

# FOIA MARKER

**This is not a textual record. This is used as an administrative marker by the William J. Clinton Presidential Library Staff.**

---

**Collection/Record Group:** Clinton Presidential Records  
**Subgroup/Office of Origin:** National Service  
**Series/Staff Member:** Jim Kreidler  
**Subseries:**

---

**OA/ID Number:** 1283  
**FolderID:**

---

**Folder Title:**  
[Organization Giving Book - Coopers & Lybrand - Excellence in Government: Total Quality Management in the 1990s] [loose]

---

|               |             |                 |               |                  |
|---------------|-------------|-----------------|---------------|------------------|
| <b>Stack:</b> | <b>Row:</b> | <b>Section:</b> | <b>Shelf:</b> | <b>Position:</b> |
| <b>S</b>      | <b>66</b>   | <b>2</b>        | <b>4</b>      | <b>3</b>         |

Organization giving book

February 26, 1993

Eli Segal  
Asst. to the President/National Service Director  
1600 Pennsylvania Ave., NW  
Washington, D.C. 20500

Dear Mr. Segal:

Please accept with our compliments a copy of *Excellence in Government: Total Quality Management in the 1990s*, Second Edition.

Why read this book? There are three reasons:

**President Clinton's Success with Quality Management in Arkansas:** As you know, the President led the Arkansas quality campaign in government and industry. Chapter 14 tells how he used quality management to achieve better, more responsive government services, at a lower cost to taxpayers.

**How to Promote Both Gradual and Radical Improvement:** Most books on quality focus on small, gradual change -- good, but not good enough when you need radical improvement now. Chapter 12 shows how to use business process redesign or re-engineering (BPR) to make quantum leaps in performance and savings.

**Number One Book on Quality in Government:** With 20,000 copies of the first edition in circulation, *Excellence in Government* is the best-selling book on quality in the public sector.

**When You Want to Know More:** Coopers & Lybrand is the largest provider of quality management consulting services to government. We have more information on quality and BPR in federal agencies. I will be pleased to arrange a private briefing on this for you. Please call me at 703-908-1602 to make arrangements.

Thank you, and best of luck on your quality journey.

Sincerely



Ian D. Littman, Partner  
Total Quality Management Services

P.S. For your convenience, enclosed is an audiotape of Chapter 14, our case study of President Clinton's Arkansas quality campaign.

enclosures