
SUBSTITUTE HOUSE BILL 1517

State of Washington

57th Legislature

2001 Regular Session

By House Committee on State Government (originally sponsored by Representatives Miloscia, Anderson, Dunshee, Jarrett, Hunt, Keiser, Lambert, Ruderman, Rockefeller, Fromhold, Schindler, Boldt, Kenney, Simpson, Barlean, Tokuda and Dickerson)

Read first time . Referred to Committee on .

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.

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

15 (a) Identifies immediate-term and near-term opportunities to
16 improve services and reduce costs;

17 (b) Identifies goals and utilizes strategic business planning and
18 performance measures to establish priorities and measure progress
19 toward meeting them. Each state agency shall develop performance

1 measures to assess customer satisfaction, agency progress toward
2 accomplishing outcomes specified in the agency budget under RCW
3 43.88.090, and the impact of initiatives instituted under the quality
4 management program as a whole;

5 (c) Reports the results of its quality management program on a
6 regular basis. Each agency shall ensure that its report specifies
7 improved outcomes for public service and efficiency. Any agency in its
8 report may describe methods of measuring customer and stakeholder
9 satisfaction, of engaging agency employees in the program, and of
10 assessing the extent to which business practices have been changed to
11 improve quality, efficiency, and effectiveness;

12 (d) Evaluates the results of its quality, service, and management
13 improvement programs and assesses program effects upon leadership,
14 information and analysis, strategic planning, human resource
15 development and management, process improvement, business results, and
16 customer focus and satisfaction;

17 (e) Develops a plan for quality improvement, documenting efforts
18 made up to the date of the report and addressing all matters enumerated
19 in this subsection.

20 (3) State agencies under the supervision of the governor shall
21 report program results to the governor on a regular basis. State
22 agencies under elected executive officials other than the governor
23 shall report program results to the elected executive official on a
24 regular basis.

25 (4) Each state agency shall integrate efforts made under this
26 section with quality management programs undertaken under executive
27 order or other authority. Each state agency shall develop and
28 implement a complete quality management program by June 30, 2002.

29 (5) Starting in 2004 and at least once every three years
30 thereafter, state agencies or their subdivisions, or both, shall apply
31 for the governor's Washington state quality award program or
32 equivalent, for potential recognition. Every subdivision of a state
33 agency with three thousand or more full-time equivalent employees must
34 complete an application in each five-year period.

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

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

3 Both houses of the legislature shall develop and implement quality
4 improvement programs as described under section 1 of this act by June
5 30, 2003, but shall report the results of these efforts to the
6 leadership of each major political party caucus within its house.

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

9 The supreme court is encouraged to develop and implement quality
10 improvement programs, as described under section 1 of this act, for the
11 judicial branch of government, by June 30, 2003, but shall report the
12 results of these efforts to the chief justice. The programs may be
13 implemented directly by the supreme court or may be delegated to the
14 administrator for the courts.

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

17 (1) Local governments are encouraged to develop and implement
18 quality management programs as set forth in section 1 of this act.

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

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