Seamless Government: A Practical Guide to Re-Engineering in the Public Sector

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DESCRIPTION

Shows government agencies how to meet the needs of customers seamlessly, that is, in a smooth, effortless, responsive manner. Details a step-by-step approach to assess, design and implement significant change in all levels of government and how to overcome resistance along the way.

ABOUT THE AUTHOR

RUSSELL M. LINDEN Ph.D., is principal of Russ Linden & Associates, a management consulting firm that focuses on publicsector innovations. His clients have included the National Academy of Sciences, the Internal Revenue Service, the Departments of the Army and Navy, the National Academy of Public Administration, the FBI Academy, and more than three dozen state and local government agencies. He is the author of From Vision to Reality: Strategies of Successful Innovators in Government (1990).