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## **Clinton Presidential Records Digital Records Marker**

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This is not a presidential record. This is used as an administrative marker by the William J. Clinton Presidential Library Staff.

This marker identifies the place of a publication.

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# Serving the American Public: Best Practices in Downsizing



## Benchmarking Study Report

SEPTEMBER 1997

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# BEST PRACTICES

IN

Achieving  
Workforce  
Diversity

U.S. DEPARTMENT OF COMMERCE AND  
NATIONAL PARTNERSHIP FOR REINVENTING  
GOVERNMENT  
BENCHMARKING STUDY

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# Serving the American Public: Best Practices in Customer-Driven Strategic Planning



## Federal Benchmarking Consortium Study Report

FEBRUARY 1997