

EXECUTIVE ORDER

BY THE

Governor of the State of Texas

**THE STATE OF TEXAS
EXECUTIVE DEPARTMENT
OFFICE OF THE GOVERNOR
AUSTIN, TEXAS**

AWR 92- 11

ESTABLISHING THE TEXAS STATE GOVERNMENT QUALITY COMMITTEE TO ASSIST STATE AGENCIES IN PROVIDING LEGENDARY CUSTOMER SERVICE

WHEREAS, each Texan deserves the best in quality service and assistance from state government; and

WHEREAS, legendary customer service should be provided by each state agency; and

WHEREAS, state government is laboring under decreasing resources but is expected to provide increasing service; and

WHEREAS, total quality management is a technique for improving customer service through empowering all employees; and

WHEREAS, the Texas Quality Award program has been created, and state government wishes to participate in this process; and

WHEREAS, a commitment to total quality management techniques is consistent with the Performance Audit activities of the Comptroller of Public Accounts; and

WHEREAS, a commitment to total quality management techniques is also consistent with state strategic planning and budgeting; and

WHEREAS, I have previously appointed a Total Quality Advisor whose purpose is to advise the Governor's Office on matters related to total quality management;

NOW, THEREFORE, I, Ann W. Richards, Governor of Texas, under the authority vested in me, do hereby create the Texas State Agency Quality Committee, hereinafter referred to as the Committee.

The purpose of the Committee is to provide guidance for the formulation and implementation of total quality management in all state agencies and to train all state employees in total quality management techniques and practices.

The Committee is charged to:

1. Facilitate the utilization of total quality management concepts and principles throughout state government;
2. Engage each state agency in the total quality movement;
3. Establish general guidelines for total quality management training curricula; and

4. Develop a plan for using total quality management in state agencies.


The Committee shall be composed of not more than twenty-five (25) members. One member shall be the Governor's Total Quality Management Advisor, who shall be the chair of the Committee. The other members shall be executive officers of selected state agencies, representatives from business and industry, and members appointed at large.


A member of the Committee is not entitled to compensation but is entitled to reimbursement for travel expenses (unless otherwise provided by the state employee's agency), as provided for members of state boards and commissions in the General Appropriations Act, incurred in performing duties of the Committee.



SEAL OF STATE OF TEXAS

Given under my hand this the
15th day of October, 1992.


ANN W. RICHARDS
Governor of Texas


JOHN HANNAH, JR.
Secretary of State

FILED IN THE OFFICE OF THE
SECRETARY OF STATE

OCT 15 1992