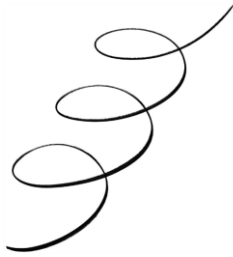




New Public Management – Comprehensive Administrative Development

We support comprehensive and long-term administrative modernizations based on the principles of New Public Management (NPM): a reorientation from input to results, greater profitability and a transformation into a customer-oriented service provider.



Our 25 years of experience in supporting comprehensive administrative reform processes contributes to the success of your NPM reform project.

Typical Cases

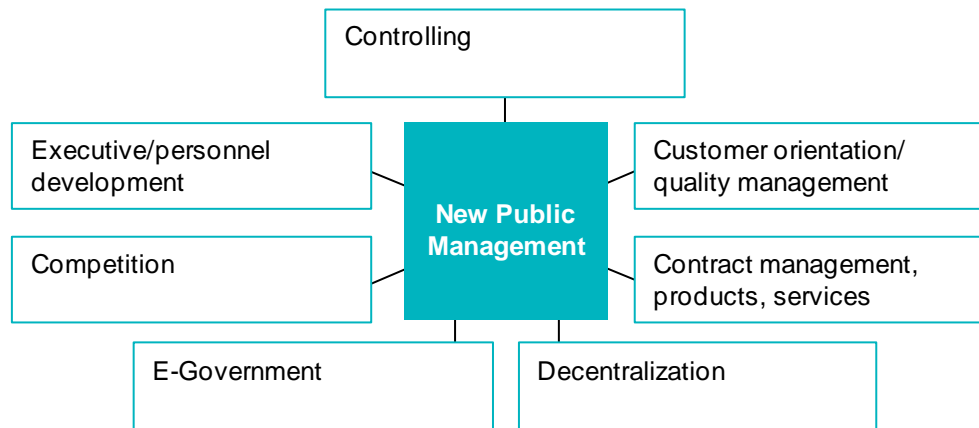
- Performance expectations have risen.
- Demands on quality have gone up.
- The scope and type of responsibilities have changed.
- The technological framework conditions have advanced.
- There is political and financial pressure to carry out reforms or resolve budget shortfalls.

Benefits

Diverse challenges require new strategies. New Public Management is the umbrella term for the relatively uniform, world-wide movement of administrative reforms. NPM reforms are characterized by a consistent orientation towards the results and outcomes of administrative action, a customer-oriented provision of services and a sustainable transformation in business culture towards being a service provider.

New Public Management increases the performance, impact and quality of administrations, organizing becomes more attractive to employees and comparability is encouraged by competition. We do not consider New Public Management to be a fixed concept, but together with you, we develop tailored reform projects.

ICG Model: Cornerstones of New Public Management



We support you by ...

- carrying out a comprehensive diagnosis of the present situation, including comparisons with similar administrative organizations.
- developing powerful visions and strategic objectives in cooperation with you.
- identifying the central fields of activity of administrative development.
- guiding change processes with politicians/top management (as a sparring partner, by coaching and by supporting a steering committee).
- developing tailor-made concepts and providing inspiration by experts in relevant fields (strategy, organizational structure, business processes, controlling systems).
- designing learning and development processes for executives.
- helping you with pilot projects.