



Productivity in Public and Non Profit Organizations: Strategies and Techniques

Evan M. (Michael) Berman

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This book provides an overview and assessment of state-of-the-art strategies for performance and productivity in public and non-profit organizations. It is research-based and draws on real cases. Topics include: rationales for productivity and performance improvement; evolution of productivity improvement; strategies for implementing improvement; analytical tools; strategic planning; organizational information technologies; TQM; benchmarking; partnering; re-engineering; project management strategies; and people-based productivity improvement strategies.

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