
SENATE BILL 6001

State of Washington

61st Legislature

2009 Regular Session

By Senators Pridemore and Shin; by request of Office of Financial Management

Read first time 02/12/09. Referred to Committee on Economic Development, Trade & Innovation.

1 AN ACT Relating to quality management, accountability, and
2 performance systems; and amending RCW 43.17.380, 43.17.385, and
3 43.17.390.

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

5 **Sec. 1.** RCW 43.17.380 and 2005 c 384 s 2 are each amended to read
6 as follows:

7 As used in RCW 43.17.385 and 43.17.390:

8 (1) "State agency" or "agency" means a state agency, department,
9 office, officer, board, commission, bureau, division, institution, or
10 institution of higher education, and all offices of executive branch
11 state government-elected officials, except agencies with less than one
12 hundred full-time equivalent employees and agricultural commissions
13 under Title 15 RCW.

14 (2) "Quality management, accountability, and performance system"
15 means a nationally recognized integrated, interdisciplinary system of
16 measures, tools, and reports used to improve the performance of a work
17 unit or organization.

1 **Sec. 2.** RCW 43.17.385 and 2005 c 384 s 3 are each amended to read
2 as follows:

3 (1) Each state agency shall, within available funds, develop and
4 implement a quality management, accountability, and performance system
5 to improve the public services it provides.

6 (2) Each agency shall ensure that managers and staff at all levels,
7 including those who directly deliver services, are engaged in the
8 system and shall provide managers and staff with the training necessary
9 for successful implementation.

10 (3) Each agency shall, within available funds, ensure that its
11 quality management, accountability, and performance system:

12 (a) Uses strategic business planning to establish goals,
13 objectives, and activities consistent with the priorities of
14 government, as provided in statute;

15 (b) Engages stakeholders and customers in establishing service
16 requirements and improving service delivery systems;

17 (c) Includes clear, relevant, and easy-to-understand measures for
18 each activity;

19 (d) Gathers, monitors, and analyzes activity data;

20 (e) Uses the data to evaluate the effectiveness of programs to
21 manage process performance, improve efficiency, and reduce costs;

22 (f) Establishes performance goals and expectations for employees
23 that reflect the organization's objectives; and provides for regular
24 assessments of employee performance;

25 (g) Uses activity measures to report progress toward agency
26 objectives to the agency director at least quarterly;

27 (h) Where performance is not meeting intended objectives, holds
28 regular problem-solving sessions to develop and implement a plan for
29 addressing gaps; and

30 (i) Allocates resources based on strategies to improve performance.

31 (4) Each agency shall conduct a yearly assessment of its quality
32 management, accountability, and performance system.

33 (5) State agencies whose chief executives are appointed by the
34 governor shall report to the governor on agency performance at least
35 quarterly. The reports shall be included on the agencies', the
36 governor's, and the office of financial management's web sites.

37 (6) The governor shall report annually to citizens on the

1 performance of state agency programs. The governor's report shall
2 include, but not be limited to:

3 (a) Progress made toward the priorities of government as a result
4 of agency activities; and

5 (b) Improvements in agency quality management systems, fiscal
6 efficiency, process efficiency, asset management, personnel management,
7 statutory and regulatory compliance, and management of technology
8 systems.

9 (7) Each state agency shall integrate efforts made under this
10 section with other management, accountability, and performance systems
11 undertaken under executive order or other authority.

12 **Sec. 3.** RCW 43.17.390 and 2005 c 384 s 4 are each amended to read
13 as follows:

14 ~~((Starting no later than 2008, and at least once every three years
15 thereafter,))~~ (1) Each agency ~~((shall))~~ may apply to the Washington
16 state quality award, or similar organization, for an independent
17 assessment of its quality management, accountability, and performance
18 system. The assessment ~~((shall evaluate))~~ may include an evaluation of
19 the effectiveness of all elements of ~~((its))~~ the agency's management,
20 accountability, and performance system, including: Leadership,
21 strategic planning, customer focus, analysis and information, employee
22 performance management, and process improvement. The purpose of the
23 assessment is to recognize best practice and identify improvement
24 opportunities.

25 (2) All agency assessments under this section shall be made
26 available for public review on agency web sites or through other easily
27 accessible formats.

--- END ---