

# SENATE BILL REPORT

## SB 5312

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As Reported By Senate Committee On:  
Government Operations & Elections, February 28, 2003

**Title:** An act relating to quality improvement.

**Brief Description:** Requiring quality management programs for state agencies.

**Sponsors:** Senator Kastama.

**Brief History:**

**Committee Activity:** Government Operations & Elections: 2/12/03, 2/28/03 [DP].

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### SENATE COMMITTEE ON GOVERNMENT OPERATIONS & ELECTIONS

**Majority Report:** Do pass.

Signed by Senators Roach, Chair; Stevens, Vice Chair; Fairley, Horn and Kastama.

**Staff:** Mac Nicholson (786-7445)

**Background:** Legislation was enacted in 1996 establishing a performance-based budgeting system for state agencies. Agencies are expected to establish mission statements and set goals; develop strategies to achieve goals; set outcome based objectives; provide continuous self-assessment of each program; link budget proposals with their mission statements and goals; and objectively determine the success in achieving goals.

The Governor issued Executive Order 97-03 in 1997 requiring all state agencies to develop and implement programs to improve the quality, efficiency, and effectiveness of public services they provide using quality improvement, business process redesign, employee involvement, and other quality improvement techniques.

**Summary of Bill:** Each state agency, within available funds, is instructed to develop and implement a quality management program to improve the quality, efficiency, and effectiveness of the public services it provides. The quality management program must identify immediate-term and near-term opportunities to improve services and reduce costs; identify goals and measure progress toward meeting them; evaluate and report the results of the program on a regular basis; and develop a plan for quality improvement.

State agencies whose chief executive is appointed by the Governor must report program results to the Governor on a regular basis, and state agencies whose chief executive is an elected official must report program results to that elected official on a regular basis.

The Office of Insurance Commissioner, Department of Natural Resources, and four-year institutions of higher education must develop and implement a quality management program by June 30, 2006. All other state agencies must develop and implement a quality management program by June 30, 2004.

At least once every three years, state agencies must apply for the Washington State Quality Award, the Malcolm Baldrige National Quality Award, or an equivalent outside quality assessment.

The Senate and House of Representatives must each develop a quality improvement program and report the results of the program to leadership of each major political party caucus. The Supreme Court is encouraged to develop a quality improvement program and report the results of the program to the chief justice. Local governments are encouraged to implement a quality management program.

**Appropriation:** None.

**Fiscal Note:** Not requested.

**Effective Date:** Ninety days after adjournment of session in which bill is passed.

**Testimony For:** This bill will improve quality and productivity in government.

**Testimony Against:** None.

**Testified:** PRO: Amber Balch, AWB; Jim Hedrick, OFM (concerns).