Dated July 2013. The Brown review published as Cm. 8526 (February 2013, ISBN 9780101852623)

Progressing towards sustainable development raises important challenges to conducting performance evaluations in governments because there are neither generally accepted methods nor specific standards to be met at present. Sustainability Performance Evaluation System in Government, makes a conceptual contribution to public sustainability performance evaluation and develops a set of framework indicators with the help of the strategic and comprehensive approach “Sustainability Balanced Scorecard”. As a conceptual basis for the further research and application, this volume will be of great interest to researchers and practitioners at many levels of environmental/sustainability, public management and strategic control studies. Evaluators will find methodological approaches and applied tools for their work. Decision-makers and managers will find it valuable to manage the social, economic, environmental issues in a balanced and integrated manner. Governments will also find it helpful in assisting them in establishing an evaluation system towards sustainable development.

A survey of the fundamental issues and techniques surrounding risk management.

This book constitutes the refereed proceedings of the 9th International Conference, EGOV 2010, held in Lausanne, Switzerland, in August/September 2010. The 36 revised full papers presented were carefully reviewed and selected from 111 submissions. The papers are organized in topical sections on foundations, transformation, evaluation, adoption and diffusion, citizen perspectives and social inclusion, infrastructure, and business process models.

Within this context, big data analytics (BDA) can be an important tool given that many analytic techniques within the big data world have been created specifically to deal with complexity and rapidly changing conditions. The important task for public sector organizations is to liberate analytics from narrow scientific silos and expand it across internally to reap maximum benefit across their portfolios of programs. This book highlights contextual factors important to better situating the use of BDA within government organizations and demonstrates the wide range of applications of different BDA techniques. It emphasizes the importance of leadership and organizational practices that can improve performance. It explains that BDA initiatives should not be bolted on but should be integrated into the organization’s performance management processes. Equally important, the book includes chapters that demonstrate the diversity of factors that need to be managed to launch and sustain BDA initiatives in public sector organizations.

“This book focuses on the data mining and knowledge management implications that lie within online government”—Provided by publisher.

This volume provides a comprehensive overview of current reforms in public sector quality management in Eastern Europe. Comparisons are made with trends in Western European countries to draw out the lessons emerging from current developments (including e-governance). Case studies from twelve countries and five comparative and conceptual studies identify how quality is put into practice, how the level of quality is assessed through quality accreditation systems and how e-government and citizen involvement may help to improve public service quality. The findings make essential reading for academics and students in public policy and public administration who are interested in modernization of the public sector from an international perspective. It also provides helpful guidance for reformers who want to try new approaches to improving the quality of public services.

Topics covered include: design technologies and applications; FE simulation for concurrent design and manufacture; methodologies; knowledge engineering and management; CE within virtual enterprises; and CE - the future.

Thoroughly revised and updated for its Fourth Edition, this highly acclaimed volume is the most comprehensive reference on hospital epidemiology and infection control. Written by over 150 leading experts, this new edition examines every type of hospital-acquired (nosocomial) infection and addresses every issue relating to surveillance, prevention, and control of these infections in patients and in healthcare workers. This new edition features new or significantly increased coverage of emerging infectious diseases, avian influenza, governmental regulation of infection control and payment practices related to hospital-acquired infections, molecular epidemiology, the increasing prevalence of community-acquired MRSA in healthcare facilities, system-wide infection control provisions for healthcare systems, hospital infection control issues following natural disasters, and antimicrobial stewardship in reducing the development of antimicrobial-resistant organisms.

“Command and Control is failing us. There is a better way to design and manage work - a better way to make work work - but it remains unknown to the vast majority of managers.” An adherent of the Toyota Production System, John Seddon explains how traditional top-down decision making within service organizations leads to managers who are detached from employees and remote from operations. He demonstrates that decision-making based on purpose-related measures (such as putting customers first and improving services) can help managers reconnect with operations, see waste, and exploit opportunities for improvement. Through extensive case material, he differentiates between command and control and systems thinking and illustrates how the latter leads to improved service, revenues, and staff morale. He also posits that the service industry is fundamentally different from manufacturing, and shows how Toyota production principles must be transformed for application in service organizations.
Get Free Efqm Excellence Model Gov

Tackling one of the hottest topics in business today, experts share practical insights about how to finance, market, manage, and assess a social entrepreneurship venture to create a new organization that can do well and do good. • Useful examples of how successful social entrepreneurship enterprises develop marketing plans and promote themselves with integrity • Models for exemplary performance measurement • A concluding chapter in each volume that summarizes and focuses the insights offered • Contributions from the leading practitioners and scholars in the field of social entrepreneurship • Graphics that illustrate and illuminate key points, facilitating comprehension • A glossary of terms to assist students and lay readers

Successful software depends not only on technical excellence but on how members of the software team work together. Written in easy to understand language by a leading expert in the field, this groundbreaking volume provides an overview of the team culture required to develop quality software. Reflecting the different views on the nature of software quality, the book helps groups in a software team to communicate more effectively and to overcome the conflict created by their different perceptions of quality. You learn the roles and activities of team members (including customers) throughout the life of a software product, from before the software development starts and during the software development lifecycle, to after the software has been deployed and is in use.

