

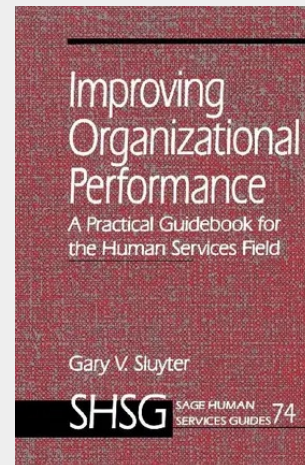
Sluyter

Improving Organizational Performance

A Practical Guidebook for the Human Services Field

A practical guide to recently developed management principles, *Improving Organizational Performance* takes the reader beyond the basics of the TQM fad to the core concepts that undergird it. The book provides a basic reference and field guide for mental health service organizations that are interested in learning about and applying sound management principles. In addition to basic theory, it presents procedures for putting quality practices in place, using examples from the field to illuminate points, and including a complete case study to help organizations learn the quality improvement team process. *Improving Organizational Performance* is an effective tool for improving performance for managers in mental health, human services, and social services.

This practical guide to recently developed management principles takes the reader beyond the basics of Total Quality Management to the underlying core concepts. The book provides a basic reference and field guide for social and mental health service organizations that are interested in learning about and applying sound management principles. In addition to theory, it presents procedures for putting quality practices in place, illustrates points with examples from the field, and includes a complete case study to help organizations learn the quality improvement team process.



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