
SUBSTITUTE HOUSE BILL 1488

State of Washington

58th Legislature

2004 Regular Session

By House Committee on Appropriations (originally sponsored by Representatives Miloscia, Armstrong, Pettigrew, Morris, Linville, Schual-Berke, Conway, Romero, Chase, Eickmeyer, Haigh, Hunt, Moeller, Anderson, McCoy, Lovick, Upthegrove, Berkey, Morrell, Lantz, Wood and Kenney)

READ FIRST TIME 02/06/04.

1 AN ACT Relating to quality improvement; adding new sections to
2 chapter 41.04 RCW; adding a new section to chapter 44.04 RCW; and
3 adding a new section to chapter 2.04 RCW.

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

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

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

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

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

1 (b) Identifies goals and uses strategic business planning and
2 performance measures to establish priorities and measure progress
3 toward meeting them. Each state agency shall develop performance
4 measures to assess customer satisfaction, agency progress toward
5 accomplishing outcomes specified in the agency budget under RCW
6 43.88.090, and the impact of initiatives instituted under the quality
7 management program as a whole;

8 (c) Reports the results of its quality management program on a
9 regular basis. Each agency shall ensure that its report specifies
10 improved outcomes for public service and efficiency. Any agency in its
11 report may describe methods of measuring customer and stakeholder
12 satisfaction, of engaging agency employees in the program, and of
13 assessing the extent to which business practices have been changed to
14 improve quality, efficiency, and effectiveness;

15 (d) Evaluates the results of its quality, service, and management
16 improvement programs and assesses program effects upon leadership,
17 information and analysis, strategic planning, human resource
18 development and management, process improvement, business results, and
19 customer focus and satisfaction; and

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

23 (3) State agencies whose chief executives are appointed by the
24 governor shall report program results to the governor on a regular
25 basis. State agencies whose chief executives are elected officials
26 other than the governor shall report program results to the elected
27 official on a regular basis.

28 (4) Each state agency shall integrate efforts made under this
29 section with quality management programs undertaken under executive
30 order or other authority. The office of the secretary of state, the
31 department of social and health services, and the department of
32 corrections shall develop and implement a complete quality management
33 program by June 30, 2006. The office of insurance commissioner, the
34 department of natural resources, and four-year institutions of higher
35 education shall develop and implement a complete quality management
36 program by June 30, 2007. All other state agencies shall develop and
37 implement a complete quality management program by June 30, 2005.

1 (5) Starting in 2007 and at least once every three years
2 thereafter, the office of the secretary of state, the department of
3 social and health services, and the department of corrections shall
4 apply for the Washington state quality award, or an equivalent outside
5 quality assessment, for potential recognition. Starting in 2009 and at
6 least once every three years thereafter, the office of insurance
7 commissioner, the department of natural resources, and four-year
8 institutions of higher education, or their subdivisions, or both, shall
9 apply for the Washington state quality award or an equivalent outside
10 quality assessment, for potential recognition. Starting in 2006 and at
11 least once every three years thereafter, all other state agencies or
12 their subdivisions, or both, shall apply for the Washington state
13 quality award or an equivalent outside quality assessment, for
14 potential recognition. Every subdivision of a state agency with three
15 thousand or more full-time equivalent employees must complete an
16 application in each three-year period.

17 (6) For purposes of this section, "state agency" means those state
18 agencies within the executive branch of government including
19 institutions of higher education.

20 NEW SECTION. **Sec. 2.** A new section is added to chapter 44.04 RCW
21 to read as follows:

22 The senate and the house of representatives shall each develop and
23 implement quality improvement programs as described under section 1 of
24 this act by June 30, 2006, and shall report the results of these
25 efforts to the leadership of each major political party caucus within
26 its respective house.

27 NEW SECTION. **Sec. 3.** A new section is added to chapter 2.04 RCW
28 to read as follows:

29 The supreme court is encouraged to develop and implement quality
30 improvement programs, as described under section 1 of this act, for the
31 judicial branch of government, by June 30, 2006, and shall report the
32 results of these efforts to the chief justice. The programs may be
33 implemented directly by the supreme court or may be delegated to the
34 administrator for the courts.

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

3 (1) Local governments are encouraged to develop and implement
4 quality management programs as described in section 1 of this act.

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

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