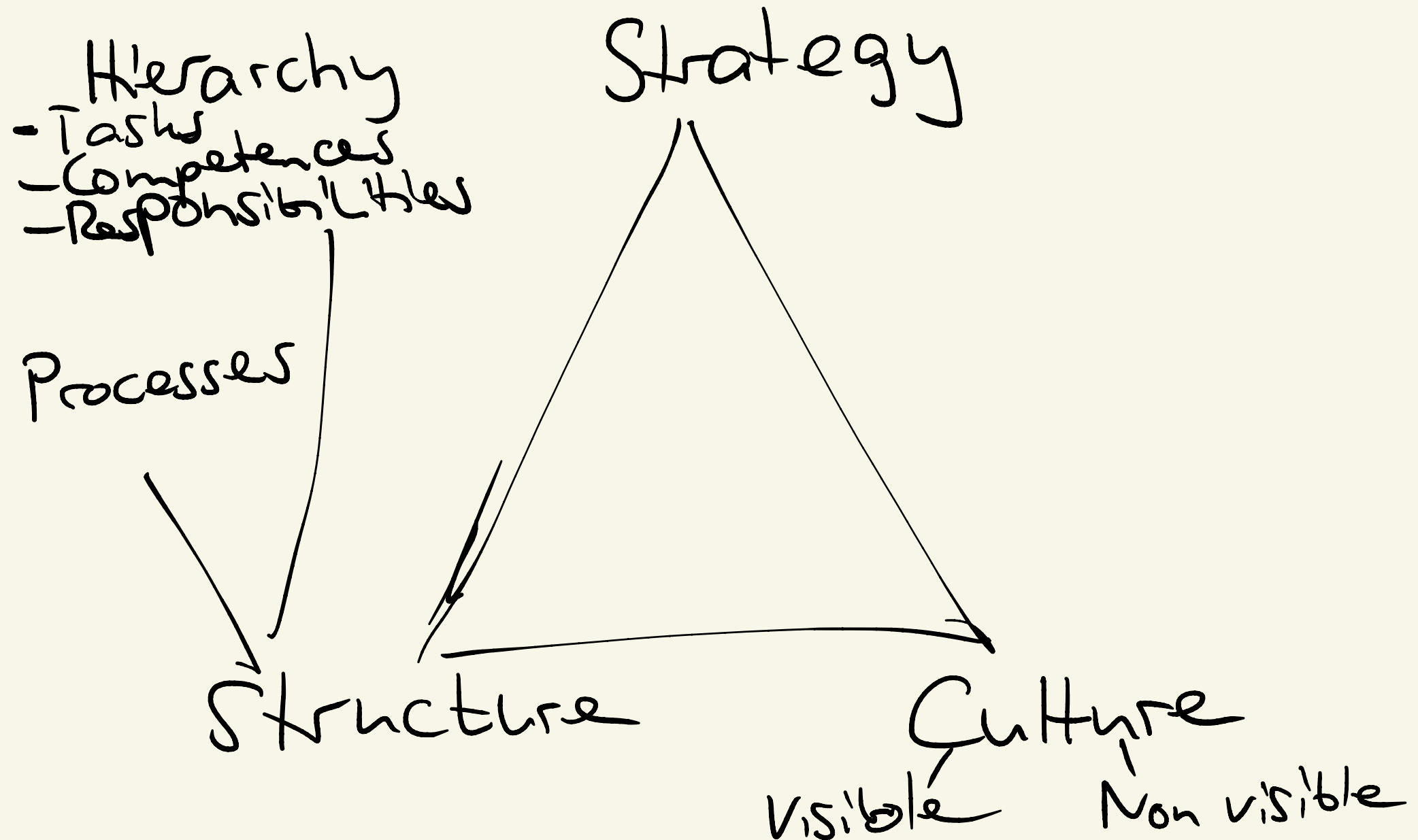


Knut Bleichert



Producer

↳ Producer

Consumer

$$\text{Effectiveness} = \frac{\text{Outcome}}{\text{Political Aims}}$$

$$\text{Efficiency} = \frac{\text{Output}}{\text{Use of Resources}}$$

Input



Output



Outcome



Impact

Financial Targets

- Indicators
- Standards
- Way of Measuring

Output Targets

- Indicators
- Standards
- Way of Measuring

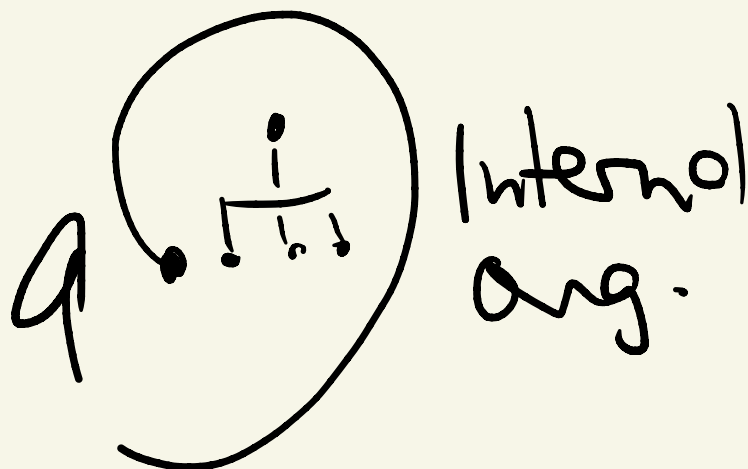
Outcome & Impact

Targets

- Indicators
- Standards
- Way of Measuring

National

Change Management



Local

Central
Administration
(Public)

Private
org.

