
SENATE CONCURRENT RESOLUTION 8407

State of Washington

54th Legislature

1995 Regular Session

By Senator Gaspard

Read first time 4/21/95.

1 WHEREAS, The Washington Performance Partnership was established to
2 improve the performance of Washington state government, measured in
3 terms of quality of customer service, accountability for cost-effective
4 services, and productivity; and

5 WHEREAS, RCW 43.88B.007 provides that it is the intent of the
6 governor and the legislature to improve state government performance
7 through a commitment to continuous improvement and not through a one-
8 time or short-term effort that would largely serve to redefine problems
9 rather than identify solutions; and

10 WHEREAS, RCW 43.88B.030 requires the Washington Performance
11 Partnership Council to submit to the legislature an initial statement
12 of strategic intent for Washington state government; and

13 WHEREAS, The strategic intent shall be a clear statement of general
14 goals for the state of Washington, the basic services that Washington
15 state citizens desire, and the priorities and values that are centered
16 on the customers of state government; and

17 WHEREAS, The Washington Performance Partnership Council shall
18 continually consult with world-class corporations in Washington state
19 in developing improvement processes and articulating strategic intent;

20 NOW, THEREFORE, BE IT RESOLVED, By the Senate of the state of
21 Washington, the House of Representatives concurring, That the following

1 Washington Performance Partnership statement of strategic intent is
2 hereby accepted:

3 "(1) The vision of the Washington Performance Partnership is that
4 Washington state government will be the most effective and best
5 performing service organization in the state.

6 (2) Fundamental to our success in achieving our vision are these
7 five basic values:

8 (a) Service - We take pride in serving the public. They are our
9 customers and our employers;

10 (b) Quality - The quality of our services and products is our
11 number one priority. Total commitment to continuous quality
12 improvement is expected of our employees and our government leaders;

13 (c) Accountability - We are prudent and effective in the use of the
14 resources entrusted to us. We expect superior results and are
15 accountable for those results;

16 (d) People - Employee involvement and collaborative partnership
17 among our employees, leaders, and customers are critical to our
18 success. We recognize and value diversity, development, and teamwork
19 as vital elements of an effective work force; and

20 (e) Communication - Regular, reliable, and effective communication
21 between our leaders, employees, and customers is fundamental to
22 achieving our objectives. Our communications are accurate and
23 expressed in terms of measurements and facts.

24 (3) The following principles will guide the activities of the
25 Washington Performance Partnership:

26 (a) Customers are the focus of everything we do: We listen to our
27 customers. Understanding customer preferences and pursuing customer
28 satisfaction is critical to our success;

29 (b) Employees are empowered to perform successfully: We know what
30 is expected of us: We have the skills, authority, and resources to do
31 our jobs well. We seek continuous feedback on how we are doing and we
32 accept responsibility for our performance;

33 (c) Leadership is committed to quality: We sustain working
34 partnerships with each other, state employees, and the citizens of our
35 state. We set clear goals and expectations, provide essential support,
36 and base decisions on accurate information;

37 (d) We are responsible for results: The ultimate measure of our
38 success is how well we achieve the results expected of state

1 government. We identify clear performance standards and use them to
2 measure our progress; and

3 (e) We are cost-effective: We add the greatest value possible for
4 each dollar we spend.

5 (4) The purpose of the Washington Performance Partnership will be
6 achieved through a continuous improvement process throughout state
7 government that is designed to improve service quality, customer
8 satisfaction, accountability, and measurable performance. The
9 continuous improvement process will be based on an analysis of each
10 agency's core processes, strategic planning, leadership, human
11 resources, key support systems, services, and customers.

12 The continuous improvement process shall include clear performance
13 measures for agencies to evaluate their performance against targeted
14 results; implementation of customer and employee satisfaction measures;
15 and successful practices that improve supplier-vendor performance and
16 empower employees through work force education and involvement.

17 (5) By engaging in this performance improvement process, and
18 through gubernatorial and legislative strategic policy actions, the
19 state of Washington will have a more effective and efficient state
20 government and will deliver services that reflect public priorities."

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