

# HOUSE OF REPRESENTATIVES

Olympia, Washington

## Bill Analysis

Bill No. HB 1629

### Establishing quality management programs.

Brief title

Hearing Date 2/12/99

Reps Miloscand Kastama

Sponsor(s)

Staff Steve Andin

State Government Committee

Phone 786-7127

### BACKGROUND:

The Governor issued Executive Order 97-03 in 1997 requiring agencies to develop and implement programs to improve the quality, efficiency, and effectiveness of public services provided, including quality improvement, business process design, employee involvement, and other quality improvement techniques.

Quality improvement plans were required to be submitted to the Governor no later than July, 1997. Each agency is required to make quarterly reports on its programs.

The Governor's Council on Service Improvement and Performance was established by the Governor on quality improvement. Membership in the council includes representatives from business, labor, and higher education communities, along with members of the Governor's executive cabinet.

### SUMMARY:

Many of the provisions of Executive Order 97-03 relating to quality improvement programs are placed to statute. Efforts taken under this statute program are to be integrated with quality management programs undertaken under executive order or other authority.

Every state executive agency must develop and implement a quality management program to improve the quality, efficiency, and effectiveness of public services provided, including business process design, employee involvement, and other quality management techniques. Each shall:

- o Designate a person who is responsible for improving quality systems and work processes at the agency;
- o Identify immediate and near-term opportunities to improve services and reduce costs;

- o Identify and use strategic business planning and performance measures to establish priorities in the progress and meeting;
- o Report the results of quality management program on a quarterly basis;
- o Evaluate the results of quality service and management improvement programs and assess program effectiveness;
- o Develop a plan for quality improvement that documents efforts that have been made.

State executive agencies under the supervision of the Governor report program results quarterly by subagency or unit that the Governor has created. Quality management improvement results State executive agencies under executive officials shall than the Governor report results to his executive officials quarterly.

State executive agencies under the supervision of the Governor other than institutions of higher education, must develop and implement total quality management program by June 30, 2001. All the state executive agencies must develop and implement total quality management program by June 30, 2003.

State executive agencies submit successful high quality management programs to the Governor for quality achievement award program equivalent program for potential recognition.

Both houses of the Legislature must develop and implement high quality improvement program by June 30, 2001 but report the results to the leaders of the major political party caucus in the house.

Local governments are encouraged to develop and implement total quality management programs on or before June 30, 2002 each local government with an annual budget of \$3 million more in the preceding year must submit to the Office of Financial Management a brief report, exceeding two pages summarizing efforts taken. The Office of Financial Management submit a summary of these reports to the Legislature annually.

**FISCAL NOTE:** Not requested.

**EFFECTIVE DATE:** Ninety days after adjournment of session in which bill passed.