Roland Coase

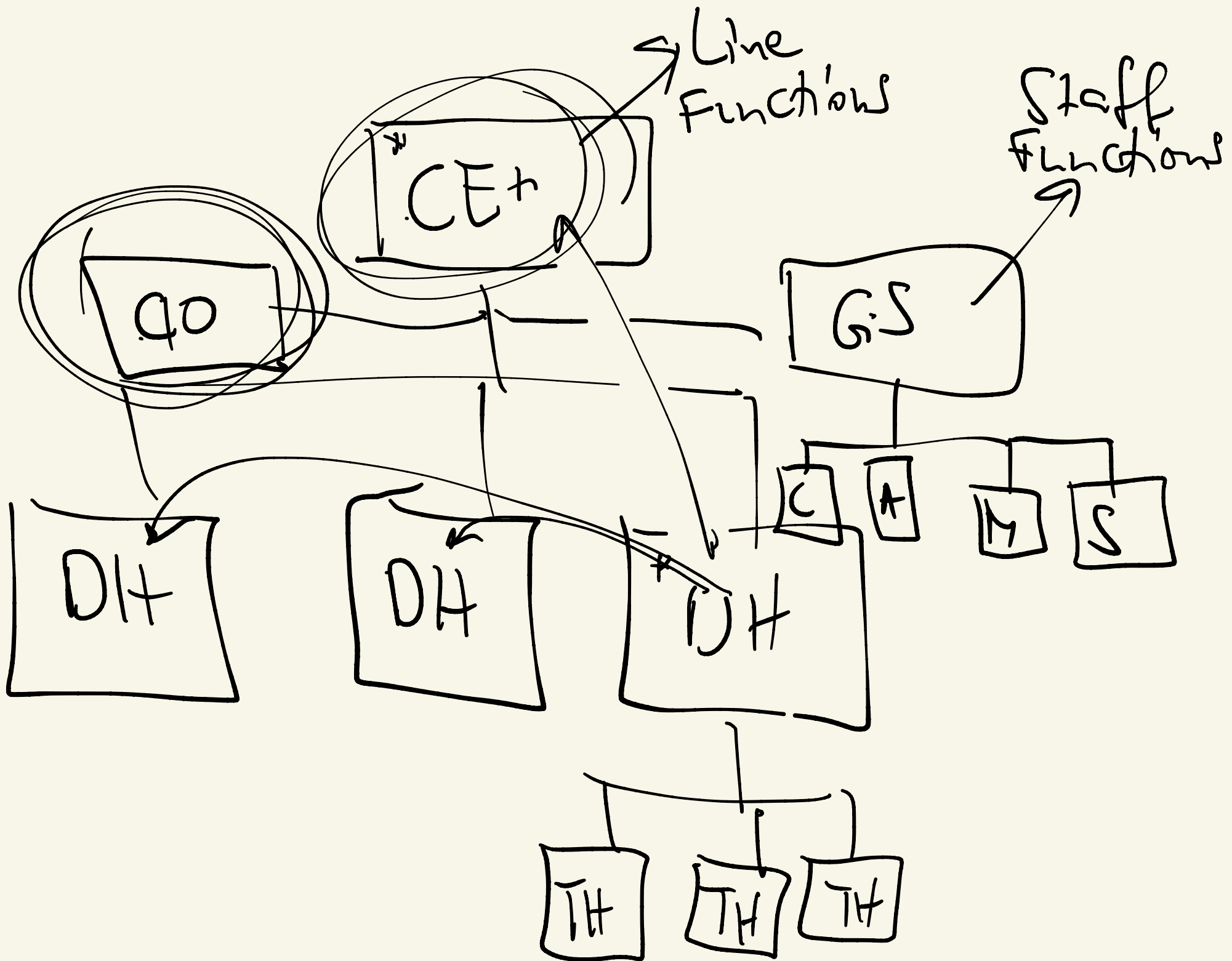
1937

The Nature of
the firm

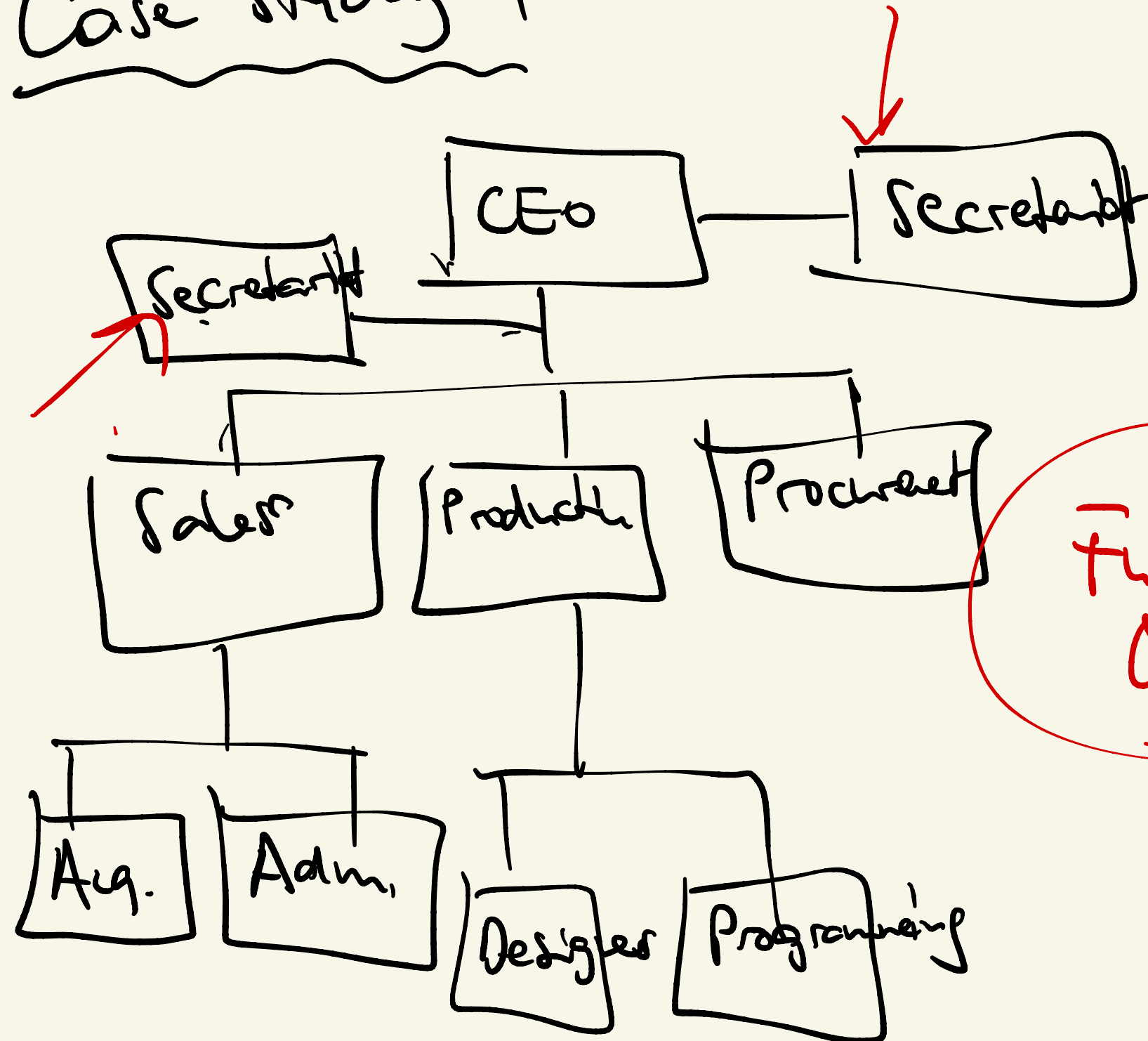
(Bruno S. Frey)

