

Kansas Administrative Regulations

Department of Administration

Article 63.—Quality Management

1-63-1. State quality management initiative.

(a) The state quality management initiative shall focus on customer satisfaction, continuous improvement, and employee involvement.

(b) In order to continually strive towards achieving the highest quality in all aspects of state government, state agencies, employees, administrators, officers and quality teams shall adhere to the state quality program's guiding principles. The four guiding principles shall be:

- (1) identify customers and meet their needs and expectations;
- (2) involve employees at all levels in problem solving and decision making;
- (3) enable employees to change and succeed through appropriate education and training; and
- (4) improve processes and remove barriers to create and reinforce continuous improvement.

(c) Each state agency shall prepare an implementation strategy containing proposed activities and quality goals in accordance with the statewide quality management implementation strategy established by the secretary of administration. These strategies shall be submitted to the secretary of administration for approval.

(Authorized by and implementing L. 1994, ch. 91, § 1; effective, T-1-9-19-94, Sept. 19, 1994; effective Nov. 21, 1994.)

***** Authenticated Kansas Administrative Regulation *****