

## **The Self-Assessment Workbook**

### **Peter Drucker**

These questions form a framework that supports good management practices.

1. What Is Our Mission?
2. Who Is Our Customer?
3. What Does the Customer Value?
4. What Are Our Results?
5. What Is Our Plan?

Source: Peter F. Drucker, The Drucker Foundation Self-Assessment Tool – Participant Workbook, Jossey-Bass, Inc. a Wiley Company, 1999.

## **The Accountable Agency**

### **Reginald Carter**

These questions form a framework for accountability that include both efficiency and effectiveness measures.

1. How many clients are you serving?
2. Who are they?
3. What services do you give them?
4. What does it cost?
5. What does it cost per service delivered?
6. What happens to the clients as a result of the service?
7. What does it cost per outcome?

The Accountable Agency, Reginald Carter, Sage Human Services Guide 34, 1983. This book is available for a free download from [www.appliedmgt.com](http://www.appliedmgt.com).