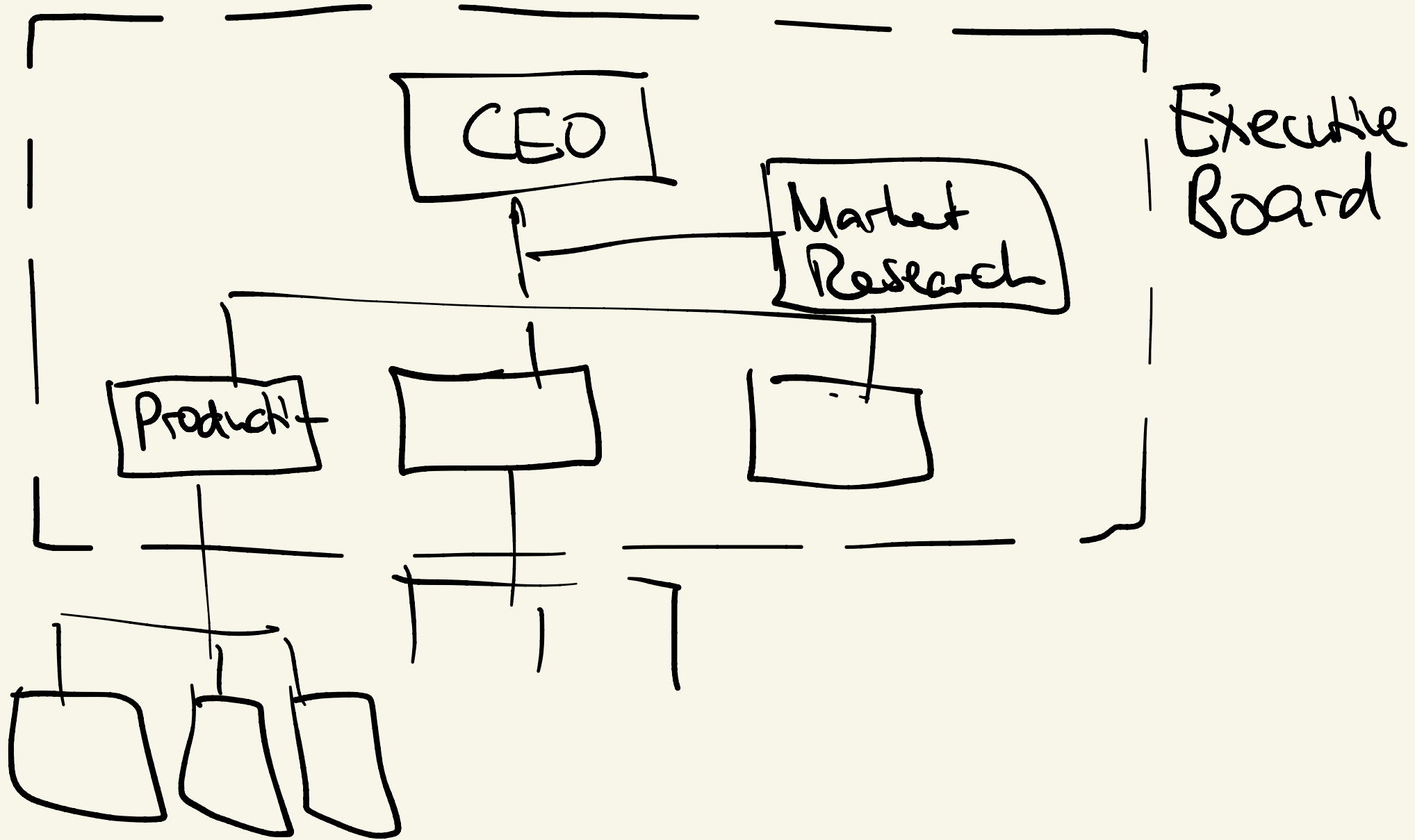
Focj:

