
**State Government & Tribal
Affairs Committee**

HB 1197

Brief Description: Regarding the Washington state quality award.

Sponsors: Representatives Miloscia, Ormsby, Hunt, McDermott, Armstrong, P. Sullivan and Haigh.

Brief Summary of Bill

- Adds the requirements for state agencies to apply for the annual Washington State Quality Award by 2010 and again every three years thereafter.

Hearing Date: 1/30/07

Staff: Colleen Kerr (786-7168).

Background:

In 2005 the Legislature enacted requirements that all state agencies must develop and implement a quality management, accountability, and performance system to improve public service. A quality management accountability and performance system is defined as a nationally recognized, integrated, interdisciplinary system of measures, tools, and reports used to improve the performance of a work unit or organization.

Regular assessment is an integral component of these management systems. Such assessment identifies best practices and opportunities for improvement. Starting no later than 2008, and at least once every three years thereafter, each agency must apply to the Washington State Quality Award, or similar organization, for an independent assessment of its quality management, accountability, and performance system. The assessment must consider the effectiveness of all elements of the management system, evaluating leadership, strategic planning, customer focus, analysis, and information.

The Washington State Quality Award offers three options for evaluation:

- the self-assessment survey;

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- the quarterly assessment; or
- the annual Washington State Quality Award.

Both the application for the quarterly assessment and the annual award are referred to as award applications. Applicants for both the quarterly assessment and the annual award must commit two examiners to the Washington State Quality Award the year prior to application, the year of application, or the year after application.

The annual Washington State Quality Award has a 50 page application that receives a phased review, using the Washington State Quality Award full criteria for performance excellence. The review process includes a possible site visit. Upon completion of the review process, applicants receive a Certificate of Commitment, an Achievement Award, a Leadership Award, or an Excellence Award. The annual award is accompanied by an overall score.

The quarterly assessment, or "Lite Award", is accepted by the Washington State Quality Award on a quarterly basis. This is a 15-page application that does not receive an actual award or overall score. The feedback is in the form of a 5-10 page report completed by the examiners with scores for each of the seven categories assessed

Summary of Bill:

Requires all state agencies to apply for the annual Washington State Quality Award every three years beginning in 2010.

Appropriation: None.

Fiscal Note: Available.

Effective Date: The bill takes effect 90 days after adjournment of session in which bill is passed.