

| DESIGNATION | SOURCES |
|---------------------------------|-------------------------------|
| Total quality management (TQM) | (Deming, 1993) |
| The search for excellence | (Ouchi, 1981) |
| Learning organizations | (Peters, 1987) |
| Business process re-engineering | (Hammer & Champy, 1993) |
| Lean | (Womack, Jones & Ross, 1990) |
| Appreciative inquiry (AI) | (Cooperrider & Whitney, 2005) |
| New public management (NMP) | (Patrick & French, 2011) |

FIGURE 2.19
Examples of reform movements that have required cultural changes.