This book offers a practical solution for every organization that needs to monitor the effectiveness of their risk management. Written by a practising Chief Risk Officer, Risk Maturity Models enables you to build confidence in your organization's risk management process through a tailored risk maturity model that lends itself to benchmarking. This is a management tool that is easy to design, practical and powerful, which can baseline and self-improve the maturity capabilities needed to deliver ERM benefits over time. This book guides the reader through comparing and tailoring a wealth of existing models, methods and reference standards and codes (such as ISO 31000 and COSO ERM). Covering 60 risk-related maturity models in clear comparison format, it helps risk professionals to select the approach best suited to their circumstances, and even design their own model. Risk Maturity Models provides focused messages for the risk management function, the internal audit function, and the Board. Combining proven practice and insight with realistic practitioner scenarios, this is essential reading for every risk, project, audit and board professional who wants to move their organization up the risk maturity curve.

This book looks at the development of local government on a global scale: its history, practice, and future. Leon van den Dool explores local government from a practical standpoint, including human resource policy and financial management, offers a concise summary of modern public management theories, and links this theory with practice, providing case studies from countries at different stages of development. A valuable tool for students and scholars of management, Making Local Government Work is also an excellent overview for anyone interested in how such organizations really operate.

In the U.S., service related activities have become dominant aspects of the economy and currently account for well over 50% of our GNP. The authors' framework eliminates outdated, low-value techniques originally created for manufacturing firms, replacing them with advanced techniques that fully leverage your investments in technology. Tyagi and Gupta begin by explaining why conventional balanced scorecard approaches don't work well for service organizations, discussing issues ranging from the inherent variability of customers, servers, and processes, the crucial importance of engagement, and the unique challenges of service innovation. Next, they introduce a Service Scorecard framework that encompasses the seven key elements of service organization success: Growth, Leadership, Acceleration, Collaboration, Innovation, Execution, and Retention. You'll learn how to set clear performance targets at the function and business level; benchmark performance against best practices; identify improvement opportunities; and capture performance data that offers a leading indicator for financials. Their proven approach is designed for easy understanding and implementation without the need for expensive consultants. Simply put, it offers today's most direct path to measuring performance and optimizing business value in any service organization.

How well do governments do in converting the resources they take from us, like taxes, into services that improve the well-being of individuals, groups, and society as a whole? In other words: how well do they perform? In this book, Colin Talbot examines how we can understand this issue of performance in the public services.

Cutting Edge Internal Auditing provides guidance and knowledge for every internal auditor, encouraging each to pioneer new ground in the development of their professional practices in all risk management, control and governance processes. Serving as an excellent reference guide that develops a pattern of internal auditing now and for the future, this book explores the concept of 'cutting edge' internal auditing as an imaginative adventure: demonstrating how this has influenced and will continue to influence the development of professionalism in internal auditing. Built on the foundations of Jeffrey Ridley's extensive internal auditing experience across the public and private sectors, the author uses his articles and research to explore and develop the motivations, goals and categories of innovation in internal auditing today. It develops a model created and used by the author in the early 1980s, drawing on research and guidance by The Institute of Internal Auditors Inc., Its Research Foundation and the Institute of Internal Auditors - UK and Ireland. Each chapter stands alone by focusing on an individual internal auditing theme, considered from both the perspective of internal auditing and its customers to suggest an appropriate vision as a goal for every internal audit activity. Each chapter also includes self-assessment questions to challenge the readers understanding of its messages. Companion website contains some of the author's training slides and seventy case studies, many written by leading internal audit practitioners, this book creates a vision for future cutting edge internal auditing.

In recent years, concerns over the effectiveness of public administration have encouraged the widespread measurement and management of ‘performance’. But is performance management an appropriate model for public sector organizations, and has it proved successful? Moreover, how do the principles of performance management affect how public bodies operate, and the way they relate to the wider community? In this important text, the viability of performance management in public sector organizations is systematically assessed across a number of international case studies. The book provides a framework through which models of performance management can be understood in terms of both their impact within a public sector organization, and the effects that have been seen in countries with contrasting administrative contexts. Managing Performance – International Comparisons critically examines the effects of performance management models in the public sector, and assesses their future evolution. It is an important book for all students and researchers with an interest in management, public administration and public policy.

