

INSIGHTS

Building organizational muscle to tackle increasingly complex challenges is essential to remaining relevant.

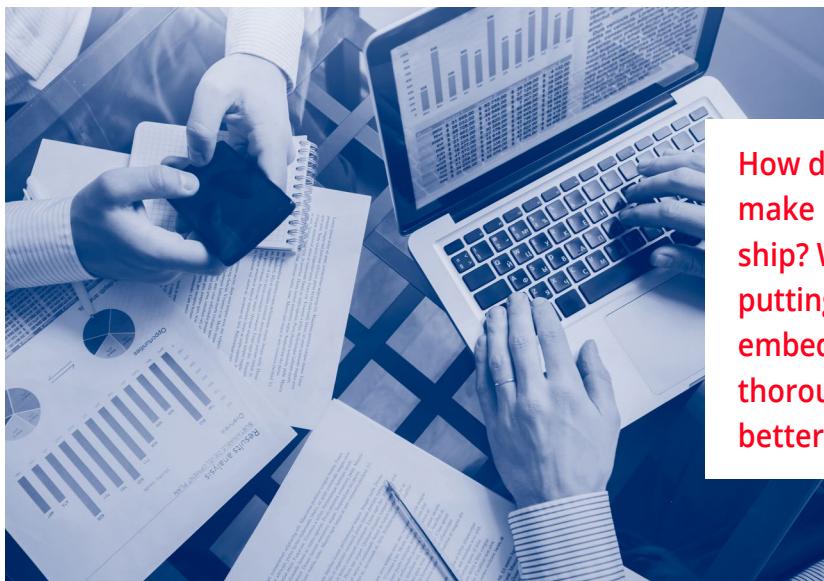
Pursuing Operational Maturity

THE STORY:

As leaders in government, we spend years installing measures, developing people, building a Lean culture, and making process improvement a way of life. Then new political leadership comes along and dismantles what we have built.

INSIGHT:

Healthy organizations are forever learning and growing. Operational maturity is built by layering on new knowledge, using increasingly sophisticated tools and skills, and maturing our management processes. As operational maturity advances, the organization builds the muscle needed to address increasingly complex problems.



How do we as leaders hold the advances we make in light of the reality of changing leadership? We fasten them down any way we can by putting the measures we created in statute, by embedding our practices in software, and by thoroughly educating our people in new and better ways to do the business of government.

Results Driven Government – on the journey to Level Three Government



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From the author of *Government That Works*, the most authoritative book on state government operations

John M. Bernard

