

MAINE STATE LEGISLATURE

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OFFICE OF
THE GOVERNOR

NO. 8 FY 92/93
DATE May 18, 1993

AN ORDER CREATING
THE MAINE QUALITY MANAGEMENT COUNCIL

WHEREAS, Maine State Government exists to provide services and programs to the citizens of the State of Maine; and

WHEREAS, it is incumbent on state employees to provide the best service to citizens of Maine and other "customers" of state government in the most efficient and effective manner possible; and

WHEREAS, while providing quality service it is important that every state worker have a stake in the success and improvement of state government; and

WHEREAS, it is important that state government and its managers recognize the talent and experience of front-line workers; and

WHEREAS, it is important that labor and management work together to ensure a more secure work environment of mutual respect, support and trust; and

WHEREAS, both private and public sector organizations have found success in the Total Quality Management approach to customer service and management, resulting in a more motivated and productive workforce, as well as efficiencies and cost savings; and

WHEREAS, the 115th Maine Legislature mandated that both management and labor adopt a total quality approach in state government; and

WHEREAS, Total Quality Management efforts in state government need coordination, oversight and direction to accomplish the above goals;

NOW, THEREFORE, I, JOHN R. McKERNAN, JR., Governor of the State of Maine, do hereby formalize and establish the Maine Quality Management Council, the structure and function of which shall be as follows:

Purpose

The Council shall serve as the organization which will guide Total Quality Management in Maine State Government. The purpose of the Council is to prepare a vision statement for state government, which has been accomplished as of this date; and, now, to oversee the implementation of Total Quality Management in state government.

The Council shall guide Maine State Government in providing the leadership and service necessary to make Maine an even better State for future generations. In addition, the Council shall work to deliver quality services to customers of state government, and to empower every state worker in addressing the challenges and responsibilities of state government.

The Council shall coordinate the work of individual quality councils in state departments and agencies, as well as Process Planning Teams and Process Action Teams which may be established to target specific problems and recommend and oversee implementation of improvements.

Membership

The Governor shall invite the head of each Executive Branch department and agency; the Constitutional Officers; representatives of the State's employee unions; the Maine State Legislature; and Maine businesses; to participate on the Council.

Membership on the Maine Quality Management Council may include:

- A. The Governor of the State of Maine;
- B. The Constitutional Officers of Maine, including the Attorney General, the State Auditor, the Secretary of State and the State Treasurer;
- C. The Commissioners of the Departments of Administrative and Financial Services, Agriculture, Conservation, Corrections, Defense and Veterans Services, Economic and Community Development, Education, Environmental Protection, Human Services, Inland Fisheries and Wildlife, Labor, Marine Resources, Mental Health and Mental Retardation, Professional and Financial Regulation, Public Safety, and Transportation, or the successors to those departments;
- D. The Director of the Bureau of Human Resources in the Department of Administrative and Financial Services;
- E. The Director of the State Planning Office in the Executive Department;
- F. The Executive Director of other major state agencies, as designed by the Governor, including but not limited to: Maine Waste Management Agency, Finance Authority of Maine, Maine State Retirement System, and Maine State Housing Authority;
- G. The President of each of the employee unions representing Maine State Employees;
- H. Two (2) representatives of the Legislature, including one from the Maine House of Representatives and one from the Senate of Maine, including one member from each political party; and
- I. Three (3) representatives of Maine businesses which are implementing Total Quality Management, as appointed by the Governor.

Officers

The Governor shall serve as the Chairman of the Maine Quality Management Council.

Terms of Members

Executive Branch members and state employee representatives of the Maine Quality Management Council shall serve terms coincident with the terms of their appointments to the positions qualifying them for the council.

Private sector members shall serve at the pleasure of the Governor.

Associate Members

Each member of the Council shall name one associate member, except that Council members representing the state employee unions may appoint one associate member to represent each union bargaining unit.

Associate members shall attend and participate in Council meetings, and represent the Council member in the event of the member's absence.

Associate members shall serve at the pleasure of the Council member.

Administration

The Department of Administrative and Financial Services shall provide staff support to the Council from within the Bureau of Training and Development.

The Council may organize such sub-committees and ad hoc committees as the membership deems appropriate.

Meetings

The Council shall meet on a monthly basis at the call of the Chairman. A majority of members shall constitute a quorum.

Functions and Duties

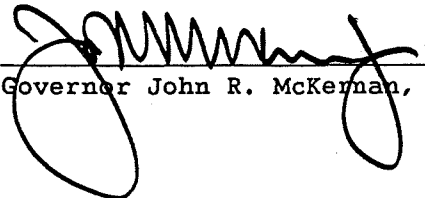
1. Develop a joint vision, values and tenets for state government.
2. Provide policy guidance and direction to the Governor on the quality management process.
3. Coordinate implementation of quality management in state government.
4. Coordinate and oversee Process Planning Teams and Process Action Teams, which may be formed to address specific problems and challenges in state government.

5. Raise state employee awareness of Total Quality Management in state government.
6. Assist the Governor in developing goals, objectives, milestones and resource requirements to promote and improve quality and productivity in state government.
7. Identify critical processes inherent in state government that are common to departments and need priority attention, and provide direction for achieving improvement in these processes.

Funding

Members of the Council shall serve without compensation. Funding for Council activities shall be absorbed by the agencies and organizations involved.

The effective date of this Order is May 18, 1993.



Governor John R. McKernan, Jr.