

EXECUTIVE DEPARTMENT
STATE OF CALIFORNIA

EXECUTIVE ORDER W-47-93

WHEREAS, quality is a proven approach to management that demonstrably improves performance; and

WHEREAS, quality relies on effective leadership, strategic planning, enlightened human resource management, good supplier relations, customer satisfaction, assessment of results, and continuous improvement; and

WHEREAS, quality can improve results in all organizations, education institutions, and government; and

WHEREAS, quality can help deliver the Governor's commitment to spending tax dollars wisely; and

WHEREAS, quality is a well-established business practice which has kept many private companies competitive; and

WHEREAS, quality is successfully being implemented at the federal and local government level; and

WHEREAS, instituting quality processes through all levels of California government was recommended by the Council on California Competitiveness; and

WHEREAS, quality has already been recognized by various state departments, such as the Employment Development Department, the Department of General Services, the Franchise Tax Board, Caltrans, and the Bureau of Automotive Repair; and

WHEREAS, too many government bodies are ineffective and unresponsive to their customers, namely the taxpayers and those they serve; and

WHEREAS, quality is one important tool for improving performance which should be implemented in all State agencies and departments;

NOW, THEREFORE, I, PETE WILSON, Governor of the State of California, by virtue of the power and authority vested in me by the Constitution and statutes of the State of California, do hereby issue this order to become effective immediately:

Task Force on Quality Government

Establishment

- (a) The Governor's Task Force on Quality Government (hereafter, "Task Force") is hereby established.

Membership

- (b) The Task Force will be comprised of membership from various State departments and agencies, the private sector, local government, and State labor unions. The Department of Personnel Administration and the Department of Finance will provide labor relations and fiscal consultation when needed.

Strategic Plan for Implementing Quality

- (c) The Task Force will recommend to me a master strategic plan to bring quality processes to all departments of the executive branch.

Pioneer Projects

- (d) The Task Force will designate selected quality efforts in departments of State government as pioneer projects. These projects will be chosen from among departments which volunteer to participate.
 - (i) The Task Force will devise and distribute a selection procedure to all departments and agencies within 30 days of enactment of this executive order.
 - (ii) The Task Force will be responsible for establishing at least two pioneer projects within 90 days of enactment of this executive order.
 - (iii) The Departments of Personnel, Finance and General Services are instructed to view favorably any pioneer projects' requests for modification from existing regulations to the extent legally permissible. They should consult with the Task Force as necessary.
 - (iv) Existing quality efforts are encouraged to apply for pioneer project status.
- (e) All agencies and departments are encouraged to participate in this initiative.
- (f) Projects will be implemented within existing funding constraints.
- (g) The Task Force will provide me with a progress report four months after the enactment of this executive order and every six months thereafter.
- (h) The Task Force will terminate on January 1, 1995 unless the Task Force membership voluntarily determines that their services are no longer needed prior to that time.

IN WITNESS WHEREOF I have hereunto set my hand and caused the Great Seal of the State of California to be affixed this 10th day of June 1993.

Governor of California

ATTEST:

Secretary of State