

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.