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SENATE BILL 6106

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State of Washington

53rd Legislature

1994 Regular Session

By Senators Skratek, Bluechel, Williams, Erwin, Sheldon and M. Rasmussen

Read first time 01/12/94. Referred to Committee on Trade, Technology & Economic Development.

1 AN ACT Relating to the department of community, trade, and economic  
2 development; amending RCW 43.330.050; adding a new section to chapter  
3 43.330 RCW; creating a new section; and providing an effective date.

4 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF WASHINGTON:

5 NEW SECTION. **Sec. 1.** The legislature finds that Washington  
6 businesses with well-trained, motivated workers and a work environment  
7 that is organized to take advantage of the employees' skills are more  
8 competitive in the global economy. These firms have replaced  
9 inflexible traditional work organizations with high-performance work  
10 organizations characterized by: An emphasis on customer service and  
11 quality; flexibly structured manufacturing or service delivery systems;  
12 and highly trained workers who are given responsibility commensurate  
13 with the level of training.

14 The legislature further finds that the same commitment to customer  
15 service and quality shown by private sector firms that have adopted  
16 high-performance work organizations should also be embraced by public  
17 agencies. Adoption of these principles can increase government  
18 efficiency and responsiveness to constituent needs.

1        NEW SECTION.    **Sec. 2.**    A new section is added to chapter 43.330 RCW  
2 to read as follows:

3        (1) The director shall take action as necessary to structure the  
4 department as a public sector model of a high-performance work  
5 organization. The department shall institute policies that: Make  
6 improving customer service and quality control the priority of each  
7 agency employee; reduce administrative layer within the department;  
8 extend decision-making authority; and increase employee involvement in  
9 workplace decisions.

10       (2) The department shall implement management practices that are  
11 most likely to result in improved agency performance. These practices  
12 may include, but are not limited to:

- 13       (a) Total quality management;
- 14       (b) Continuous improvement programs;
- 15       (c) Benchmarking;
- 16       (d) Constituent satisfaction programs; and
- 17       (e) Increased training of agency employees.

18       (3) The department shall periodically review the impact of these  
19 practices on the performance of the department and implement additional  
20 management practices as it deems appropriate.

21       **Sec. 3.**    RCW 43.330.050 and 1993 c 280 s 7 are each amended to read  
22 as follows:

23       The department shall be responsible for promoting community and  
24 economic development within the state by assisting the state's  
25 communities to increase the quality of life of their citizens and their  
26 economic vitality, and by assisting the state's businesses to maintain  
27 and increase their economic competitiveness, while maintaining a  
28 healthy environment. Community and economic development efforts shall  
29 include: Efforts to increase economic opportunity; local planning to  
30 manage growth; the promotion and provision of affordable housing and  
31 housing-related services; providing public infrastructure; business and  
32 trade development; assisting firms and industrial sectors to increase  
33 their competitiveness; fostering the development of minority and women-  
34 owned businesses; facilitating technology development, transfer, and  
35 diffusion; community services and advocacy for low-income persons; and  
36 public safety efforts. The department shall have the following general  
37 functions and responsibilities:

1 (1) Provide advisory assistance to the governor, other state  
2 agencies, and the legislature on community and economic development  
3 matters and issues;

4 (2) Assist the governor in coordinating the activities of state  
5 agencies that have an impact on local government and communities;

6 (3) Cooperate with the legislature and the governor in the  
7 development and implementation of strategic plans for the state's  
8 community and economic development efforts;

9 (4) Solicit private and federal grants for economic and community  
10 development programs and administer such programs in conjunction with  
11 other programs assigned to the department by the governor or the  
12 legislature;

13 (5) Cooperate with and provide technical and financial assistance  
14 to local governments, businesses, and community-based organizations  
15 serving the communities of the state for the purpose of aiding and  
16 encouraging orderly, productive, and coordinated development of the  
17 state, and, unless stipulated otherwise, give additional consideration  
18 to local communities and individuals with the greatest relative need  
19 and the fewest resources;

20 (6) Participate with other states or subdivisions thereof in  
21 interstate programs and assist cities, counties, municipal  
22 corporations, governmental conferences or councils, and regional  
23 planning commissions to participate with other states and provinces or  
24 their subdivisions;

25 (7) Hold public hearings and meetings to carry out the purposes of  
26 this chapter;

27 (8) Conduct research and analysis in furtherance of the state's  
28 economic and community development efforts including maintenance of  
29 current information on market, demographic, and economic trends as they  
30 affect different industrial sectors, geographic regions, and  
31 communities with special economic and social problems in the state;

32 ((and))

33 (9) Develop a schedule of fees for services where appropriate; and

34 (10) Be a model within state government of a high-performance work  
35 organization.

36 NEW SECTION. **Sec. 4.** This act shall take effect July 1, 1994.

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