

PERFORMANCE EXCELLENCE RESOURCES

ELECTRONIC LIBRARIES/BOOKSTORES

Alliance for Redesigning Government: National Academy of Public Administration

The Alliance for Redesigning Government provides hundreds of Quality related resources at their electronic library.

Resource Type: Electronic Library
URL: <http://www.napawash.org/>

Basics about Quality Management

A comprehensive Quality "implementation" library offered by the Management Assistance Program. At this site you can find *everything from resources on the Basic Principles of Quality to Research Methods and System Thinking.*

Resource Type: Electronic Library
URL: <http://www.managementhelp.org/quality/general/general.htm>

BPubs.com

Online business library that covers a wide array of business related topics.

Resource Type: Electronic Library
URL: www.bpubs.com

Community Quality Electronic Network

The Community Quality Electronic Network aims to assist Community Quality Efforts by facilitating electronic communication. CQE strives to assist individuals, individual communities and efforts that now exist to learn from each other and together achieve more than they can individually. The CQEN Library provides links to a public sector CI site, the Curious Cat management improvement library and more.

Resource Type: Electronic Library/Web Site
URL: <http://curiouscat.com/cqen/>

CQEN Library

Library of Quality and Continuous Improvement books and publications, provided by the Community Quality Electronic Network.

Resource Type: Electronic Library
URL: <http://curiouscat.com/cqen/library.cfm>

Curious Cat Improvement Library

Found at the Curious Cat Connections Management Link, this electronic library provides a variety of management improvement resources in manufacturing, health care, service and public sector. The site attempts to provide the best online management improvement resources available. The Online Quality Resource Guide includes resources most related to the "core of quality" such as, Deming's System of Profound Knowledge, System Thinking, Statistical Process Control, Customer Focus, Learning Organizations, Innovation, QFD, Teamwork, Strategic Planning and Creating Joy in Work.

Resource Type: Electronic Library
URL: <http://www.curiouscat.com/guides/>

Database of Publications, Periodicals, and Operating Manuals

This site is a publication database from the Office of Personnel Management. From here, you will be able to search a list of current publications, periodicals, and operating manuals, along with information about CD-ROMs and videotapes that have been produced by this agency.

Resource Type: OPM Resource Database
Email: publications@opm.gov

URL: <http://apps.opm.gov/publications/index.htm>

The Deming Electronic Network

The DEN web site and companion discussion list were created in 1994 as a focal point for sharing resources, discussions, learning, and research on the Deming Philosophy. The Deming site offers more than 1,000 papers, essays, files, and programs; as well as more than 1 million archived discussion list messages freely accessible in this web site.

Resource Type: Electronic Network/Web site

URL: <http://deming-network.org/>

Developing Leadership Skills

Developing Leadership Skills is a comprehensive resource library administered by NASA and maintained at their Headquarters Library. The library contains a rich assortment of articles, books and publications on the topic of leadership.

Resource Type: Electronic library

Email: Library@hq.nasa.gov

URL: <http://www.hq.nasa.gov/office/hqlibrary/ppm/ppm2.htm>

Emerald

A powerful business research tool offering instant access to over 35,000 full text articles from an international management portfolio, complete with full text archives back to 1994. Subject coverage spans a spectrum of management disciplines including: strategy; leadership; library and information management; marketing and human resource management; plus a substantial number of engineering, applied science and technology titles. There are also links to management sites and management journals around the world.

Resource Type: Electronic Library

URL: <http://www.emeraldinsight.com>

The Foundation for Performance Management Resource Library

An online library from the Foundation for Performance Management, the resource library provides information on past foundation meetings, including online versions of presentations, as well as external articles and references to other related resources.

Resource Type: Electronic Library

URL: www.fpm.com/secure/lib.html

Free Management Library

A complete highly integrated management library for nonprofits and for-profits from *Authenticity Consulting* and hosted by The *Management Assistance Program*. Contains 72 management categories and 675 topics.

Resource Type: Electronic Library

URL: <http://www.managementhelp.org/index.html>

Knowledge Management Virtual Library

Extensive list of online resources on knowledge management. A Knowledge Management (KM) portal and global virtual community of KM practice.

Resource Type: Electronic Library

URL: <http://www.brint.com/km/>

The Learning Network

The *Learning Network* is an extensive resource library from the *National Academy of Public Administration*.

Resource Type: Electronic Library

URL: <http://www.napawash.org/resources/links.html>

Public Sector Continuous Improvement Library

Provides articles and publications that can be printed or downloaded. Publications include topics like, *Managing Improvement in the Government: Ten Hard Lessons from the Madison Experience* and *Variation, Management and Edwards Deming*. Excellent source of free resources.

Resource Type: Electronic Library

URL: <http://curiouscat.com/psci/library.cfm>

Quality Management Bibliography

Found on the Search page of the Alliance for Redesigning Government, National Academy of Public Administration, this is an extensive list of books and articles dealing with quality management and related topics. Resources are organized according to the following groups: General Principles, Public Sector Considerations, Public Sector Examples, and Kennedy School Case Studies.

Resource Type: Electronic Library

URL: <http://www.rstonehouse.co.uk/biblio.html>

Total Quality Management

Found at the Department of Defense website and provided by Air University Library Publications--this extensive library provides information on books, publications, and resources on Quality related topics in various settings.

Resource Type: Electronic Library

URL: <http://www.au.af.mil/au/aul/bibs/tqm/overv.htm>

Southern Center for Organizational Excellence Online Library

Membership in this organization gives you access to an extensive list of quality books and videos.

Resource Type: Library-online resource information

URL: www.atlantaquality.org/library.shtml

Vision and Strategic Planning

Provided by the NASA Headquarters Library, this is a bibliography of articles on strategic planning written by experts and published by numerous journals over the past 15 years.

Resource Type: Electronic Library/Bibliography

URL: www.hq.nasa.gov/office/hqlibrary/ppm/ppm16.htm