The first edition of *Benchmarking in the Public and Nonprofit Sectors* offered public officials and administrators at all levels of government a unique and practical guide to identifying best practices and implementing them in their organizations. Based on the most current research, this new edition of the best-selling guide provides an updated, solution-driven methodology for benchmarking in both the public and nonprofit sectors. Unique in its focus solely on benchmarking, the authors take a step-by-step approach to two benchmarking techniques, differentiating between the two and then providing a new approach to solution-driven benchmarking that requires less time and fewer resources.

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"This is an important management tool for government and nonprofit managers to make their agencies more effective, efficient, and responsive to their constituencies."

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