

# STATE OF DELAWARE



## EXECUTIVE DEPARTMENT DOVER

EXECUTIVE ORDER  
NUMBER: One Hundred Six

TO: HEADS OF ALL STATE DEPARTMENTS AND AGENCIES

RE: CONTINUOUS IMPROVEMENT IN REGULATORY PROCESSES

WHEREAS, regulations are undertaken to safeguard the public good or ensure the public interest is being met; and

WHEREAS, it is the intent of this Executive Order to improve the administration of such regulations, not reduce or dilute the regulatory standards themselves unless upon this review such action would clearly benefit the public good; and

WHEREAS, regulations are administered by a number of different federal, state and local agencies, which can be confusing to local businesses or businesses who wish to operate in Delaware; and

WHEREAS, regulatory processes may not have been designed with the intent of helping businesses achieve compliance as much as identifying compliance deficiencies; and

WHEREAS, the State has undertaken various initiatives to maximize the effectiveness and efficiency of State government while improving the service offered the State's clients and customers; and

NOW, THEREFORE, I, MICHAEL N. CASTLE, by virtue of the authority vested in me as Governor of the State of Delaware do hereby declare and order as follows:

1. Departments and agencies designate a single contact person or trouble-shooter for each business that approaches the State with the intent of expanding, modifying, or starting operations in Delaware.

The purpose of the designated person will be to work with the business to explain the necessary regulatory compliance measures, ensure the business understands the regulatory process, coordinate regulatory actions across divisional lines within the department to ensure timely service, and act as a liaison with other agencies.

2. All Department Heads shall identify within their agencies the major regulatory procedures that affect business and develop service standards for these procedures.
3. All Department Heads shall develop a process for determining customer satisfaction with their regulatory procedures. These steps may include surveys, focus groups or other means of feedback. This information may be used in developing the service standards outlined in #2 above.
4. Items #1, #2, and #3 above shall be coordinated and monitored by the State Productivity and Service Improvement Committee (Project MAX).
5. All Department Heads shall conduct a review of their regulatory procedures and develop recommendations to improve customer service including ways to streamline the administration of regulations, reduce paperwork, simplify instructions, and coordinate with other agencies as appropriate. This review shall be conducted at least annually and the results shared with the State Productivity and Service Improvement Committee (Project MAX). The first such review shall be completed by August 31, 1992.



APPROVED THIS 12<sup>th</sup> day  
of May, 1992

Michael N. Castle  
Governor

ATTEST:

Christine A. O'Connell  
Secretary of State