Results Washington
2023-2025 Strategic Plan Summary

VISION: Driving transparency, igniting innovation, and delivering the best results for the great state of Washington.

MISSION: Improve state government by approaching complex issues through collaboration, performance management, continuous improvement and by partnering with agencies delivering state services.

People Matter   **Resources Matter**   **Teamwork Matters**   **Ideas Matter**

Our Priorities
To reach our vision, we will focus our limited resources on:

Continuous Improvement

Expand and deepen the state's Lean and continuous improvement culture so agencies can best deliver services to Washingtonians.

Performance Excellence

Build and embed performance management practices that focus on the outcomes so that state government can increase our impact.

Transparency

Ensure public transparency and accountability in state government by highlighting the data and stories that create a shared understanding about progress and barriers so that we can innovate and improve.

We serve Washington State
To reach our vision, we must work with the state government enterprise to:

Goal: Increase agency efficiency and effectiveness across state government.

Objective
- Provide learning opportunities to explore process & performance excellence topics virtually, on-demand, and in person through conferences, monthly community of practices, workshops, and resources.
  - Lean conference
  - Community of Practice
  - Workshops
  - Reflection Series

Goal: Improve service delivery outcomes for Washington citizens.

Objectives:
- Provide consultative services to help agencies use Lean & Continuous Improvement to create efficiency, effectiveness, standardization, and deliver core services.
- Provide consultative services to help small cabinet agencies create strategic plans, goals, objectives, and measures.
- Review all agency strategic plans to ensure they reflect the Governor's priorities.

Goal: Measure for action to drive progress.

Objectives:
- Provide agencies guidance to develop performance measures that support decision making.
- *Foster performance audit progress and executive branch responses and oversee & publish agencies' corrective actions on behalf of the Governor.*
- Strengthen the alignment between performance, budget and policy processes through strategic planning and performance management.

Goal: Bring people and data together to solve complex problems.

Objectives:
- *Increase access to, and participation in, the Governor's public performance reviews, conferences, community of practice and workshops.*
- Support identification & reduction of disparities across government in alignment with pro-equity, anti-racist (PEAR) principles.
- *Engage cross-agency, commission, and business resource groups in our work.*

Building for the Future
To sustain a highly engaged Results Washington workforce and continue our 40-year commitment to driving state government accountability we must:

People and Culture

Initiatives
- Develop Results Washington functional talent to offer leadership, best practices, research and support for excellence in state government.
- Model a culture that prioritizes learning and growth and is inclusive of diversity, equity, inclusion, accessibility, and belonging.

Information and Infrastructure

Initiative
- Modernize technology for reporting performance measures to improve useability, flexibility, and compatibility with other systems.

Updated 8/14/24