
HOUSE BILL 1629

State of Washington 56th Legislature 1999 Regular Session

By Representatives Miloscia, Kastama and Haigh

Read first time 02/01/1999. Referred to Committee on State Government.

1 AN ACT Relating to quality improvement; and adding new sections to
2 chapter 41.04 RCW.

3 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF WASHINGTON:

4 NEW SECTION. **Sec. 1.** A new section is added to chapter 41.04 RCW
5 to read as follows:

6 (1) Each state agency shall develop and implement a quality
7 management program to improve the quality, efficiency, and
8 effectiveness of the public services it provides through business
9 process redesign, employee involvement, and other quality management
10 techniques. Each agency shall ensure that front line agency employees
11 are engaged in the program and shall provide employees with the
12 training necessary to successful implementation of efforts toward
13 quality improvement. Each agency shall, where applicable, include
14 collective bargaining representatives in the development and operation
15 of the quality management program.

16 (2) Each agency shall ensure that its quality management program:

17 (a) Designates a person responsible for improving the quality of
18 systems and work processes within the agency. State agencies under the
19 supervision of the governor shall ensure that the designated person

1 reports to the agency head and serves as the agency's quality
2 improvement contact with any subcabinet group established by the
3 governor to assess management improvement results;

4 (b) Identifies immediate-term and near-term opportunities to
5 improve services and reduce costs;

6 (c) Identifies goals and utilizes strategic business planning and
7 performance measures to establish priorities and measure progress
8 toward meeting them. Each state agency shall develop performance
9 measures to assess customer satisfaction, agency progress toward
10 accomplishing outcomes specified in the agency budget under RCW
11 43.88.090, and the impact of initiatives instituted under the quality
12 management program as a whole;

13 (d) Reports the results of its quality management program on a
14 quarterly basis. Each agency shall ensure that its report specifies
15 improved outcomes for public service and efficiency. Any agency in its
16 report may describe methods of measuring customer and stakeholder
17 satisfaction, of engaging agency employees in the program, and of
18 assessing the extent to which business practices have been changed to
19 improve quality, efficiency, and effectiveness;

20 (e) Evaluates the results of its quality, service, and management
21 improvement programs and assesses program effects upon leadership,
22 information and analysis, strategic planning, human resource
23 development and management, process improvement, business results, and
24 customer focus and satisfaction;

25 (f) Develops a plan for quality improvement, documenting efforts
26 made up to the date of the report and addressing all matters enumerated
27 in this subsection.

28 (3) State agencies under the supervision of the governor shall
29 report program results to the governor and shall, on a quarterly basis,
30 document and report program results to any subcabinet group created by
31 the governor to monitor management improvement results. State agencies
32 under elected executive officials other than the governor shall report
33 program results to the elected executive official on a quarterly basis.

34 (4) Each state agency shall integrate efforts made under this
35 section with quality management programs undertaken under executive
36 order or other authority. State agencies under the supervision of the
37 governor, other than institutions of higher education, shall develop
38 and implement a complete quality management program by June 30, 2001.

1 All other state agencies shall develop and implement a complete quality
2 management program by June 30, 2003.

3 (5) State agencies shall submit successful and high quality
4 management programs to the governor's quality achievement award program
5 or equivalent program, for potential recognition.

6 (6) For purposes of this section, "state agency" includes every
7 elected state executive official and every department, division, board,
8 commission, and institution of the executive branch of state
9 government, including institutions of higher education, as defined in
10 RCW 28B.10.016.

11 NEW SECTION. **Sec. 2.** A new section is added to chapter 41.04 RCW
12 to read as follows:

13 Both houses of the legislature shall develop and implement quality
14 improvement programs as described under section 1 of this act by June
15 30, 2001, but shall report the results of these efforts to the
16 leadership of each major political party caucus within its house.

17 NEW SECTION. **Sec. 3.** A new section is added to chapter 41.04 RCW
18 to read as follows:

19 (1) Local governments are encouraged to develop and implement
20 quality management programs as set forth in section 1 of this act. On
21 or before June 30, 2002, each local government with an annual budget of
22 three million dollars or more in the preceding year shall submit to the
23 office of financial management a brief report, not to exceed two pages,
24 summarizing any efforts it has taken to develop and implement a quality
25 management program. The office of financial management shall submit a
26 summary of these reports to the legislature annually.

27 (2) For purposes of this section, "local government" includes every
28 county, city, town, special district, municipal corporation, and quasi-
29 municipal corporation in the state.

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