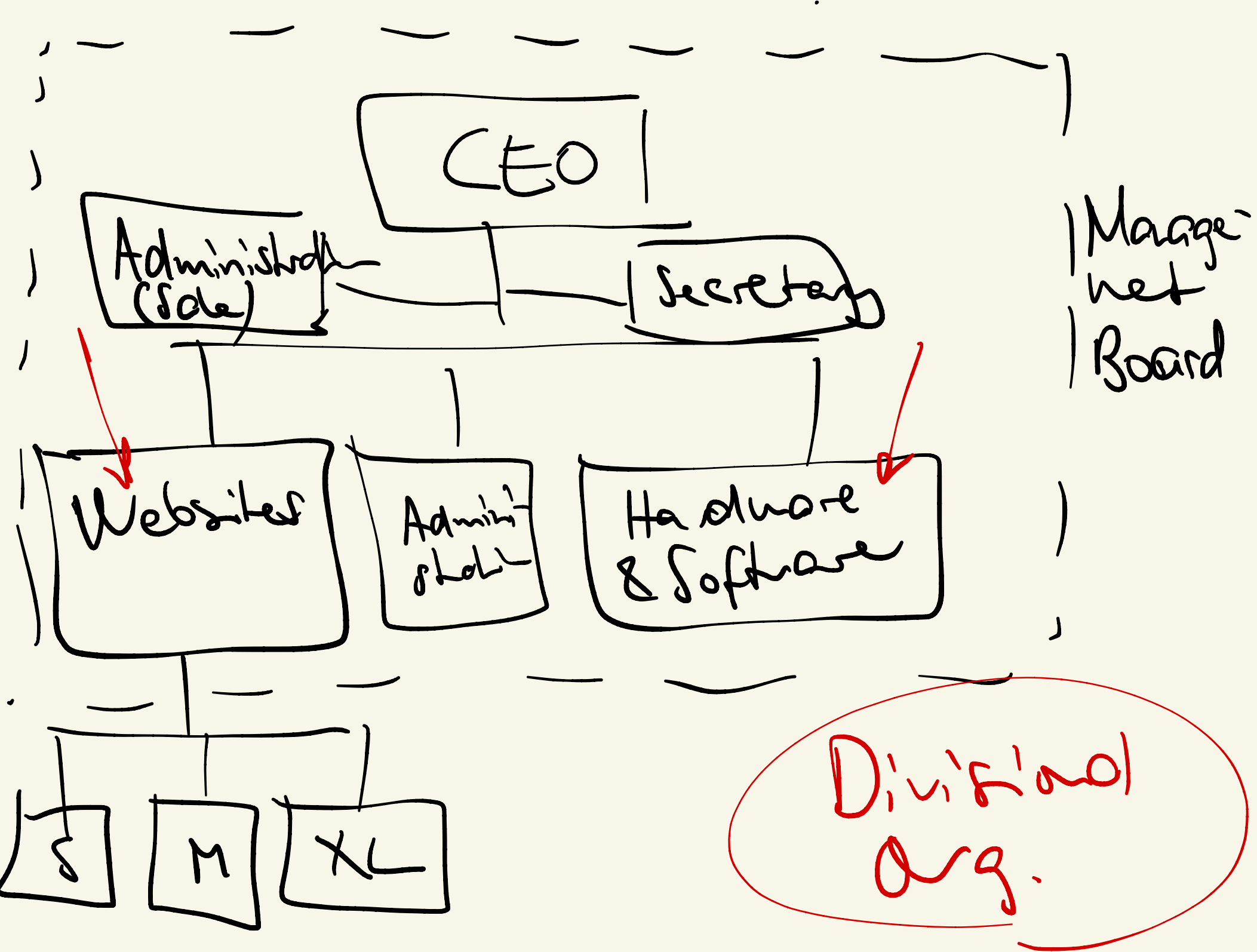
Functional
Overlapping
Competing
Jurisdictions



