



Results Washington, founded in 2013 within the Office of the Governor, is Washington state's performance system that integrates performance management, continuous improvement and cross-agency collaboration to achieve key goals and improve government effectiveness.

Results Washington and its dozens of state agency partners are driving measurable improvements in five overarching goal areas:

- World-class education
- A prosperous economy
- Sustainable energy and a clean environment
- Healthy and safe communities
- Efficient, effective and accountable government

Under those broad goal categories, Results Washington tracks 190 specific objectives and convenes multi-agency teams to work collaboratively on data-driven improvement strategies. Developed with input from stakeholders and state agencies, many of the objectives represent complex challenges, such as homelessness, school- and college readiness, career-connected learning, unemployment, air- and water quality and worker fatality rates.

Of the 190 objectives Results Washington is tracking:

- 52 percent are on track to meet targets
- 41 percent need improvement to meet targets
- 7 percent are in the early stage where agencies are collecting baseline data or are trying to determine the best ways to measure progress
- In addition, dozens of objectives have been retired or updated with new targets since 2013 because the original targets were met.

Results Washington also fosters continuous improvement efforts, including Lean thinking, throughout state government. The use of Lean principles and tools has spurred thousands of localized improvement efforts at individual state agencies.

Of the 81 major improvement efforts reported by state agencies in fiscal year 2017:

- 68 percent saved time
- 37 percent improved quality
- 28 percent reduced or avoided costs totaling \$6.1 million
- 28 percent improved customer satisfaction
- 22 percent increased employee engagement
- 4 percent improved safety

This work to improve government services and effectiveness has made Washington state a nationally recognized leader in both performance management and the use of Lean principles in the public sector, with multiple other jurisdictions across the U.S. developing performance systems inspired by Results Washington. For more information, see [Results Washington's 2018 annual report](#).