

Donau-Universität Krems

31. August 2002

Visualisierungen 3:

Prinzipien des NPM

im Kontext des

Universitätsgesetzes 2002

von Univ.-Prof. Dr. Friedrich Lachmayer

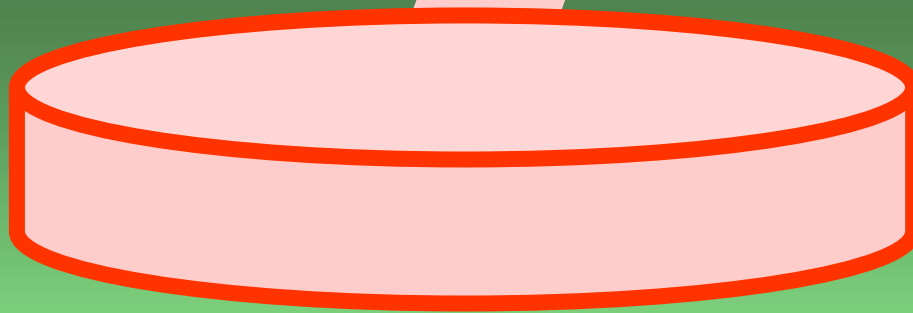
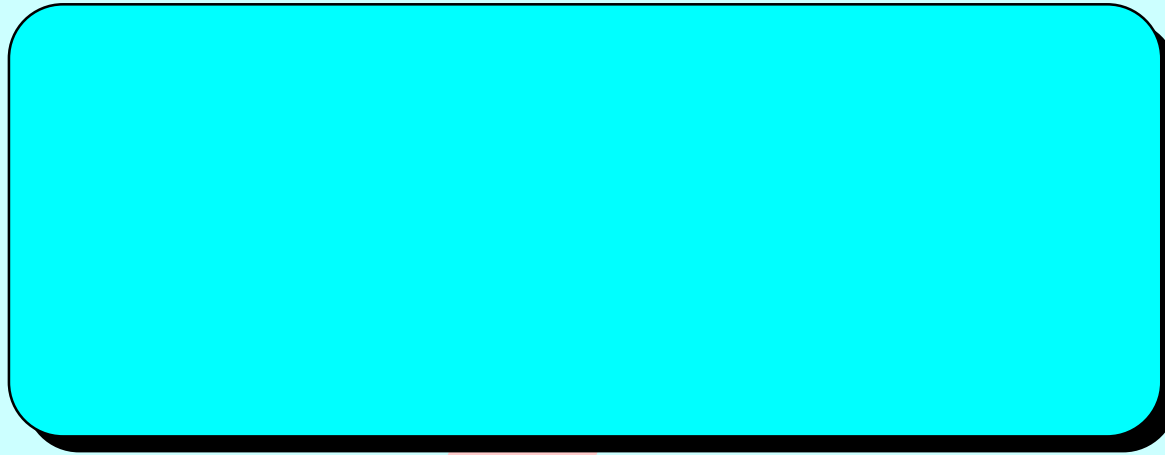
Dezentralisierung