Case Study 4







CEO

Webster

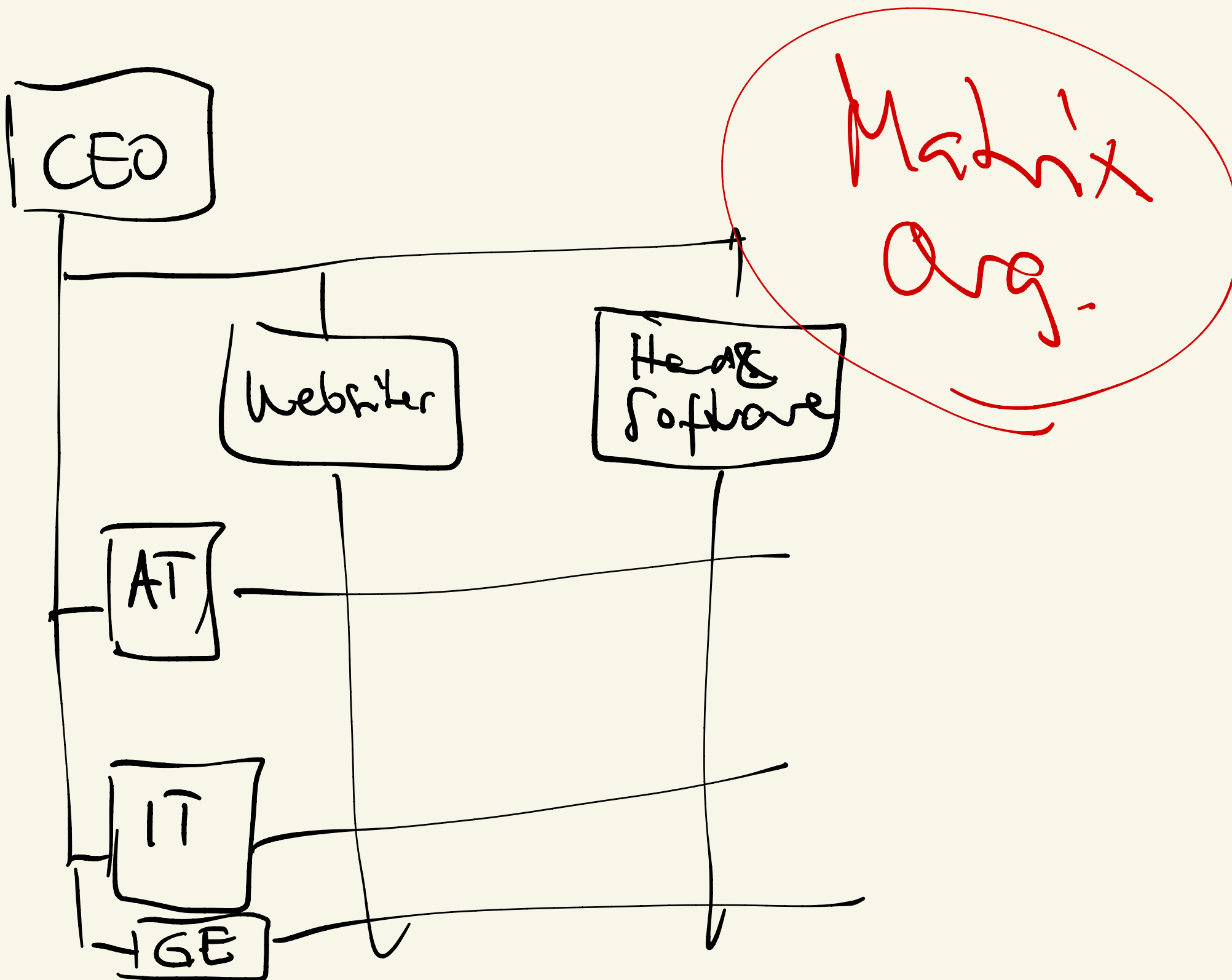
Head
Software

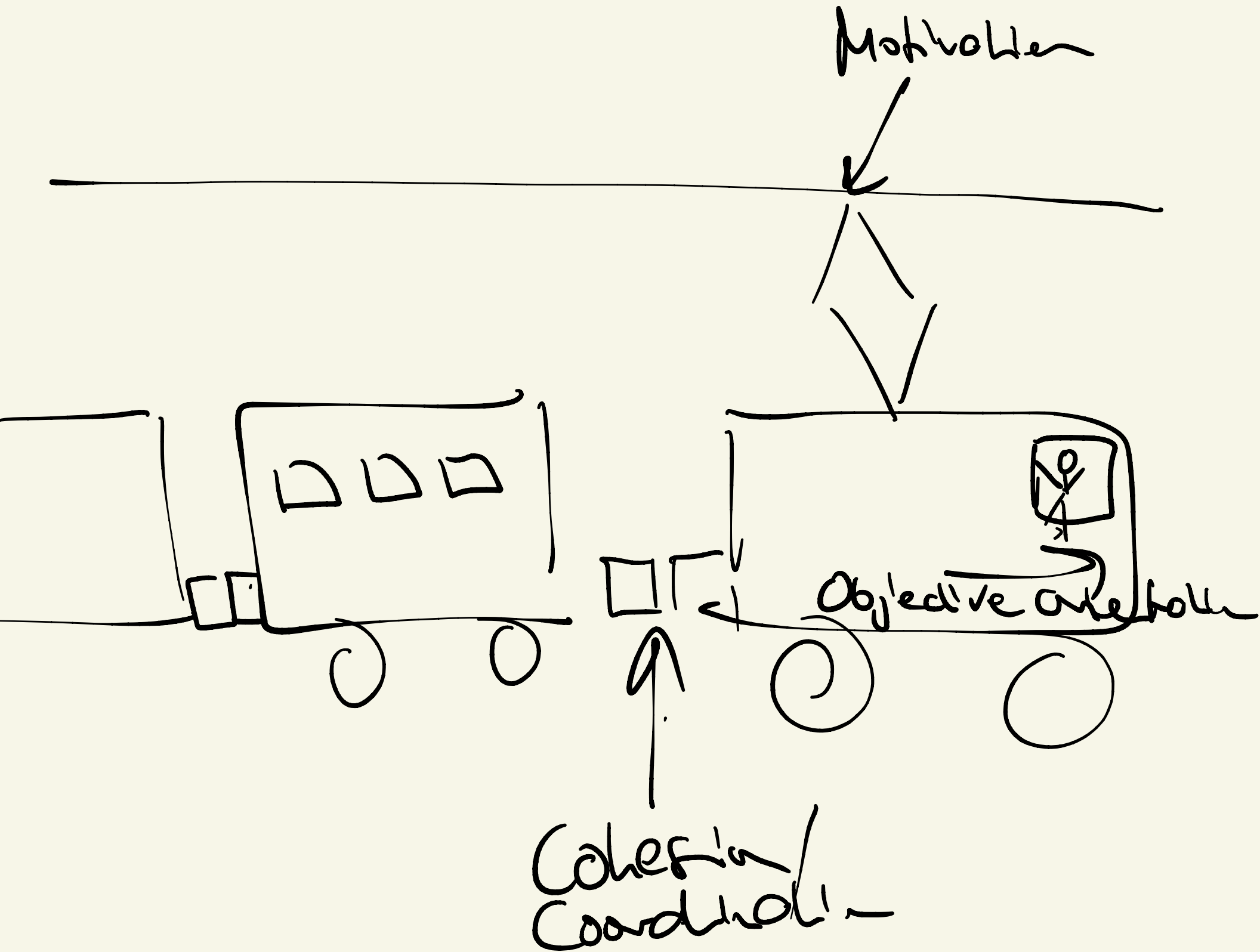
AT

IT

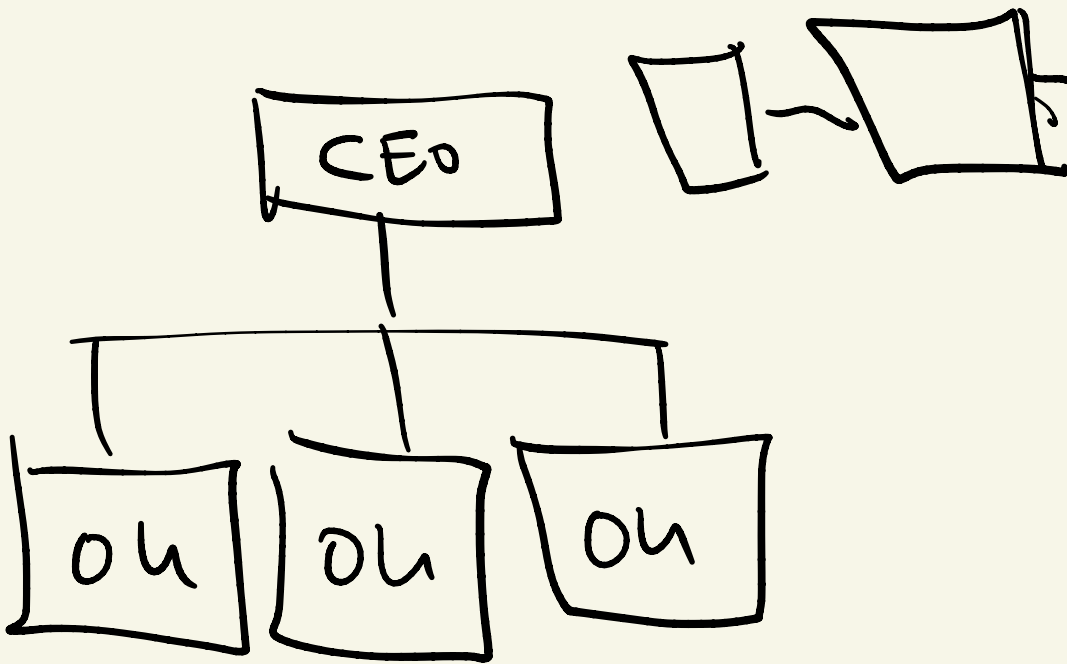
GE

Matrix
Org.

