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HOUSE BILL 1517

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State of Washington

57th Legislature

2001 Regular Session

By Representatives Miloscia, Anderson, Dunshee, Jarrett, Hunt, Keiser, Lambert, Ruderman, Rockefeller, Fromhold, Schindler, Boldt, Kenney, Simpson, Barlean, Tokuda and Dickerson

Read first time 01/29/2001. 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. Each state agency shall develop and  
37 implement a complete quality management program by June 30, 2003.

38 (5) Starting in 2004 and at least once every three years  
39 thereafter, state agencies shall submit successful and high quality

1 management programs to the governor's quality achievement award program  
2 or equivalent program, for potential recognition.

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

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

10 Both houses of the legislature shall develop and implement quality  
11 improvement programs as described under section 1 of this act by June  
12 30, 2003, but shall report the results of these efforts to the  
13 leadership of each major political party caucus within its house.

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

16 The supreme court shall develop and implement quality improvement  
17 programs, as described under section 1 of this act, for the judicial  
18 branch of government, by June 30, 2003, but shall report the results of  
19 these efforts to the chief justice. The programs may be implemented  
20 directly by the supreme court or may be delegated to the administrator  
21 for the courts.

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

24 (1) Local governments are encouraged to develop and implement  
25 quality management programs as set forth in section 1 of this act. On  
26 or before June 30, 2004, each local government with an annual budget of  
27 three million dollars or more in the preceding year shall submit to the  
28 office of financial management a brief report, not to exceed one page,  
29 summarizing any efforts it has taken to develop and implement a quality  
30 management program. The office of financial management shall submit a  
31 summary of these reports to the legislature annually.

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

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