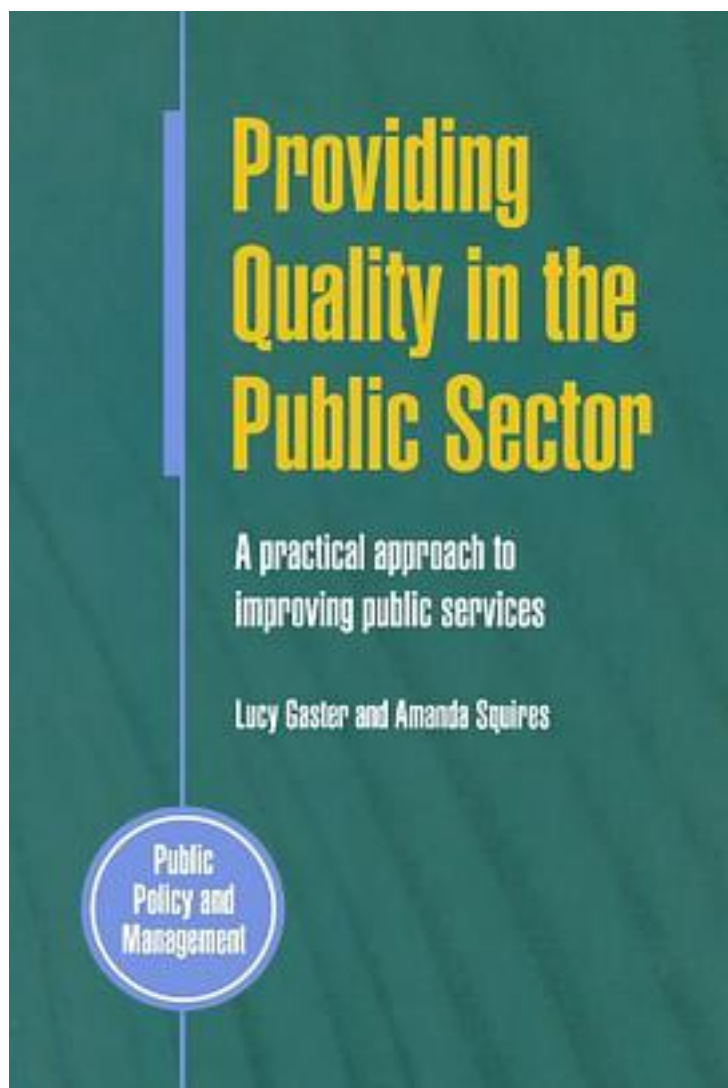


Providing Quality in the Public Sector



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著者:Gaster, Lucy (EDT)/ Squires, Amanda

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This book argues that if public services are to be 'reformed' or 'improved', achieving the best possible quality of service is essential. It starts from the premise that citizens and users are the key 'stakeholders'. They need to be consulted and involved at every stage. Within inevitable resource constraints, it is their needs, balanced with those of society, which must be met. Service providers need to change their culture and behavior to make this happen. This book presents a straightforward and comprehensive model for understanding quality and putting it into practice. Existing quality philosophies and approaches are examined. Overviews of recent policy on quality in central and local government, in the health service, and in public service partnerships are included. Finally, five practitioners present practical 'vignettes' of citizen involvement, local partnerships, and quality improvement in health, housing and local government. "Providing Quality in the Public Sector" is essential reading for students and practitioners in the fields of public policy, local government, health, housing and the voluntary sector.

作者介绍:

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