

By Ms. Callahan of Sutton, petition of Jennifer M. Callahan relative to the Legislative Post Audit and Oversight bureaus. Rules of the two branches, acting concurrently.

The Commonwealth of Massachusetts

In the Year Two Thousand and Three.

AN ACT RELATIVE TO THE LEGISLATURE POST AUDIT AND OVERSIGHT BUREAUS.

Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:

1 SECTION 1. Section 63 of chapter 3 of the General Laws, as
2 appearing in the 2000 Official Edition, is hereby amended by
3 striking out the definition of "Committees" and inserting in place
4 thereof the following definition:—

5 "Committees", the respective committees on post audit, over-
6 sight and quality improvement of the senate and house of repre-
7 sentatives.

1 SECTION 2. Said section 63 of said chapter 3, as so appearing,
2 is hereby further amended by inserting after the second paragraph
3 the following paragraph:—

4 The committees shall undertake the review and development of
5 legislation focused on continuous quality improvement models
6 and methods, training programs, service standards, establishment
7 of state department quality indicators and service outcomes within
8 the public sector.

1 SECTION 3. The secretary of each executive office develop
2 and demonstrate to the committees on post audit, oversight and
3 quality improvement the adoption of system quality indicators
4 within their departments by July 2004. Such quality indicators
5 shall be based on an actual total quality model to improve perfor-
6 mance across service delivery programs and shall include such
7 quality dimensions as costs, performance and service outcomes,
8 employee satisfaction and consumer satisfaction.

