



# Unlocking Public Value: A New Model For Achieving High Performance In Public Service Organizations

*By Martin Cole, Greg Parston*

Download now

Read Online 

## **Unlocking Public Value: A New Model For Achieving High Performance In Public Service Organizations** By Martin Cole, Greg Parston

**A new approach to understanding and improving performance and public value**

This book presents the Public Service Value Model-an innovative, rigorous approach to defining public outcomes and quantifying results-to help readers understand and improve public service delivery. Filled with in-depth insight and expert advice, this guide will arm public service managers-whether in government, nonprofit, or even for-profit organizations-with a practical framework that can be used to define outcomes and manage trade-offs in public service delivery.

Martin Cole (Hartford, CT) is Group Chief Executive of Accenture's Government Operating Group. Greg Parston (London, UK) is Executive Director of the Accenture Institute for Public Service Value.

 [Download](#) Unlocking Public Value: A New Model For Achieving ...pdf

 [Read Online](#) Unlocking Public Value: A New Model For Achievin ...pdf

# Unlocking Public Value: A New Model For Achieving High Performance In Public Service Organizations

*By Martin Cole, Greg Parston*

## **Unlocking Public Value: A New Model For Achieving High Performance In Public Service Organizations** By Martin Cole, Greg Parston

### **A new approach to understanding and improving performance and public value**

This book presents the Public Service Value Model-an innovative, rigorous approach to defining public outcomes and quantifying results-to help readers understand and improve public service delivery. Filled with in-depth insight and expert advice, this guide will arm public service managers-whether in government, nonprofit, or even for-profit organizations-with a practical framework that can be used to define outcomes and manage trade-offs in public service delivery.

Martin Cole (Hartford, CT) is Group Chief Executive of Accenture's Government Operating Group. Greg Parston (London, UK) is Executive Director of the Accenture Institute for Public Service Value.

## **Unlocking Public Value: A New Model For Achieving High Performance In Public Service Organizations** By Martin Cole, Greg Parston Bibliography

- Sales Rank: #2031298 in eBooks
- Published on: 2008-04-21
- Released on: 2008-04-21
- Format: Kindle eBook

 [Download Unlocking Public Value: A New Model For Achieving ...pdf](#)

 [Read Online Unlocking Public Value: A New Model For Achievin ...pdf](#)

## Download and Read Free Online **Unlocking Public Value: A New Model For Achieving High Performance In Public Service Organizations** By **Martin Cole, Greg Parston**

---

### **Editorial Review**

From the Inside Flap

The value delivered to shareholders is the private sector's ultimate measure of a company's success. However, in the public sector, where citizen stakeholders replace shareholders, there is no single or simple "bottom line" for measuring success.

Clearly, common performance criteria must exist before verifiable performance enhancement can be achieved.

Unlocking Public Value takes that all-important first step, providing public managers with a framework for evaluating and improving the performance of themselves, their employees and the organizations they serve. This breakthrough book introduces the Accenture Public Service Value Model, a new methodology that gives public policy strategists, financial managers and operational managers--not to mention students, politicians and other interested parties--the knowledge and hands-on tools they need to: Accurately identify and measure outcomes, i.e., the social impacts, benefits or consequences of an organization's efforts Filter existing metrics, determine those that tie directly or indirectly to outcomes and assign weights to each Use the Public Service Value Model to assess performance and to graphically depict changes in that performance over time Arm public managers with the information they need to make better, more informed decisions about what can be done to meet public needs Link value creation to projects and activities, measurably improving the delivery of public services Identify how specific changes an organization makes can deliver increased public value, better use scarce resources--and drive results Create managerial processes, which accommodate and reward experimentation, and enable successful innovative organizations to thrive

Unlocking Public Value is packed with detailed, real-life examples and case studies of the proven value of Public Service Value analyses. From a German retirement pension insurance carrier and a U.S. Medicaid agency to European intelligence and labor agencies, it illustrates how performance information from Public Service Value analyses has been successfully used to inform strategic decisions, enhance public service results and dramatically improve performance.

The realities of today's lean operating environment demand strong public service management. Unlocking Public Value introduces an authoritative methodology for proactively relating results to costs, tracking that relationship over time--and uncovering and unleashing value in public organizations of every type.

From the Back Cover

### **Praise for *Unlocking Public Value***

"*Unlocking Public Value* addresses one of the most challenging questions for governments: how to measure transformation in order to improve outcomes and deliver value to citizens."

—**Steve Ballmer**, Chief Executive Officer, Microsoft Corporation

"All public services, the Metropolitan Police Service included, are faced with the increasing need to achieve more with the same or less resources at a time of escalating demand and rising customer expectations. This book provides some fascinating insights into public value, how to measure it and, at the same time, may assist in making informed judgments about future spending decisions."

—**Sir Ian Blair**, QPM, Commissioner of Police of the Metropolis, UK

"Government performance excellence needs instruments that help public sector managers to focus on when and how to create and measure public value. The Public Service Value Model is a sound and outstanding step forward in the field of strategic management in the public sector."

—**Julio Gomez-Pomar**, Former Secretary of State for Public Administration, Spain

"Public value is the most exciting and widely discussed concept in contemporary public service policy. It offers a common language to connect public services. This book will help you to put clothes onto your particular emperor."

—**Ed Mayo**, Chief Executive of the National Consumer Council, UK

"While pressure on public budgets increases at the same time expectations of performance rise, this is an excellent and example-rich guide to tracking performance and measuring real outcomes rather than just activity or outputs. It shows how creative experimentation can show the best methods of satisfying taxpayers who want to experience the real effects of the investment of their dollars."

