

5312

Sponsor(s): Senator Kastama

Brief Description: Requiring quality management programs for state agencies.

**SB 5312 - DIGEST**

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

Requires state agencies whose chief executives are appointed by the governor to report program results to the governor on a regular basis. State agencies whose chief executives are elected officials other than the governor shall report program results to the elected official on a regular basis.

Directs each state agency to integrate efforts made under this act with quality management programs undertaken under executive order or other authority. The office of insurance commissioner, the department of natural resources, and four-year institutions of higher education shall develop and implement a complete quality management program by June 30, 2006. All other state agencies shall develop and implement a complete quality management program by June 30, 2004.