
THIRD SUBSTITUTE HOUSE BILL 1517

State of Washington

57th Legislature

2002 Regular Session

By House Committee on Appropriations (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 02/09/2002. 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. The office of insurance commissioner, the
29 department of natural resources, and four-year institutions of higher
30 education shall develop and implement a complete quality management
31 program by June 30, 2006. All other state agencies shall develop and
32 implement a complete quality management program by June 30, 2003.

33 (5) Starting in 2008 and at least once every three years
34 thereafter, the office of insurance commissioner, the department of
35 natural resources, and four-year institutions of higher education, or
36 their subdivisions, or both, shall apply for the governor's Washington
37 state quality award program or equivalent, for potential recognition.
38 Starting in 2005 and at least once every three years thereafter, all
39 other state agencies or their subdivisions, or both, shall apply for

1 the governor's Washington state quality award program or equivalent,
2 for potential recognition. Every subdivision of a state agency with
3 three thousand or more full-time equivalent employees must complete an
4 application in each four-year period.

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

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

12 Both houses of the legislature shall develop and implement quality
13 improvement programs as described under section 1 of this act by June
14 30, 2004, but shall report the results of these efforts to the
15 leadership of each major political party caucus within its house.

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

18 The supreme court is encouraged to develop and implement quality
19 improvement programs, as described under section 1 of this act, for the
20 judicial branch of government, by June 30, 2004, but shall report the
21 results of these efforts to the chief justice. The programs may be
22 implemented directly by the supreme court or may be delegated to the
23 administrator for the courts.

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

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

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

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