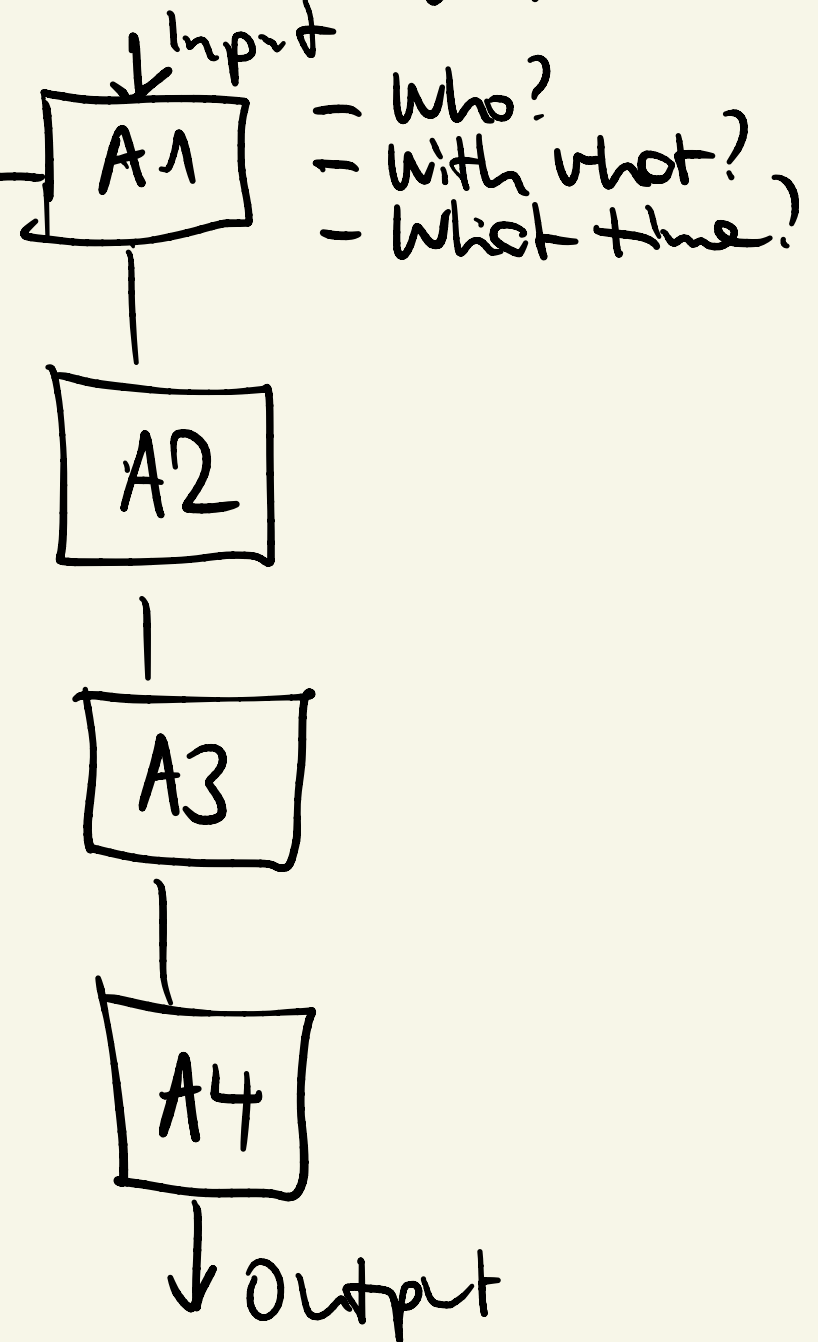


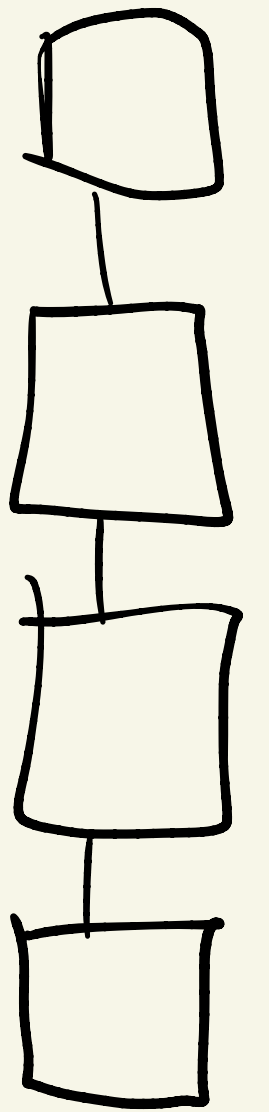


Organizational Chart

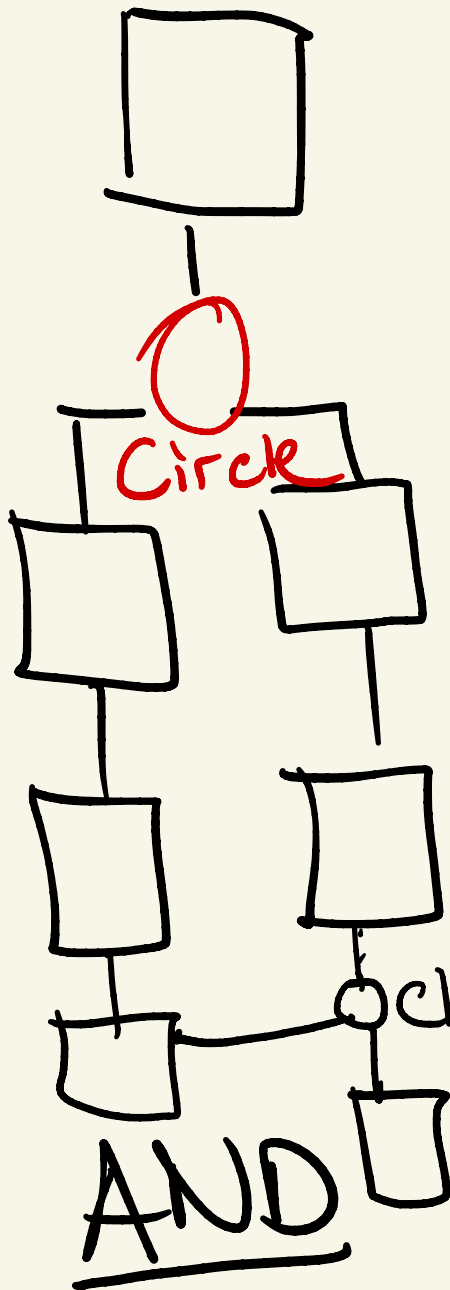


Flow Diagram Flow Chart

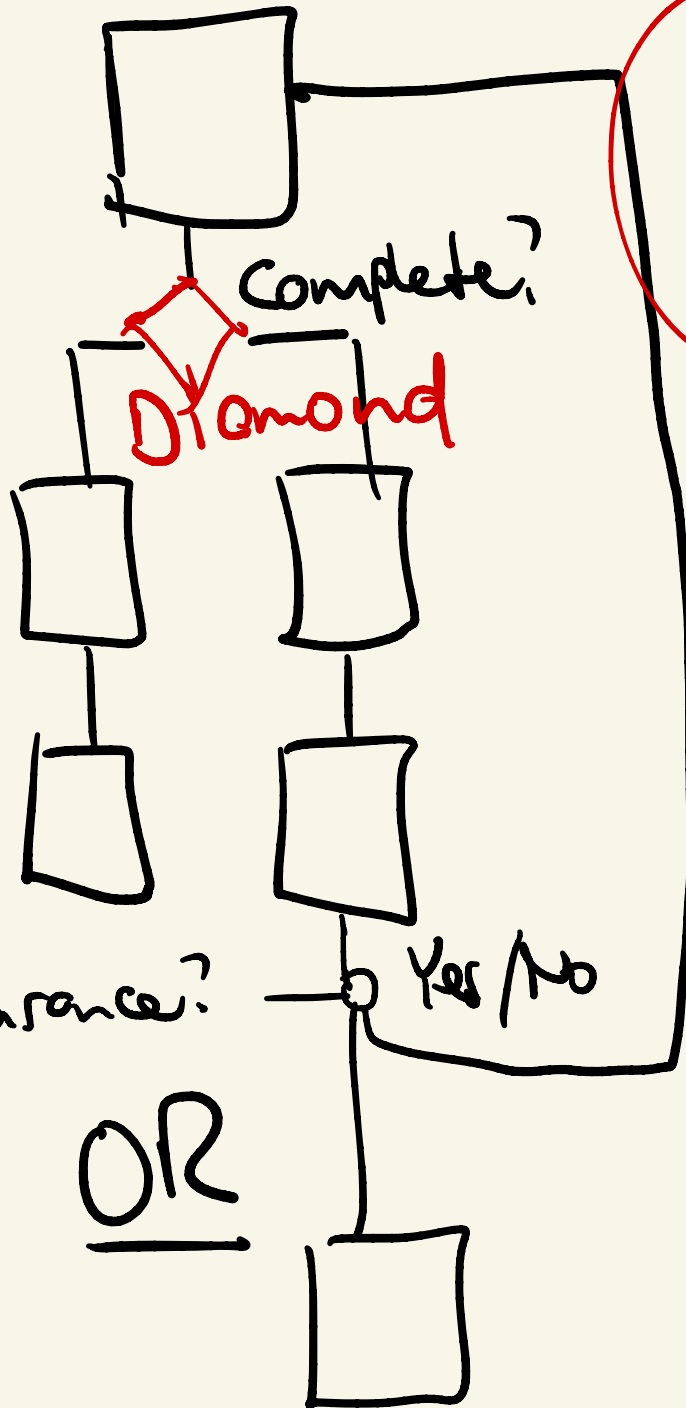




