

1994 SESSION

ENROLLED

HOUSE JOINT RESOLUTION NO. 26

Expressing the sense of the General Assembly concerning a vision for management of the Commonwealth's work force.

Agreed to by the House of Delegates, March 10, 1994

Agreed to by the Senate, March 8, 1994

WHEREAS, the Commonwealth of Virginia employs 113,183 full-time equivalent persons delivering services to the citizens of Virginia; and

WHEREAS, a satisfied, effective and productive work force is a necessary foundation for high performance organizations which meet the needs of their customers and the expectations of their leaders; and

WHEREAS, clear communication from the highest levels of state government must be continuous and reinforced to keep employees informed about organizational goals and motivated to seek constant improvements in work processes and products; and

WHEREAS, the Joint Commission on Management of the Commonwealth's Work Force was created by the 1993 General Assembly to study compensation, personnel and management policies and to recommend improvements to Virginia's human resources management system; and

WHEREAS, the Joint Commission approved a report by the Task Force on Continuous Quality Improvement that included a vision statement for management of the Commonwealth's work force, a first step in creating and sustaining high-performance organizations; and

WHEREAS, this vision is designed to encompass all activities involved in the delivery of services to the citizens of Virginia and to describe a desirable future as the Commonwealth successfully implements its strategies and achieves its full potential; now, therefore, be it

RESOLVED by the House of Delegates, the Senate concurring, That in order to attract and support an effective, highly satisfied and productive work force, a culture must be created which fosters high-performance organizations, within a framework of trust and cooperation, that:

1. Include strategic planning in a cascading process that produces goals that staff understand and support and that are focused on the customer;

2. Define customers and their requirements and the contribution each step of the work process makes in meeting those requirements;

3. Encourage and reward innovation and initiative and use processes that identify and remove barriers which prevent agencies from achieving their missions;

4. Promote cost effectiveness by examining resource allocations and basic business processes;

5. Are proactive and committed to achieving results that support the organization's mission;

6. Couple accountability with the decentralization of authority and skills for decision making to the closest point possible to where work is performed; and

7. Are able to adapt to changes in the needs of the customer on an ongoing basis; and, be it

RESOLVED FURTHER, That the Clerk of the House of Delegates prepare a copy of this resolution for transmittal to the Governor requesting him to disseminate this resolution to the agencies of the Commonwealth so that they may be apprised of the sense of the General Assembly of Virginia in this matter.

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