We, educators, are often so involved in daily teaching duties that lack time to absorb the broader picture of what is happening beyond our classrooms in a rapidly changing world. That is the norm in our profession. But our responsibility is to constantly improve the wellbeing of all the students enrolled in our classes. Education is the most important and most challenging profession there is. Educators shape future leaders, heroes, and people who can improve the world. Transformational educators have long term effects in the lives of students that projects on nations. On the opposite side, students waste time sitting in a classroom and can hamper future opportunities in life when educators fail to motivate them to assume responsibility for improving their wellbeing and build a better world for all. Education is not just another profession, it is an extraordinary endeavor with surrounding human responsibility to transform lives for the better. To claim the merit of education, educators must project education beyond school border into the context of society and the economy. To miss this context is a pending challenge. We, educators need to earn the merit we deserve. But we now know that we earn merit with knowledge how to manage for quality and continuous improvement aiming at results leading to sustainability and working systematically to reach high standards. Lepeley, author of numerous publications on the subject, former examiner of the US Balfdrige National Quality Award and adviser to NOA in six countries in Latin America, presented her quality management model for education in the World Bank Global Network in the early 2000’s. Her model has pioneered integration of education with other disciplines and other sectors projecting the importance and impact of education on sustainable development. The author emphasizes that neglecting the surmounting demand for quality will impair education as a fundamental factor of development, harm the worth of educators, undermine the profession and dent the wellbeing of human beings in inclusive nations and a
peaceful world.

“Managing Internationalisation” explains the process of internationalising any kind of organisation from a management perspective. Based on the renowned EFQM Excellence Model, all issues with special relevance for international activities are explained and traced back to recent scientific research and good management practise. The book is meant for practitioners and students alike. For a better understanding, extensive illustrations, examples, exercises and recommendations for case studies enrich the text. Dieses Buch erklärt den Prozess der Internationalisierung von Organisationen aus der Sicht des Managements. Auf der Basis des EFQM-Modells für Business Excellence (Qualitätsmanagement) werden alle für internationale Aktivitäten relevanten Themen erläutert. Das Buch ist für Praktiker und Studierende gleichermaßen geeignet. Mit praxisnahen Übungen und Fallstudien.

“This book covers topics in e-government, discussing e-government’s present shortcomings while exploring a renewed understanding of e-government’s visions and responsiveness”—Provided by publisher.

The excellent results obtained from the realization of the two-day meeting on “Modern information and communication technologies in higher education: new education programs, with the pedagogic use of e-learning and education improvement” is, for the University of Rome “La Sapienza”, a great source of pride at international level. Although being the Rector of one of the oldest universities in Europe – the foundation of “La Sapienza” goes back to a papal bull of April 20, 1303 - I did not look for scientific legitimacy, nor attract students resorting to the tradition and to the past. On the contrary, along with my closest collaborators, the teaching and the administrative staff we have tried to move our University forward, accepting all the challenges of the third millennium to scientific research and to high level training within the italiane education system. Our motto, after all, is: “the future passed here”. (Luigi Frati)

Society, globally, has entered into what might be called the “service economy.” Services now constitute the largest share of GDP in most countries and provide the major source of employment in both developed and developing countries. Services permeate all aspects of people’s lives and are becoming inseparable from most aspects of economic activity. “Quality management” has been a dominating managerial practice since World War II. With quality management initially associated with manufacturing industries, one might assume the relevance of quality management might decrease with the emergence of the service economy. To the contrary, the emergence of the service economy strengthened the importance of quality issues, which no longer are associated only with manufacturing industries but are increasingly applied in all service sectors, as well. Today, we not only talk about product or service quality but have even expanded the framework of quality to quality of life and quality of environment. Thus, quality and services have emerged in parallel as closely interrelated fields. The Encyclopedia of Quality and the Service Economy explores such relevant questions as: What are the characteristics, nature, and definitions of quality and services? How do we define quality of products, quality of services, or quality of life? How are services distinguished from goods? How do we measure various aspects of quality and services? How can products and service quality be managed most effectively and efficiently? What is the role of customers in creation of values? These questions and more are explored within the pages of this two-volume, A-to-Z reference work.


