



115th MAINE LEGISLATURE

SECOND REGULAR SESSION-1992

Legislative Document

No. 2327

S.P. 907

In Senate, February 13, 1992

Submitted by the Special Commission on Governmental Restructuring pursuant to Public Law 1991, chapter 139.

Reference to the Committee on State and Local Government suggested and ordered printed.

JOY J. O'BRIEN Secretary of the Senate

STATE OF MAINE

IN THE YEAR OF OUR LORD NINETEEN HUNDRED AND NINETY-TWO

Resolve, to Implement Total Quality Management Procedures in State Government.

(EMERGENCY)

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Emergency preamble. Whereas, Acts and resolves of the Legislature do not become effective until 90 days after adjournment unless enacted as emergencies; and

Whereas, total quality management procedures offer the State an opportunity to immediately improve the efficiency and productivity of State Government; and

Whereas, in the judgment of the Legislature, these facts create an emergency within the meaning of the Constitution of Maine and require the following legislation as immediately necessary for the preservation of the public peace, health and safety; now, therefore, be it

Sec. 1. Legislative findings. Resolved: That the Legislature finds that the customers of State Government are the recipients 16 or beneficiaries of state services; that internal purchasing, personnel, space, budgeting and accounting systems all serve 18 those customers and must all be improved to respond more effectively and efficiently; and that State Government has not 20 given adequate attention to the potential for using the talents, skills, experience and commitment of its employees in improving 22 the organization, cost-efficiency, cost-effectiveness and quality 24 of state services; and be it further

26 Sec. 2. Definition. Resolved: That as used in this resolve, "total quality management" means a management system that 28 emphasizes total customer satisfaction and the importance of front-line, rank-and-file workers in the improvement of 30 production or services within an organization; and be it further

Sec. 3. Total quality management in the executive branch. 32 Resolved: That the Governor shall develop and implement a plan for application of total quality management principles and 34 methods in the executive branch. The plan for introduction of total quality management, including a description of its elements 36 and a timetable for implementation, must be prepared and released The plan must implement total quality 38 by September 1, 1992. management essentials of customer-driven work; results-oriented 40 strategic planning; use of pertinent data; seeking continuous emphasizing improvement; and rank-and-file employee 42 participation; and be it further

 44 Sec. 4. Total quality management in the Legislature and Judiciary. Resolved: That the Legislature and the Judicial Department shall
46 adopt plans by September 1, 1992 for the use of total quality
management in their operations. Plans adopted by the Legislature
48 and the Judiciary must address all total quality management
issues specified under section 3; and be it further

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Sec. 5. Implementation. Resolved: That all 3 branches of government shall implement the total quality management plans 2 adopted under sections 3 and 4 no later than December 31, 1992; 4 and be it further

Sec. 6. Employees. Resolved: That in developing plans under б resolve, each branch of government shall involve this rank-and-file employees in devising total quality management 8 programs that improve internal operations and making state 10 operations less bureaucratic, more customer-oriented and more competitive with the private sector; and be it further

Sec. 7. Interagency task force established. Resolved: That the 14 Governor shall appoint a Natural Resource Interagency Task Force to identify and implement appropriate cross-training programs and 16 The task force must include other cooperative ventures. management representatives from the Department of Conservation, 18 the Department of Inland Fisheries and Wildlife and the Department of Marine Resources and employee representatives from each department. The task force shall identify methods of 20 implementing total quality management practices in appropriate 22 functions of those agencies.

Emergency clause. In view of the emergency cited in the preamble, this resolve takes effect when approved.

STATEMENT OF FACT

30 This resolve is one of the measures submitted by the Special Commission on Governmental Restructuring. The resolve requires 32 the Executive Department, Judicial Department and the Legislature to implement total quality management systems and requires the 34 Governor to establish an interagency task force to identify and implement cross-training programs among the natural resource 36 agencies.

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