

# MAINE STATE LEGISLATURE

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**LAWS**  
**OF THE**  
**STATE OF MAINE**

AS PASSED BY THE

ONE HUNDRED AND FIFTEENTH LEGISLATURE

**SECOND SPECIAL SESSION**

December 12, 1991 to January 7, 1992

**SECOND REGULAR SESSION**

January 8, 1992 to March 31, 1992

THE GENERAL EFFECTIVE DATE FOR  
SECOND REGULAR SESSION  
NON-EMERGENCY LAWS IS  
JUNE 30, 1992

PUBLISHED BY THE REVISOR OF STATUTES  
IN ACCORDANCE WITH MAINE REVISED STATUTES ANNOTATED,  
TITLE 3, SECTION 163-A, SUBSECTION 4.

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J.S. McCarthy Company  
Augusta, Maine  
1992

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**RESOLVES**  
**OF THE**  
**STATE OF MAINE**

**AS PASSED AT THE**  
**SECOND REGULAR SESSION**

**of the**  
**ONE HUNDRED AND FIFTEENTH LEGISLATURE**

**1991**

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close relevant records that contain personally identifying information and are created in connection with the department's child protective activities or activities related to a child while in the care or custody of the department to members of the oversight committee established in section 2. Members of the oversight committee are subject to the provisions of Title 22, section 4008, subsection 4.

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

Effective April 9, 1992.

## CHAPTER 73

S.P. 907 - L.D. 2327

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

**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 or beneficiaries of state services; that internal purchasing, personnel, space, budgeting and accounting systems all serve those customers and must all be improved to respond more effectively and efficiently; and that State Government has not given adequate attention to the potential for using the talents, skills, experience and commitment of its employees in improving the organization, cost-efficiency, cost-effectiveness and quality of state services; and be it further

**Sec. 2. Definition. Resolved:** That as used in this resolve, "total quality management" means a management system that 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

**Sec. 3. Total quality management in the executive branch. Resolved:** That the Governor shall develop and implement a plan for application of total

quality management principles and methods in the executive branch. The plan for introduction of total quality management, including a description of its elements and a timetable for implementation, must be prepared and released by September 1, 1992. The plan must implement total quality management essentials of customer-driven work; results-oriented strategic planning; use of pertinent data; seeking continuous improvement; and emphasizing rank-and-file employee participation; and be it further

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

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

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

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

Effective April 9, 1992.

## CHAPTER 74

S.P. 973 - L.D. 2459

### Resolve, to Transfer Certain State Lands to the Maine Veterans' Home

**Sec. 1. Transfer of state land authorized. Resolved:** That the Director of the Bureau of General Services is directed to convey to the Maine Veterans' Home, a public body corporate under the laws of the State, the State's interest in a certain parcel of land in Bangor, Penobscot County, Maine, being 16 acres more or less, as more particularly described in Exhibit A of this resolve. The director may convey this parcel only in a deed containing the following conditions requiring reversion of the entire interest and title to the State if:

1. A veterans' home is not erected on this site no later than one year from the effective date of this resolve;