These two volumes are about understanding—why—and application—how—with the aim of providing guidance and introduction to both. Quality is the consistent achievement of the user’s expectations of a product or service. The achievement needs to be “The right thing, right first time, every time, in time.” Beginning with manufacturing and services, it also includes professional, personal, and spiritual dimensions. Variation does not sit happily with consistency and skill in handling risk and opportunity requires competence in the use of statistics, probability, and uncertainty; and needs to complement the critically essential soft dimensions of quality and the overarching and underpinning primary relationships. There are no clear boundaries to the applicability of quality and the related processes and procedures expressed in management systems, and this is why it matters so much to show “how it applies in diverse business and social environments.” Increasingly, the acceptability of boundaries that are drawn depends on their effect on the user and the achievement of quality, and the latest standards on quality management are explicit on this key point. Quality is everyone’s business, and there is no single professional discipline that can properly express this. Insights, knowledge, experience, best practice, tools, and techniques need to be shared across all kinds of organizational and professional boundaries, and there is no departmental boundary that can stand apart from the organization-wide commitment to quality achievement.

Distributed Public Governance: Agencies, Authorities and other Government Bodies presents the experience of nine countries with the governance of these bodies. It also draws preliminary conclusions from the work carried out on this topic by the OECD.

The Government’s e-envoy promised in a recent FT article that ‘public services will be on-line by 2005 target’. By the end of 2002 taking these services online will have cost £3 billion. The task involved is huge, both in terms of human and IT resources. Implementing e-Government is a ‘must-have’ guide to consultants and civil servants charged with the process. Gloria Evans provides advice and background for addressing the issues at hand and provides the key building blocks for planning, designing and implementing a workable strategy. The book includes: ε A comparison of the where we were, where we are now and where we need to get to; ε An explanation of each of the key drivers behind the process; ε A detailed model of the building blocks needed; ε Guidance on how to work across departments and agencies; ε An overview of the various sources of advice and influence; ε An explanation of the main e-Government technologies; ε A step-by-step blueprint for planning and implementing the process from scratch. The main text uses a working medical services case study to illustrate how the outcomes of the various stages might be seen and measured and there is a set of 11 scenarios which put the e-Government process into a range of contexts.

This book is positioned as a rst in a series of books on enterprise architecture needed for a Master of Enterprise Architecture program, and is targeted both at university students and practitioners with a drive to increase their understanding of these elds. As an introductory book, this book aims to explore the concept of enterprise architecture. At rst glance, writing such an introductory book might seem as a straightforward task of setting up a structure and filling in “the blanks. “ However, writing this book turned out to be a pleasant journey of discovery. Based on our past experiences, each of us had a clear understanding of enterprise architecture, based on several years of experience and insight in the eld. However, when we started writing this book, and each of us exposed our individual understandings, it became apparent that our understanding of the eld differed in many ways. This prompted several discussions leading to an abundance of new insights. Without exception, thesdiscussionstookplaceina pleasantatmosphe, fueledbyourshearedriverunderstandingandinreaseshe, Wearenowevenmoreconvincedthan before, that the eld enterprise architecture is a true multi-disciplinary profession. In the resulting book, we would like to share our insights, while also hoping to continue our discussions, now also involving you as a reader. We also realise that the journey is still far from complete. While this introductory book provides an overview of the eld of enterprise architecture from the perspective of our insights, many aspects need further re nement.
Public sector bureaucracies have been subjected to harsh criticism. One solution which has been widely adopted over the past two decades has been to ‘unbundle government’ - that is to break down monolithic departments and ministries into smaller, semi-autonomous ‘agencies’. These are often governed by some type of performance contract, are at ‘arm’s length’ or further from their ‘parent’ ministry or department and are freed from many of the normal rules governing civil service bodies. This, the first book to survey the ‘why’ and the ‘how’ of this epidemic of ‘agencification’, is essential reading for advanced students and researchers of public management. It includes case studies from every continent - from Japan to America and from Sweden to Tanzania, these 14 case studies (some covering more than one country) critically examine how such agencies have been set up and managed.

E-Government is more about government than about “e”. This study explores the reasons for implementing e-government, the barriers to implementation, and how to implement. This book constitutes the refereed proceedings of the Second International Conference on Electronic Government and the Information Systems Perspective, EGOVIS 2011, held in Toulouse, France, in August/September 2011. The 30 revised full papers presented were carefully reviewed and selected from numerous submissions. Among the topics addressed are aspects of security, reliability, privacy and anonymity of e-government systems, knowledge processing, service-oriented computing, and case studies of e-government systems in several countries.

