

2 SHB 1517 - S COMM AMD

3 By Committee on State & Local Government

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5 Strike everything after the enacting clause and insert the
6 following:

7 "NEW SECTION. **Sec. 1.** A new section is added to chapter 41.04 RCW
8 to read as follows:

9 (1) Each state agency shall develop and implement a quality
10 management program to improve the quality, efficiency, and
11 effectiveness of the public services it provides through business
12 process redesign, employee involvement, and other quality management
13 techniques. Each agency shall ensure that front line agency employees
14 are engaged in the program and shall provide employees with the
15 training necessary to successful implementation of efforts toward
16 quality improvement.

17 (2) Each agency shall ensure that its quality management program:

18 (a) Identifies immediate-term and near-term opportunities to
19 improve services and reduce costs;

20 (b) Identifies goals and utilizes strategic business planning and
21 performance measures to establish priorities and measure progress
22 toward meeting them. Each state agency shall develop performance
23 measures to assess customer satisfaction, agency progress toward
24 accomplishing outcomes specified in the agency budget under RCW
25 43.88.090, and the impact of initiatives instituted under the quality
26 management program as a whole;

27 (c) Reports the results of its quality management program on a
28 regular basis. Each agency shall ensure that its report specifies
29 improved outcomes for public service and efficiency. Any agency in its
30 report may describe methods of measuring customer and stakeholder
31 satisfaction, of engaging agency employees in the program, and of
32 assessing the extent to which business practices have been changed to
33 improve quality, efficiency, and effectiveness;

34 (d) Evaluates the results of its quality, service, and management
35 improvement programs and assesses program effects upon leadership,
36 information and analysis, strategic planning, human resource

1 development and management, process improvement, business results, and
2 customer focus and satisfaction;

3 (e) Develops a plan for quality improvement, documenting efforts
4 made up to the date of the report and addressing all matters enumerated
5 in this subsection.

6 (3) State agencies under the supervision of the governor shall
7 report program results to the governor on a regular basis. State
8 agencies under elected executive officials other than the governor
9 shall report program results to the elected executive official on a
10 regular basis.

11 (4) Each state agency shall integrate efforts made under this
12 section with quality management programs undertaken under executive
13 order or other authority. Each state agency, except institutions of
14 higher education as defined in RCW 28B.10.016, shall develop and
15 implement a complete quality management program by June 30, 2002.
16 Institutions of higher education, as defined in RCW 28B.10.016, shall
17 develop and implement a complete quality management program by June 30,
18 2004.

19 (5) Starting in 2004 and at least once every three years
20 thereafter, state agencies or their subdivisions, or both, shall apply
21 for the governor's Washington state quality award program or
22 equivalent, for potential recognition. Every subdivision of a state
23 agency with three thousand or more full-time equivalent employees must
24 complete an application in each five-year period.

25 (6) For purposes of this section, "state agency" includes every
26 elected state executive official and every department, division, board,
27 commission, and institution of the executive branch of state
28 government, including institutions of higher education as defined in
29 RCW 28B.10.016.

30 NEW SECTION. **Sec. 2.** A new section is added to chapter 41.04 RCW
31 to read as follows:

32 Both houses of the legislature shall develop and implement quality
33 improvement programs as described under section 1 of this act by June
34 30, 2003, but shall report the results of these efforts to the
35 leadership of each major political party caucus within its house.

36 NEW SECTION. **Sec. 3.** A new section is added to chapter 41.04 RCW
37 to read as follows:

1 The supreme court is encouraged to develop and implement quality
2 improvement programs, as described under section 1 of this act, for the
3 judicial branch of government, by June 30, 2003, but shall report the
4 results of these efforts to the chief justice. The programs may be
5 implemented directly by the supreme court or may be delegated to the
6 administrator for the courts.

7 NEW SECTION. **Sec. 4.** A new section is added to chapter 41.04 RCW
8 to read as follows:

9 (1) Local governments are encouraged to develop and implement
10 quality management programs as set forth in section 1 of this act.

11 (2) For purposes of this section, "local government" includes every
12 county, city, town, special district, municipal corporation, and quasi-
13 municipal corporation in the state."

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17 On page 1, line 1 of the title, after "improvement;" strike the
18 remainder of the title and insert "and adding new sections to chapter
19 41.04 RCW."

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