



**National Partnership for Reinventing Government**  
(formerly National Performance Review)

**Reports and Publications**

December 2000

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**Initial Report and Status Reports**

From Red Tape to Results: Creating a Government That Works Better and Costs Less (September 1993) [also has an executive summary version]

Status Report: Creating a Government That Works Better and Costs Less (September 1994)  
[also a CD-ROM version]

Common Sense Government (September 1995)

The Best Kept Secrets in Government (September 1996) [also has a digest version]

Businesslike Government: Lessons Learned From America's Best Companies (October 1997)

**Accompanying Reports to the Original 1993 Report**

Reports on the Systems of Government

- Creating Quality Leadership and Management
- Streamlining Management Control
- Transforming Organizational Structures
- Improving Customer Service
- Mission Driven, Results Oriented Budgeting
- Improving Financial Management
- Reinventing Human Resource Management
- Reinventing Federal Procurement
- Reinventing Support Services
- Reengineering Through Information Technology
- Rethinking Program Design

Strengthening the Partnership in Intergovernmental Service Delivery  
Improving Environmental Management  
Improving Regulatory Systems

Reports on Major Federal Agencies

U.S. Agency for International Development  
Department of Agriculture  
Department of Commerce  
Department of Defense  
Department of Education  
Department of Energy  
Environmental Protection Agency  
Federal Emergency Management Agency  
General Services Administration  
Department of Housing and Urban Development  
The Intelligence Community  
Department of Interior  
Department of Labor  
National Aeronautics and Space Administration  
National Science Foundation and Office of Science and Technology Policy  
Office of Personnel Management  
Small Business Administration  
Department of State and U.S. Information Agency  
Department of Veterans Affairs

**Customer Service Reports**

Putting Customers First: Standards for Serving the American People (October 1994)  
Putting Customers First '95: Standards for Serving the American People (October 1995)  
Putting Customers First '97: Standards for Serving the American People (October 1997)  
Reinventing Service at the IRS (March 1998)

**Regulatory Reinvention Reports**

Reinventing Environmental Regulations (March 1995)

Reinventing Drug and Medical Device Regulations (April 1995)

Reinventing Worker Safety and Health Regulations: The New OSHA (May 1995)

Reinventing Pension Regulations (June 1995)

Reinventing Service Regulations to Small Business: The New Small Business Administration (June 1995)

Reinventing Health Care Regulations (July 1995)

Reinventing the Regulation of Drugs Made from Biotechnology (November 1995)

Reinventing Food Safety Regulations (January 1996)

Reinventing the Regulations of Cancer Drugs (March 1996)

Progress Report: Reinventing Environmental Regulations (March 1996)

Reinventing the Regulation of Animal Drugs (May 1996)

Reinventing the Regulation of Human Tissue (February 1997)

### **Benchmarking Reports**

Serving the American Public: Best Practices in Telephone Service (February 1995)

Serving the American Public: Best Practices in Resolving Customer Complaints (March 1996)

Serving the American Public: Best Practices in Customer-Driven Strategic Planning (Feb. 1997)

Serving the American Public: Best Practices in Performance Measurement (June 1997)

Serving the American Public: Best Practices in Downsizing (October 1997)

Serving the American Public: One-Stop Customer Service (November 1997)

World-Class Courtesy – A Best Practices Report (December 1997)

Balancing Measures: Best Practices in Performance Management (August 1999)

Best Practices in Achieving Workforce Diversity (2000)

## **Background Papers and Other Reports**

Reinventing Government Summit (Proceedings, June 25, 1993)

Reinvention's Next Steps: Governing in a Balanced Budget World (March 1996)

Reaching Public Goals: Managing Government for Results, A Resource Guide (October 1996)

The Blair House Papers (January 1997)

Access America (February 1997)

Turning the Key: Unlocking Human Potential in the Family-Friendly Federal Workplace (1997)

Federal Welfare-to-Work Commitments (1997)

Federal Welfare-To-Work Hiring Progress: Agency Keys to Success (April 1998)

Mapping Out Crime: Providing 21<sup>st</sup> Century Tools for Safe Communities (Aug. 1999)

## **Video**

Reinventing Government . . . By the People (video, September 1994)