Summary “Critical Thoughts From A Government Perspective” illustrates a broad picture that is grounded in the realities of day to day issues faced by public sector managers in the Gulf Cooperation Council (GCC) countries. The chapters in the book examine the main areas of importance for public sector leaders; they have been grouped into four distinct categories: strategic management, organisational performance, e-government and national identity. The objective of “Critical Thoughts From A Government Perspective” is to: help augment recent public sector development efforts in the GCC, contribute to the advancement of research on the GCC; and serve as knowledge building tools for those interested in learning about public sector management practices in GCC countries. Key Features Many books about the GCC governmental sector are typically written from either a purely academic perspective or present a small subset of available research, thereby failing to capture critical management issues and considerations. Therefore, “Critical Thoughts From A Government Perspective” not only embodies insights based on extensive research but also the collective insights of numerous senior government practitioners. “Critical Thoughts From A Government Perspective” has been written from a philosophical ‘mind-set’ in the sense that if we need to improve our organisations and thereafter our nations, we need to be transparent when we share knowledge and practices. “Critical Thoughts From A Government Perspective” is easy-to-read and is highly practical. The Author Dr Al-Khouri is the Director General (Under Secretary) of the Emirates Identity Authority: a federal government organisation established in 2004 to rollout and manage the national identity management infrastructure program in the United Arab Emirates. Contents Strategic management Public value and ROI in the government sector Strategy development at Emirates Identity Authority Targeting results: lessons learned from the UAE National ID Program Re-thinking enrolment in identity card schemes Organisational performance improving organisational performance through understanding human motivation Succeeding with transformational initiatives 2017 E-government Supporting e-government progress in the UAE National Identity Population growth and governments’ modernisation efforts: the case of GCC countries

Comprehensive assessment of networked readiness, covering eighty-two of the leading economies of the world.

Health and Safety: Risk Management is the clearest and most comprehensive book on risk management available today. This newly revised fifth edition takes into account new developments in legislation, standards and good practice. ISO 45001, the international health and safety management system standard, is given comprehensive treatment, and the latest ISO 9004 and ISO 19011 have also been addressed. The book is divided into four main parts. Part 1.1 begins with a basic introduction to the techniques of health and safety risk management and continues with a description of ISO 45001. Part 1.2 covers basic human factors including how the sense organs work and the psychology of the individual. Part 2.1 deals with more advanced techniques of risk management including advanced incident investigation, audit and risk assessment, and Part 2.2 covers a range of advanced human factors topics including human error and decision making. This authoritative treatment of health and safety risk management is essential reading for both students working towards degrees, diplomas and postgraduate or vocational qualifications, and experienced health and safety professionals, who will find it invaluable as a reference.

These two volumes are about understanding—why—and application—how—with the aim of providing guidance and introduction to both. Quality is the consistent achievement of the user’s expectations of a product or service. The achievement needs to be “the right thing, right first time, every time, in time.” Beginning with manufacturing and services, it also includes professional, personal, and spiritual dimensions. Variation does not sit happily with consistency and skill in handling risk and opportunity requires competence in the use of statistics, probability, and uncertainty; and needs to complement the critically essential soft dimensions of quality and the overarching and underpinning primacy of personal relationships. There are no clear boundaries to the applicability of quality and the related processes and procedures expressed in management systems, and this is why it matters so much to show “how it applies in diverse business and social environments.” Increasingly, the acceptability of boundaries that are drawn depends on their effect on the user and the achievement of quality, and the latest standards on quality management are explicit on this key point. Quality is everyone’s business, and there is no single professional discipline that can properly express this. Insights, knowledge, experience, best practice, tools, and techniques need to be shared across all kinds of organizational and professional boundaries, and there is no departmental boundary that can stand apart from the organization-wide commitment to quality achievement.

This is the first book to take a truly global look at facilities operations management in the sport industry. Sports facilities management is in the national news with reports from the BBC that three 2012 Olympic venues in London are being evaluated by accountants to see whether they will deliver value for money. The current estimate of government spending on the games is £9.3 billion. There is also an ongoing debate about the fate of the 80,000 seat stadium that is being constructed for the games at a cost of £500 million. Sport facilities of all shapes and sizes are an ingrained part of global sport management culture. As such, it is inevitable that students who enter into the field of sport management will interact with the management and operations of a sport facility at some point during their career. This textbook provides the theoretical foundation for sport facility operations management, and is supplemented both in the text and in the companion site containing: schematics, planning documents, sample forms, and sample ownership/management structures. In addition, each author will infuse research and experiences from sport facilities around the world (North America; Europe; Middle East/Asia; Australia and New Zealand) to ensure that a global perspective is at the core of this book.

Copyright code: 607754d13de378f69bd17393303e2b0