GOAL 5: EFFICIENT, EFFECTIVE AND ACCOUNTABLE GOVERNMENT

Fostering a Lean culture that drives accountability and results for the people of Washington

CUSTOMER SATISFACTION AND EMPLOYEE ENGAGEMENT

“I’m being served well”

SERVICE RELIABILITY

EMPLOYER OF CHOICE

WORKPLACE CULTURE

EFFECTIVE GOVERNMENT

FISCAL RESPONSIBILITY

RESOURCE STEWARDSHIP

“My money is used responsibly”

TRANSPARENCY AND ACCOUNTABILITY

“I know how my money is being spent”

GOAL TOPIC

SUB TOPIC

OUTCOME MEASURE

CUSTOMER SATISFACTION

SERVICE RELIABILITY

EMPLOYER OF CHOICE

WORKPLACE CULTURE

EFFECTIVE GOVERNMENT

FISCAL RESPONSIBILITY

RESOURCES STEWARDSHIP

TRANSPARENCY AND ACCOUNTABILITY

Leading INDICATORS

GOVERNOR’S GOAL COUNCIL

- Department of Enterprise Services – Chris Liu
- Department of Health – Jessica Tadrow
- Department of Licensing – Jeff DeVere
- Department of Retirement Systems – Tracy Guerin
- Environmental & Land Use Hearings Office – Nina Carter
- Labor and Industries – Randy Wairick
- Liquor and Cannabis Board – Rick Garza
- Lottery – Marcus Glasper
- Office of Administrative Hearings – Lorraine Lee
- Office of Financial Management – Pat Lashaway
- Policy – Shari Sawyer
- Results Washington – Jessica Dang, Hollie Jensen
- WA Tech – Rob St. John

UPDATE

11/2/17

*RCW 39.26.010(13)