

MAINE STATE LEGISLATURE

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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.

A handwritten signature in cursive script that reads "Joy J. O'Brien".

JOY J. O'BRIEN
Secretary of the Senate

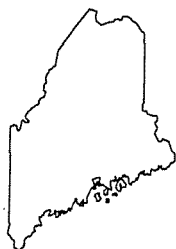
STATE OF MAINE

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

4
6 **Whereas,** total quality management procedures offer the State
an opportunity to immediately improve the efficiency and
productivity of State Government; and

8
10 **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
12 necessary for the preservation of the public peace, health and
safety; now, therefore, be it

14
16 **Sec. 1. Legislative findings. Resolved:** That the Legislature
finds that the customers of State Government are the recipients
or beneficiaries of state services; that internal purchasing,
18 personnel, space, budgeting and accounting systems all serve
those customers and must all be improved to respond more
20 effectively and efficiently; and that State Government has not
given adequate attention to the potential for using the talents,
22 skills, experience and commitment of its employees in improving
the organization, cost-efficiency, cost-effectiveness and quality
of state services; and be it further

24
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
production or services within an organization; and be it further

30
32 **Sec. 3. Total quality management in the executive branch.**
Resolved: That the Governor shall develop and implement a plan
34 for application of total quality management principles and
methods in the executive branch. The plan for introduction of
36 total quality management, including a description of its elements
and a timetable for implementation, must be prepared and released
38 by September 1, 1992. The plan must implement total quality
management essentials of customer-driven work; results-oriented
40 strategic planning; use of pertinent data; seeking continuous
improvement; and emphasizing 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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