

Call for Papers
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Special Issue on Total Quality Management

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The emergence of so-called new management approaches in the public administration field is recurrent. It seems that we have witnessed over the course of the last twenty years a multiplication of new or repackaged management approaches. The speed with which these new approaches are presented is ever-increasing. The last decade has been marked by the emergence of the discourse on and the practice of « total quality management » in the public sector: quality circles, continuous improvement, restructuring of administrative processes, quality assurance, self-control practices, total quality, etc. These practices have produced diverse and uneven results.

The preponderance of the « total quality management » discourse, especially in the academic literature, demonstrates an idealism that at times bears little resemblance to reality. Nowadays, offering quality services is both an indication of performance and skills and an expression of a culture and state of mind.

This special issue of The Public Innovation Journal is to focus on the rise of the quality movement in the public sector. We aim to debate all aspects of this movement, its characteristics and challenges. In so doing, we wish to take into account the interdependence and the rupture brought about by 'total quality management' with the traditional public organizational model.

We will consider English language proposals, though this special issue encourages French language articles in particular. All details pertaining to this call for papers are available at the following URL: <http://www.innovation.cc/francais/index.htm>

For more details, you may contact the French Assistant Editor, Ian Roberge, iroberge@glendon.yorku.ca