

The Reinventor's Fieldbook: Tools for Transforming Your Government

David Osborne, Peter Plastrik



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The Reinventor's Fieldbook: Tools for Transforming Your Government David Osborne, Peter Plastrik Presenting more than 70 tools, The Reinventor's Fieldbook includes hundreds of practical "lessons learned," "do's and don'ts," "steps to take," and "pitfalls to avoid" in public management and governance. Based on dozens of case studies from five countries, it covers the waterfront of high-performance public organizations, including: customer choice and customer service standards, performance measurement, and performance budgeting; employee empowerment and labor-management partnerships; managed competition and asset privatization; partnerships with communities; culture change strategies; and administrative system reform.

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