—**Sir Mark Moody-Stuart**, Chairman of Anglo American plc and former Chairman of Shell

"Three cheers for Cole and Parston! In this important work, they have moved well beyond the simple idea of 'customer-oriented government,' preoccupied only with the quality of services, to a 'citizen-focused government' focused on assisting citizens to define and achieve important social outcomes in cost-effective ways. The practical tools they have developed will help citizens, taxpayers, clients and public managers align and achieve a shared concept of public value."

—**Professor Mark Moore**, Kennedy School of Government, Harvard University, and author of *Creating Public Value: Strategic Management in Government*

"This model for measuring performance in public services demonstrates cutting-edge research. In addition, it provides public managers with a hands-on tool for measuring, evaluating and improving public performance. An excellent study!"

—**Andrea Römmele**, Professor of Communication Management, International University, Bruchsal, Germany

#### About the Author

**MARTIN COLE** is Group Chief Executive of Accenture's Government operating group. He is also a member of Accenture's Executive Leadership Team. Mr. Cole was profiles in the April 2004 issue of *Consulting Magazine* as one of the IT industry's top six power brokers. He was also a recipient of the 2002 *Computerworld* Top 100 IT Leaders award.

**GREG PARSTON** is Director of the Accenture Institute for Public Service Value. He has extensive experience in the public, private and not-for-profit sectors as an entrepreneur, executive director and manager. Dr. Parston has consulted widely on governance, leadership, strategy and change in public services.

#### Users Review

##### From reader reviews:

##### Jose York:

Why don't make it to be your habit? Right now, try to ready your time to do the important take action, like looking for your favorite book and reading a reserve. Beside you can solve your condition; you can add your

knowledge by the e-book entitled *Unlocking Public Value: A New Model For Achieving High Performance In Public Service Organizations*. Try to face the book *Unlocking Public Value: A New Model For Achieving High Performance In Public Service Organizations* as your buddy. It means that it can be your friend when you truly feel alone and beside that course make you smarter than previously. Yeah, it is very fortunate for yourself. The book makes you more confident because you can know every thing by the book. So, we should make new experience in addition to knowledge with this book.

### **George Falls:**

The book *Unlocking Public Value: A New Model For Achieving High Performance In Public Service Organizations* can give more knowledge and also the precise product information about everything you want. Why then must we leave the good thing like a book *Unlocking Public Value: A New Model For Achieving High Performance In Public Service Organizations*? A number of you have a different opinion about guide. But one aim which book can give many info for us. It is absolutely proper. Right now, try to closer with the book. Knowledge or facts that you take for that, it is possible to give for each other; you may share all of these. Book *Unlocking Public Value: A New Model For Achieving High Performance In Public Service Organizations* has simple shape nevertheless, you know: it has great and large function for you. You can seem the enormous world by available and read a e-book. So it is very wonderful.

### **Bradley Simpson:**

Playing with family in the park, coming to see the marine world or hanging out with good friends is thing that usually you will have done when you have spare time, then why you don't try point that really opposite from that. A single activity that make you not feeling tired but still relaxing, trilling like on roller coaster you are ride on and with addition of knowledge. Even you love *Unlocking Public Value: A New Model For Achieving High Performance In Public Service Organizations*, you may enjoy both. It is excellent combination right, you still want to miss it? What kind of hang type is it? Oh seriously its mind hangout fellas. What? Still don't obtain it, oh come on its referred to as reading friends.

### **Donald Fujita:**

In this period of time globalization it is important to someone to acquire information. The information will make someone to understand the condition of the world. The health of the world makes the information simpler to share. You can find a lot of referrals to get information example: internet, magazine, book, and soon. You can view that now, a lot of publisher which print many kinds of book. The particular book that recommended to you personally is *Unlocking Public Value: A New Model For Achieving High Performance In Public Service Organizations* this e-book consist a lot of the information of the condition of this world now. That book was represented how do the world has grown up. The words styles that writer use for explain it is easy to understand. Typically the writer made some study when he makes this book. Here is why this book suitable all of you.

**Download and Read Online Unlocking Public Value: A New Model  
For Achieving High Performance In Public Service Organizations  
By Martin Cole, Greg Parston #RHS3QB5GM7Y**

## **Read Unlocking Public Value: A New Model For Achieving High Performance In Public Service Organizations By Martin Cole, Greg Parston for online ebook**

Unlocking Public Value: A New Model For Achieving High Performance In Public Service Organizations By Martin Cole, Greg Parston Free PDF d0wnl0ad, audio books, books to read, good books to read, cheap books, good books, online books, books online, book reviews epub, read books online, books to read online, online library, greatbooks to read, PDF best books to read, top books to read Unlocking Public Value: A New Model For Achieving High Performance In Public Service Organizations By Martin Cole, Greg Parston books to read online.

### **Online Unlocking Public Value: A New Model For Achieving High Performance In Public Service Organizations By Martin Cole, Greg Parston ebook PDF download**

#### **Unlocking Public Value: A New Model For Achieving High Performance In Public Service Organizations By Martin Cole, Greg Parston Doc**

**Unlocking Public Value: A New Model For Achieving High Performance In Public Service Organizations By Martin Cole, Greg Parston Mobipocket**

**Unlocking Public Value: A New Model For Achieving High Performance In Public Service Organizations By Martin Cole, Greg Parston EPub**