
SENATE BILL 5312

State of Washington

58th Legislature

2003 Regular Session

By Senator Kastama

Read first time 01/22/2003. Referred to Committee on Government Operations & Elections.

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 insurance commissioner, the
31 department of natural resources, and four-year institutions of higher
32 education shall develop and implement a complete quality management
33 program by June 30, 2006. All other state agencies shall develop and
34 implement a complete quality management program by June 30, 2004.

35 (5) Starting in 2008 and at least once every three years
36 thereafter, the office of insurance commissioner, the department of
37 natural resources, and four-year institutions of higher education, or
38 their subdivisions, or both, shall apply for the Washington state

1 quality award, the Malcolm Baldrige National Quality Award, or an
2 equivalent outside quality assessment, for potential recognition.
3 Starting in 2005 and at least once every three years thereafter, all
4 other state agencies or their subdivisions, or both, shall apply for
5 the Washington state quality award, the Malcolm Baldrige National
6 Quality Award, or an equivalent outside quality assessment, for
7 potential recognition. Every subdivision of a state agency with three
8 thousand or more full-time equivalent employees must complete an
9 application in each three-year period.

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

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

15 The senate and the house of representatives shall each develop and
16 implement quality improvement programs as described under section 1 of
17 this act by June 30, 2005, and shall report the results of these
18 efforts to the leadership of each major political party caucus within
19 its respective house.

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

22 The supreme court is encouraged to develop and implement quality
23 improvement programs, as described under section 1 of this act, for the
24 judicial branch of government, by June 30, 2005, and shall report the
25 results of these efforts to the chief justice. The programs may be
26 implemented directly by the supreme court or may be delegated to the
27 administrator for the courts.

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

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

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

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