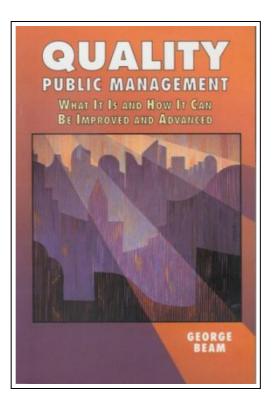
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ROWMAN LITTLEFIELD, United States, 2001. Paperback. Condition: New. Language: English . Brand New Book. George Beam s Quality Public Management shows how public sector organizations can be managed to maximize performance and citizen satisfaction. Beam builds on the theories and practices of W. Edwards Deming, Joseph M. Juran, and Armand V. Feigenbaum, and presents a form of management that overcomes the limitations of TQM, privatization, competition, and running government like a business . Quality Public Management demonstrates how the principles of Quality management can be successfully implemented in all major aspects of public organizations such as Processes (recruitment, training, compensation, promotion, budget and policy making, and procurement), Structures (teams, partnerships, and networks), and Personnel (line workers, middle management, and executive officers). Beam s well-organized and carefully argued book should be of interest to Public Administration professionals, students, and concerned citizens alike.

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