Veränderung des Verwaltungsapparates

Ausgliederung

**dezentrale
organisatorische
Einheiten**

Autonomie

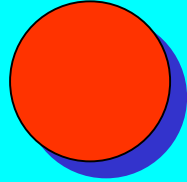


***Entscheidungsautonomie
Ergebnisverantwortlichkeit***

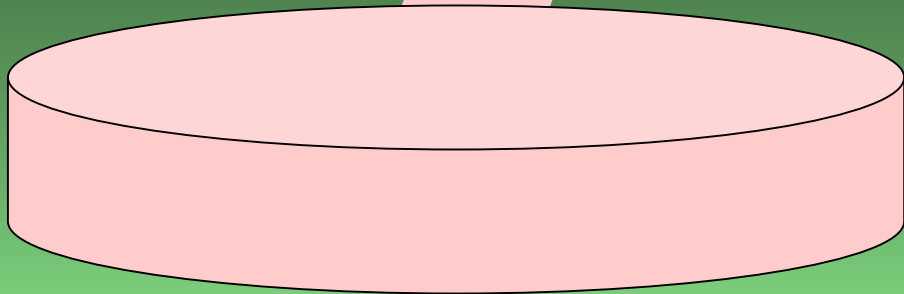
zentrale Koordination

*Koordination durch
zentrale Steuerungseinheiten*

*Straffung der
Verfahren*



*„schlanke
Verwaltung“*

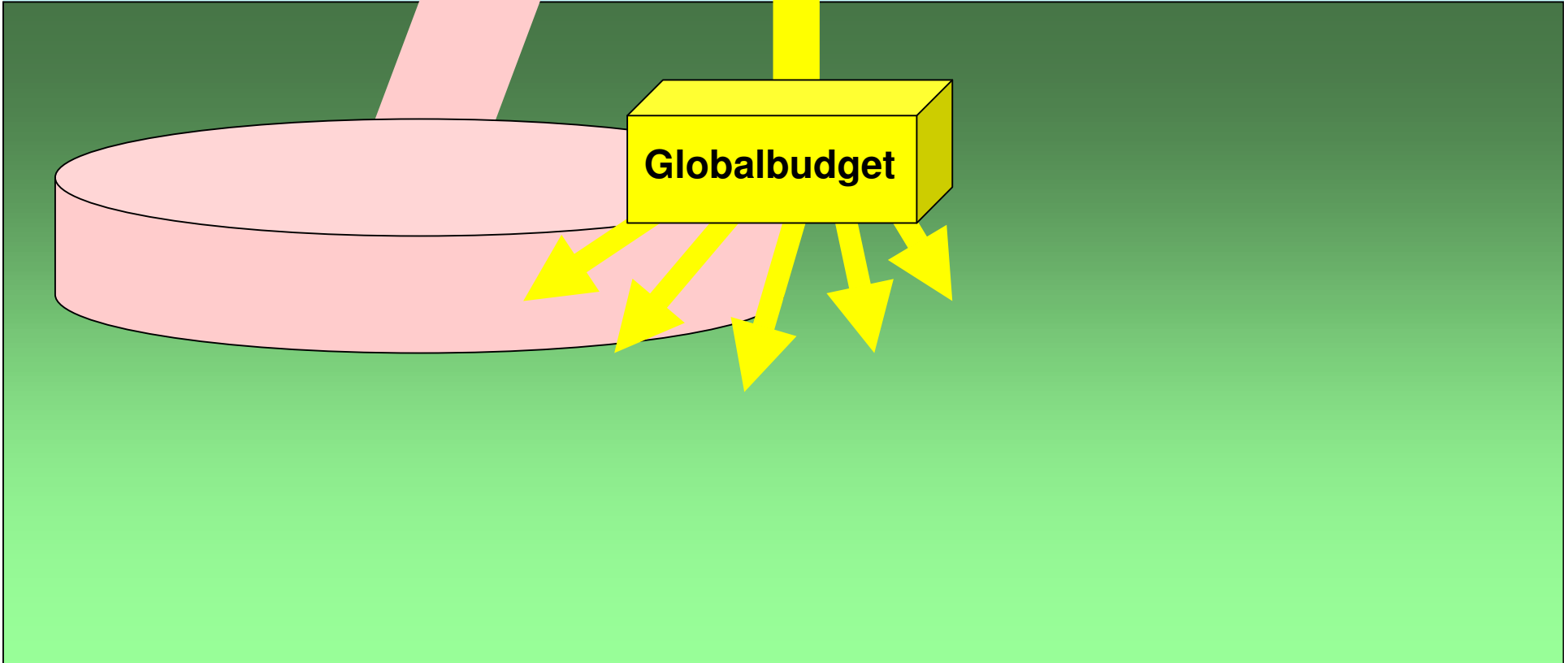
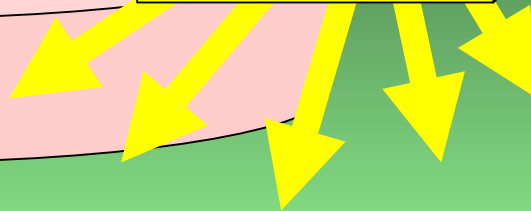
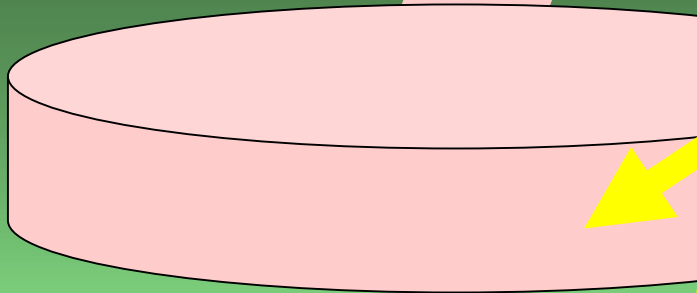
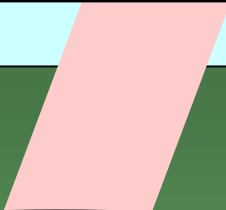
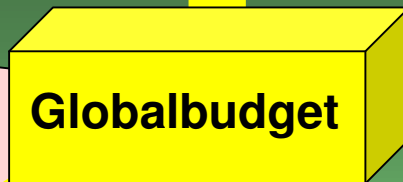
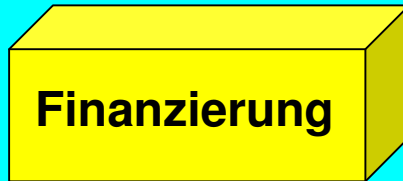
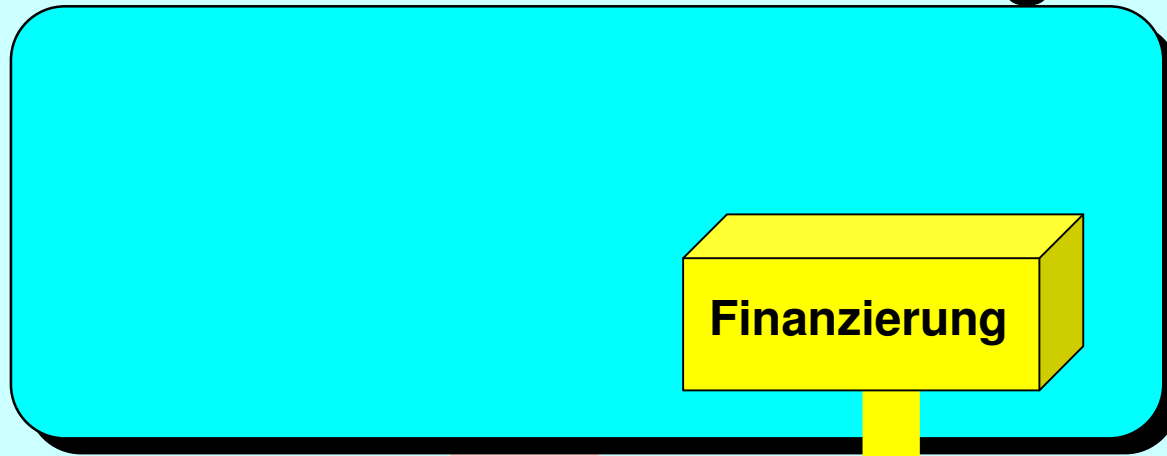


