

## Seamless Government: A Practical Guide to Re-Engineering in the Public Sector

Russell M. Linden



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# Seamless Government: A Practical Guide to Re-Engineering in the Public Sector

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**Seamless Government: A Practical Guide to Re-Engineering in the Public Sector** Russell M. Linden Shows government agencies how to meet the needs of customers seamlessly, that is, in a smooth, effortless, responsive manner. Details a step-by-step approach to assess, design and implement significant change in all levels of government?and how to overcome resistance along the way.



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