Chain

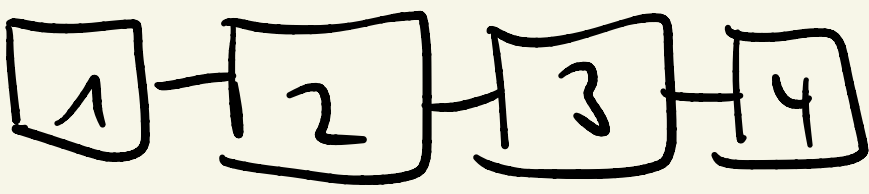


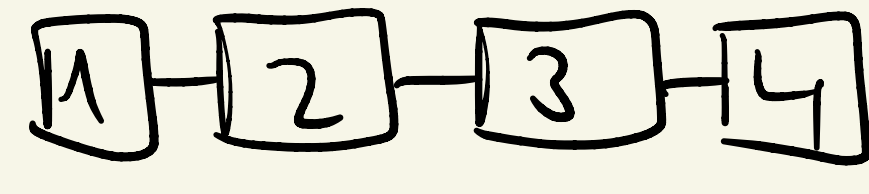
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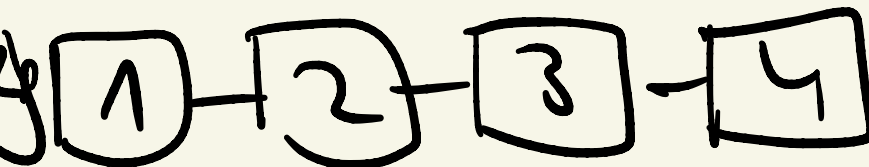