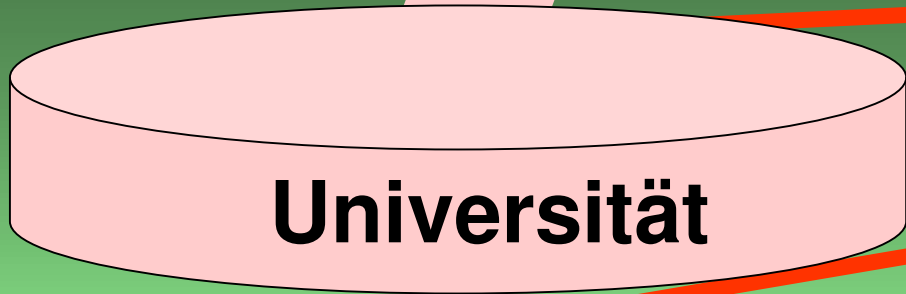
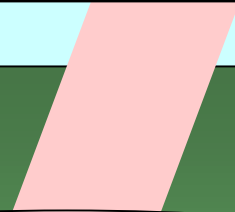
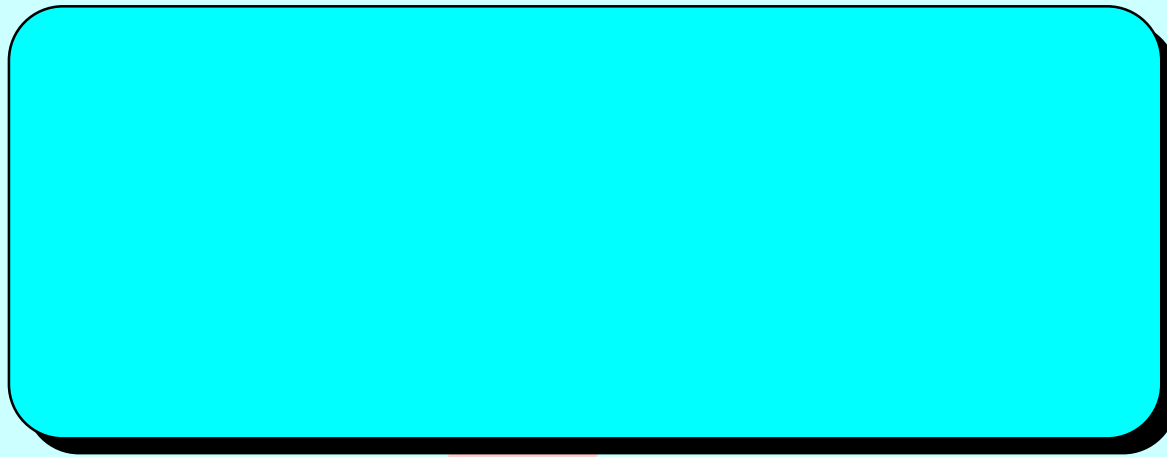
Kontraktmanagement

