

The right way to drive results is to begin by identifying your customer

We All Have Customers

THE STORY:

We all do work that is received by and relied upon by someone, and that someone is our customer. Whether we produce a driver's license, a permit, a budget report, an audit, or deliver a training program, keep the highway free of ice or dust the furniture, people count on you to do your job.

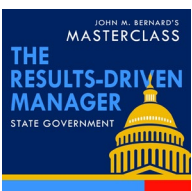
INSIGHT:

Knowing our customers and their needs is the shortest path to reducing waste because our customers know what they need – and our job is to produce no more or no less.



When we look to our customer and “pull” their needs back into our team, we begin to work the natural chain of value creation as one team hands its work off to the next.

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

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