

INSIGHTS

The key is to connect employees to outcomes through their processes

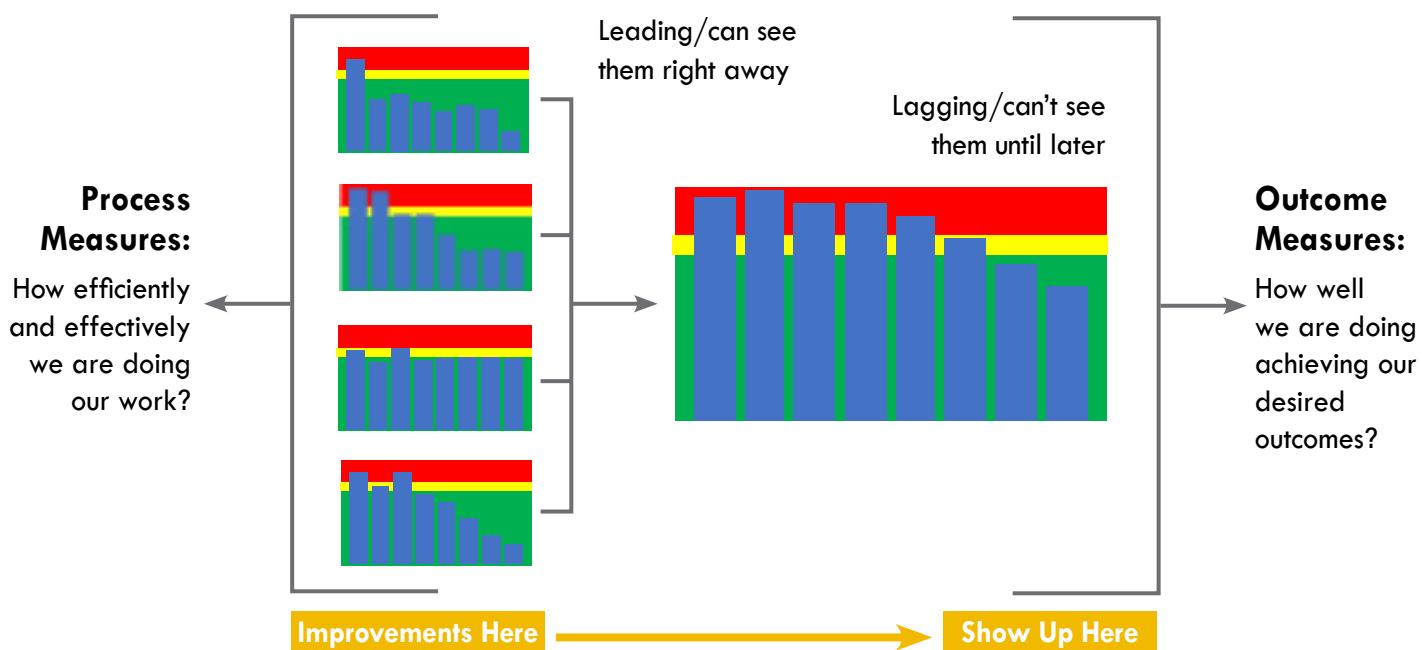
The Two Things We Must Measure

THE STORY:

For years measures in state government have largely been a turnoff because they made no sense.

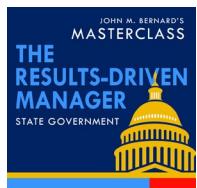
INSIGHT:

It's not that complicated: We need to know how well we are doing achieving our desired results, and how efficiently and effectively we are at doing the work it takes to achieve those outcomes.



Measures create the architecture for engaging employees in improvement, so connecting outcomes to processes is essential.

Results Driven Government - on the journey to Level Three Government



WANT TO LEARN MORE:

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

John M. Bernard

