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SENATE BILL 6605

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State of Washington 57th Legislature

2002 Regular Session

By Senator Kastama

Read first time 01/23/2002. Referred to Committee on State & Local Government.

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

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 uses 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, 2003.

29 (5) Starting in 2005 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, 2004, 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, 2004, 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.

22        NEW SECTION.    **Sec. 5.**    If specific funding for the purposes of this  
23 act, referencing this act by bill or chapter number, is not provided by  
24 June 30, 2002, in the omnibus appropriations act, this act is null and  
25 void.

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