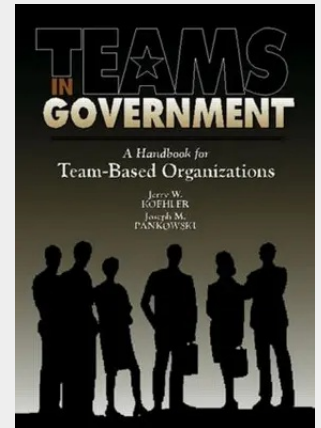


Teams in Government

Like American business executives, many government leaders realize that a continuation of the traditional management of objectives approach will achieve failure. Those willing to change are searching for a new approach to managing government. The authors of Teams in Government believe the best approach is Total Quality Management (TQM). Why TQM? Because it consists of gradual, unending improvement activities that involve every person in the organization in a totally integrated effort to improve performance and quality at every level and to increase customer satisfaction. The government has two types of customers-the person who receives the benefits of its services and the taxpayer who supplies the money to fuel an efficient and effective operation. If you are looking for the tools and techniques that will enable you to deliver government services that not only meet but exceed the expectations of your customers, to do it right the first time, you need Teams in Government. Any government organization that wants to switch from focusing solely upon meeting the needs of the bureaucracy (primarily on meeting objectives and quotas designed by the upper echelon), who are furthest from your customers, will find TQM to be extremely effective.



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