



Total Quality Management in Government: A Practical Guide for the Real World (Jossey-Bass Public Administration)

Steven Cohen, Ronald Brand

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This groundbreaking book sheds light on applying TQM in the real world of government organizations. Drawing on extensive research and their own school of hard knocks experience implementing TQM, Steven Cohen and Ronald Brand present straightforward, practical advice on implementing TQM in government settings. They cite examples of successes in specific government agencies--including the Treasury Department, U. S. Air Force, and Department of Veteran Affairs--to reveal how the principles of TQM can be applied at all levels of government. And, they describe not only how to introduce TQM, but also how to overcome barriers to change, and make TQM a success story of any government agency. Numerous charts and diagrams show concretely how to apply the concepts and techniques of TQM within any governmental unit. The authors offer case examples that detail what organizational changes--from modifications of clerical procedures to major alterations of agency policy--need to be implemented when TQM is introduced in government agencies.

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