

# INSIGHTS

How do you know if the work you are doing makes a difference?

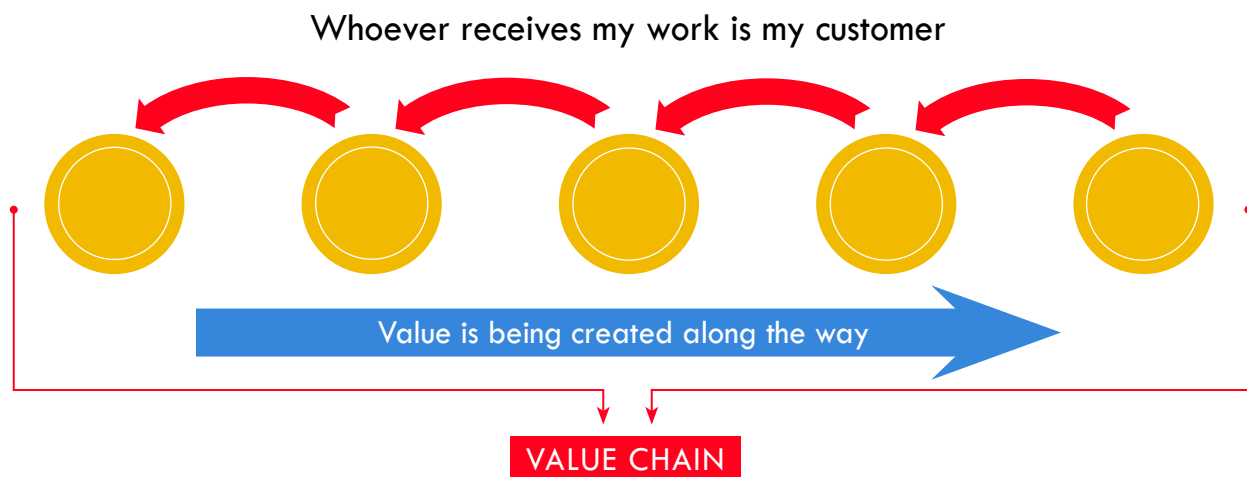
## We All Have Customers

### THE STORY:

Since our supervisor is often the only source of feedback, even if it is only an annual performance review, it's easy to see our boss as our customer.

### INSIGHT:

The term “customers” is a perspective usually reserved for the citizens/residents of your state. When you consider how critical all the hand-offs are from one function to the next across the whole of state government, the concept of “internal customer” presents a great opportunity to address where value is being defined and delivered.



The handoffs from one operation to the next is called the value chain. Connecting all the pieces of that chain by seeing those that receive our work is one of the foundations for creating a results-driven culture.

### Results Driven Government – on the journey to Level Three Government



#### WANT TO LEARN MORE:

The Results-Driven Manager  
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From the author of *Government That Works*, the most authoritative book on state government operations

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