

Systems Thinking in the Public Sector

the failure of the reform regime... and a manifesto for a better way

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Contents

Introduction	İ۷
Chapter 1: In the beginning the emergence of a new ideology	1
Chapter 2: Do people want 'choice'?	15
Chapter 3: From particular case to general rule: ministers managing benefits	27
Chapter 4: The present style of management	47
Chapter 5: Systems thinking: a better way to make the work work	66
Chapter 6: Purpose – measures – method	82
Chapter 7: An irrational belief in targets	96
Chapter 8: 'Deliverology': the science of delivery, or dogmatic delusion?	108
Chapter 9: Taking the value out of policing	121
Chapter 10: Failing those who need care	133
Chapter 11: A gloomy vision: public-service factories	147
Chapter 12: Is 'Public Value' the answer?	162
Chapter 13: Is 'citizen empowerment' the answer?	172
Chapter 14: The regime: systemically incapable of doing the right thing	176
Chapter 15: Reforming the regime	193
Addendum	198
Index	201
About Triarchy Press	215
About the Author	216