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SECOND SUBSTITUTE HOUSE BILL 1517

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State of Washington

57th Legislature

2002 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 01/24/2002. 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, within available funds, develop and  
7 implement a quality management program to improve the quality,  
8 efficiency, and effectiveness of the public services it provides  
9 through business process redesign, employee involvement, and other  
10 quality management techniques. Each agency shall ensure that front  
11 line agency employees are engaged in the program and shall provide  
12 employees with the training necessary to successful implementation of  
13 efforts toward quality improvement.

14 (2) Each agency shall, within available funds, ensure that its  
15 quality management program:

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

18 (b) Identifies goals and utilizes strategic business planning and  
19 performance measures to establish priorities and measure progress

1 toward meeting them. Each state agency shall develop performance  
2 measures to assess customer satisfaction, agency progress toward  
3 accomplishing outcomes specified in the agency budget under RCW  
4 43.88.090, and the impact of initiatives instituted under the quality  
5 management program as a whole;

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

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

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

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

26 (4) Each state agency shall integrate efforts made under this  
27 section with quality management programs undertaken under executive  
28 order or other authority. Each state agency shall develop and  
29 implement a complete quality management program by June 30, 2003.

30 (5) Starting in 2005 and at least once every three years  
31 thereafter, state agencies or their subdivisions, or both, shall apply  
32 for the governor's Washington state quality award program or  
33 equivalent, for potential recognition. Every subdivision of a state  
34 agency with three thousand or more full-time equivalent employees must  
35 complete an application in each four-year period.

36 (6) For purposes of this section, "state agency" includes every  
37 elected state executive official and every department, division, board,  
38 commission, and institution of the executive branch of state

1 government, including institutions of higher education, as defined in  
2 RCW 28B.10.016.

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

5 Both houses of the legislature shall develop and implement quality  
6 improvement programs as described under section 1 of this act by June  
7 30, 2004, but shall report the results of these efforts to the  
8 leadership of each major political party caucus within its house.

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

11 The supreme court is encouraged to develop and implement quality  
12 improvement programs, as described under section 1 of this act, for the  
13 judicial branch of government, by June 30, 2004, but shall report the  
14 results of these efforts to the chief justice. The programs may be  
15 implemented directly by the supreme court or may be delegated to the  
16 administrator for the courts.

17 NEW SECTION. **Sec. 4.** 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.

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

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