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STATE OF COLORADO

EXECUTIVE CHAMBERS

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Roy Romer
Governor

EXECUTIVE ORDER

TOTAL QUALITY MANAGEMENT IN COLORADO GOVERNMENT

- WHEREAS, the State of Colorado government is committed to meeting and exceeding citizen requirements to achieve total citizen satisfaction in all facets of state government services;
- WHEREAS, the citizens of Colorado require and the state is committed to a high level of quality in all facets of government services;
- WHEREAS, State of Colorado government must produce goods and services that consistently meet citizen needs in order to achieve total citizen satisfaction;
- WHEREAS, inspection based quality control processes do not consistently result in acceptable quality levels;
- WHEREAS, the total involvement of state government employees who provide a service to internal customers and external citizens is needed to adopt prevention based quality control processes;
- WHEREAS, the concepts and tools of total quality management provide the management philosophy and practices needed to achieve total citizen satisfaction;
- WHEREAS, the Colorado Commission on Government Productivity recommended the adoption of total quality management as the vehicle by which greater productivity and efficiency can be achieved;
- WHEREAS, on the recommendation of the Commission on Government Productivity, pilot projects have been operating in five state agencies which provide experience on which to base an effective quality management initiative statewide;

NOW THEREFORE, I, ROY ROMER, Governor of the State of Colorado, under the authority vested in me under the Constitution and laws of the State of Colorado, ORDER:

1. The Colorado Total Quality Management Steering Committee is hereby established.

2. The Committee shall be composed of six members of the Governor's Cabinet as follows: the Chief of Staff, the Executive Directors of the Departments of Social Services, Labor and Employment, Revenue, Office of State Planning and Budgeting, and Personnel. The Department of Personnel and the Office of State Planning and Budgeting shall provide staff resources.
3. The Committee shall review and revise the strategic plan to implement total quality management within state government based on the experience of the five pilot agencies. The Committee shall:
 - a. Undertake an education program to better understand the concepts of total quality management.
 - b. Develop a comprehensive strategic plan to implement total quality management over the next four years. The plan shall address mission, goals and objectives, resources, reward and recognition, training, monitoring, and other aspects of planning that will ensure sustainable, measurable progress is achieved.
 - c. Provide personal leadership by adopting total quality management within their departments, and utilize all opportunities to urge adoption by others.
 - d. Identify processes that occupy unique niches in the total supplier chain of services to citizens, and develop individual roles and responsibilities that further the adoption of total quality management.
 - e. Devise an initiative to achieve the active support and participation of the Fifty-Eighth General Assembly in the adoption of total quality management.
 - f. Utilize and modify as appropriate the Malcolm Baldrige National Quality Award criteria to establish benchmarks and measure progress.
 - g. Report periodically to the Governor and the General Assembly on the planning effort of the Committee and the progress of each department's implementation efforts.



GIVEN under my hand and the Executive Seal of the State of Colorado, this 13th day of September, 1990.

A handwritten signature in cursive script, reading "Roy Romer".

Roy Romer
Governor

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