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No. 57 An Order Establishing a Quality Management Process in Tennessee State Government

Ned R. McWherter

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STATE OF TENNESSEE

EXECUTIVE ORDER

BY THE GOVERNOR

No. 57

AN ORDER ESTABLISHING
A QUALITY MANAGEMENT PROCESS
IN TENNESSEE STATE GOVERNMENT



WHEREAS, the increasingly challenging conditions under which state government operates must be met with innovation, creativity, teamwork, and new approaches to conducting the state's business and managing its affairs; and

WHEREAS, the State Government Quality Improvement Act of 1992 created the State Government Quality Improvement Task Force to investigate Total Quality Management and to make recommendations for establishing a Quality Management process for state government; and

WHEREAS, the State Government Quality Improvement Task Force reported that the successful implementation of a quality management process in Tennessee state government will improve the state's capacity to deliver quality services to the public through more effective operations; and

WHEREAS, the State Government Quality Improvement Task Force recommended the establishment of a quality council with the purposes of establishing policies and monitoring the implementation of Quality Management;

NOW, THEREFORE, I, Ned McWherter, Governor of the State of Tennessee, by virtue of the power and authority vested in me by the Tennessee Constitution and the laws of Tennessee, do hereby order and direct the following:

1. That the chief executive of each agency within Tennessee state government review the principles and practices of Quality Management as defined by the State Government Quality Improvement Task Force Recommendations for a Tennessee Quality Management Process and consider the current potential applicability and utility of the management philosophy to their organization.

2. The chief executives, who determine that the present implementation of the principles and practices of Quality Management will improve their agency's capacity to deliver quality services, shall customize an implementation strategy for their agency and proceed under the framework described by the State Government Quality Improvement Task Force Recommendations for a Tennessee Quality Management Process.

3. The Department of Finance and Administration Office of Quality Development shall serve as a central coordinating agency to help initiate, focus, support, and oversee the implementation of a Quality Management process within state government. The Office of Quality Development shall help and support interested state agencies by providing information and consultation toward understanding the philosophy of quality management as they become a part of a statewide process for continuous improvement, and shall serve as staff to the Quality Management Council. The Office of Quality Development shall promote the institutionalization of Quality Management by tracking quality initiatives and reporting successes throughout state government.

4. The Department of Personnel and the Department of Finance and Administration shall coordinate and provide for necessary Quality Management training resources for state agencies demonstrating a commitment to the successful implementation of Quality Management.

5.(a) That a Quality Management Council be established with eleven (11) members, which shall consist of the following:

(i) Two (2) members of the Senate, recommended by the Speaker and Minority Leader of the Senate, whose terms shall correspond with that of the Speaker;

(ii) Two (2) members of the House of Representatives, recommended by the Speaker and Minority Leader of the House, whose terms shall correspond with that of the Speaker;

(iii) The Commissioner of Finance and Administration or the Commissioner's designee, who shall be the Chairman of the Quality Management Council;

(iv) The Commissioner of Personnel or the Commissioner's designee;

(v) The Comptroller of the Treasury or the Comptroller's designee;

(vi) An executive or career service state employee, appointed by the Governor, whose initial term shall expire January 31, 1995. Therefore, the term shall be two (2) years.

(vii) A representative of the Tennessee State Employee Association, recommended by the Tennessee State Employees Association Board of Directors, whose initial term shall expire January 31, 1995. Thereafter, the term shall be two (2) years; and

(viii) Two (2) private citizens, appointed by the Governor, who have demonstrated expertise and experience in implementing Quality Management, appointed by the Governor, whose initial term shall expire January 31, 1995. Thereafter, the term shall be two (2) years.

(b) That all legislative members of the Quality Management Council shall be paid for attending legislative meetings as provided in Tennessee Code Annotated, Section 3-1-106

(c) That non-legislative members of the Quality Management Council shall receive no compensation but may be reimbursed for expenses in accordance with the provisions of the comprehensive travel regulations as promulgated by the Department of Finance and Administration and approved by the Attorney General and Reporter.

6. The duties and responsibilities of the Quality Management Council shall include the following:

- (a) Designation of agencies for the implementation of Quality Management and access to training investment funds;
- (b) Periodically review the continuing progress of previously selected agencies;
- (c) Monitor the Tennessee Quality Management Process and advise the state regarding the continuous improvement of its process for institutionalizing the principles and practices of Quality Management; and
- (d) Identify means to remove barriers to the implementation of Quality Management in state government.

IN WITNESS WHEREOF, I have subscribed my signature and caused the Great Seal of the State of Tennessee to be affixed this 5th day of March, 1994.


GOVERNOR

ATTEST:


SECRETARY OF STATE