

Public Sector Management

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Quality Management In The Public Sector

Stupak/Leitner



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Quality Management in the Public Sector Lorenzo Poe Jr., Lorenzo T Poe, Jr Dr, 2005-08 In today's environment of governmental funding reductions and diminishing resources Human Service Public Sector organizations are chided for not operating more like private for profit businesses Public sector organizations are searching for ways to convert and sustain the principles of Total Quality Management using the tools of Juran Deming Drucker and Peters which focus more on customer's needs and the use of data and proven practices to drive decision making and service goals The public sector organizations are asking the question Is Quality Management a viable management system tool to be used in public and governmental sectors given the inherent history of slow to change bureaucracies and ever interfering political changes in direction by elected officials Total Quality Management and the system changes required to address a move to a client focused customer driven and community responsive system cannot happen within the organizational structure and the political context in which today's public service organization must survive The cost of Total Quality Management tools and the limited human resources along with the political and public policy will limit public service organizations ability to set their organization on the journey of becoming an efficient and effective quality public agency Dr Poe explores and sheds light on some of the most common misconceptions on why quality management change is so difficult if not impossible in the public sector Poe discusses the conflicting role of political leadership and community involvement in the public sector's organization which leads to the inability to implement a Total Quality Management System

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Bruce D. Smallwood,1996 *Implementing Total Quality Management in the Public Sector* Cynthia J. Lewis,1995
Administrative System Innovation and Building a Public Service-Oriented Government Marc Holzer,Wei Hu,Mengzhong Zhang,2019-11-15 From the late 1970s until the present day the New Public Management movement flourished in the United Kingdom New Zealand Australia and a number of other countries over the globe Nowadays governments across the world are more service oriented than previously and administrative system innovations are encouraging new ways of improving public services Increasingly more and more countries are witnessing administrative innovations to provide better quicker and more efficient and effective service to the public To this end this collection of essays highlights public service theory and practices While some chapters concentrate on innovation in administrative systems others pay attention to more theoretic and practical issues A few examine municipal level public service and innovation whereas others focus on environment community policing public infrastructure partnership governance and e service and e participation as well as citizen participation The book represents an excellent updated resource for scholars students and practitioners in the broad field of public administration public policy public affairs and public management

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