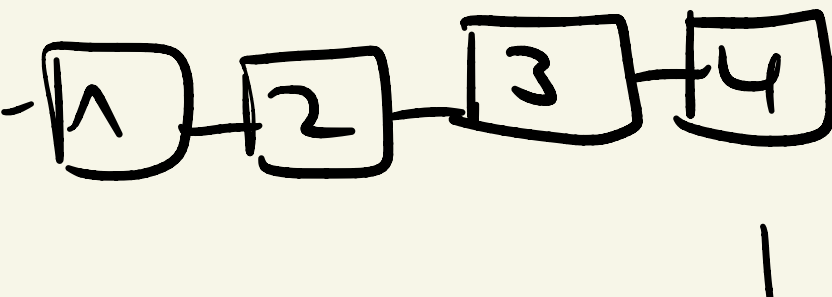
OR

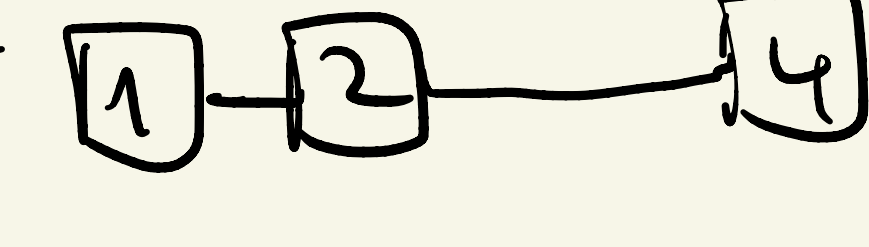
Process Owner

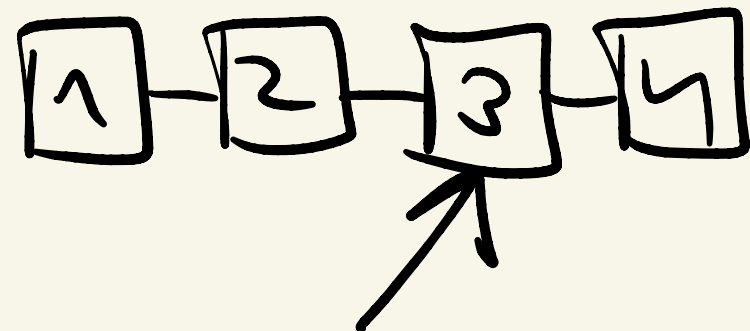
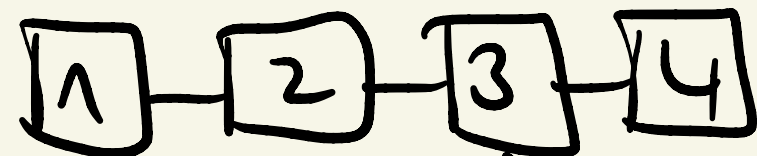
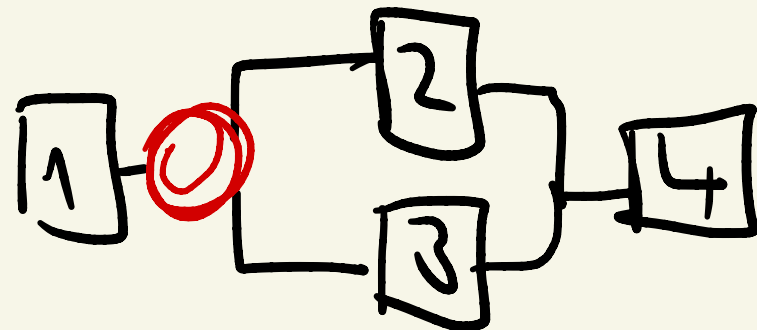
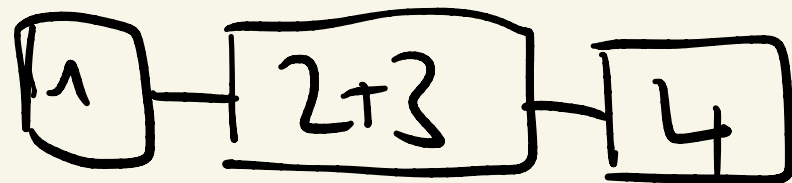
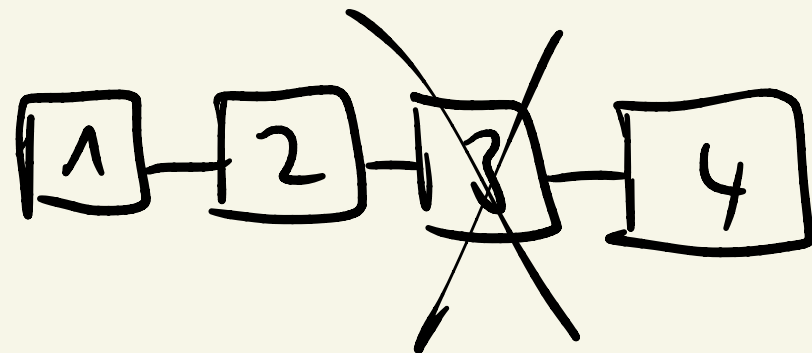
Shipping 

Merging 

Parallelizing 

Outsourcing 

Insourcing 



Vision

1-2 sentences
"To make people
happy"

Mission
(Statement)

What we stand
for

Strategy