Hearing Dates: January 19, 1994; February 1, 1994

BACKGROUND:

In today's global economy, only those firms delivering high quality goods and services, providing customers with greater product variety and, more importantly, customization, will survive. The high performance workplace is characterized by highly skilled workers able to learn and adapt to meet evolving customer demands. It is also an environment of institutional learning in which every worker practices continuous learning and has a means to contribute information to the improvement of the organization. In sum, the emphasis in the high performance model is on customer service and provider adaptation to meet specific customer demands and narrow international markets.

Government agencies can also be structured as high performance organizations by: emphasizing customer service and high quality outputs; having a skilled workforce capable of learning and adapting to continuously improve services; meeting evolving client or customer demands.

SUMMARY:

The Department of Community, Trade, and Economic Development is directed to establish services and programs promoting the high performance model and assisting firms in implementing high performance practices, particularly with an eye toward international markets.

EFFECT OF PROPOSED SUBSTITUTE:

The Director of the Department of Community, Trade, and Economic Development is also directed to structure the department as a high performance work organization. The department is directed to implement management practices, such as benchmarking, likely to result in continuous improvement of agency performance, and is directed to evaluate the impact of these practices on performance.

Appropriation: none

Revenue: none

Fiscal Note: none requested

Effective Date: July 1, 1994

TESTIMONY FOR:

This bill will aid economic development. In devising programs and services, CTED should consider the roles in economic development played by the community colleges and the ports.

TESTIMONY AGAINST: None

TESTIFIED: Bill Walker, South Seattle Community College; Chris Townley, WA Public Ports Assn.