

2 SHB 1517 - S COMM AMD
3 By Committee on Ways & Means

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

17 (2) Each agency shall ensure that its quality management program,
18 within available funds:

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

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

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

35 (d) Evaluates the results of its quality, service, and management
36 improvement programs and assesses program effects upon leadership,

1 information and analysis, strategic planning, human resource
2 development and management, process improvement, business results, and
3 customer focus and satisfaction;

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

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

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

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

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

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

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

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

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

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

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

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

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19 On page 1, line 1 of the title, after "improvement;" strike the
20 remainder of the title and insert "and adding new sections to chapter
21 41.04 RCW."

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