Leistungsvereinbarung

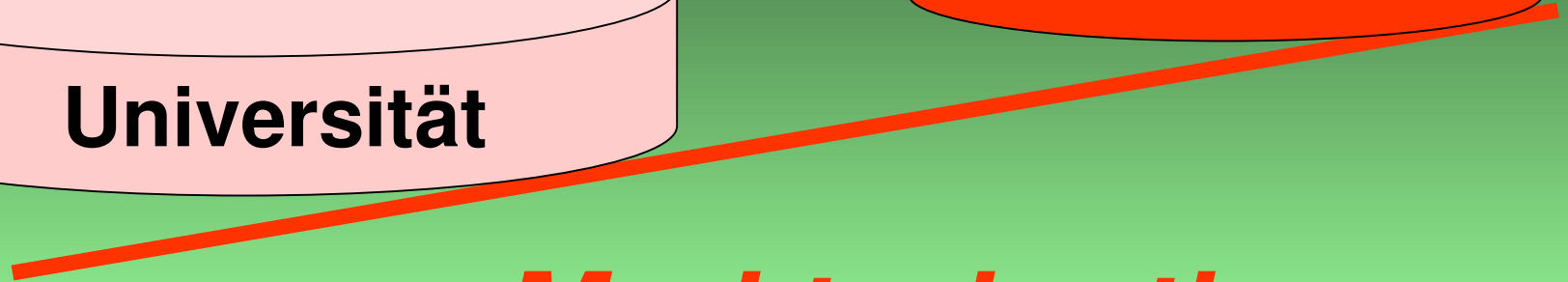
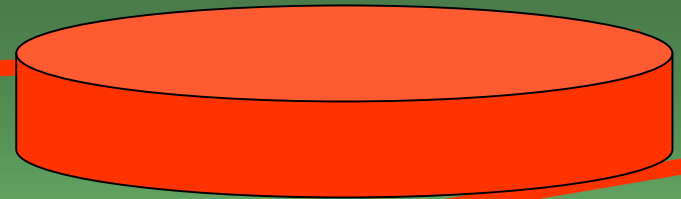


Globalbudget

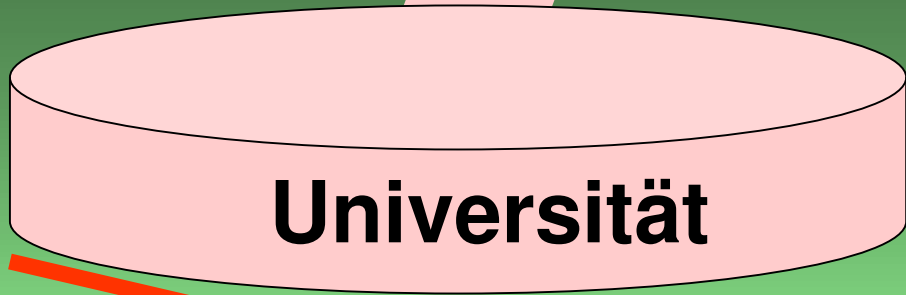
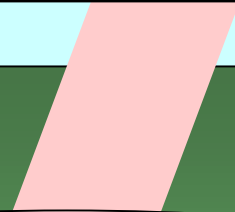
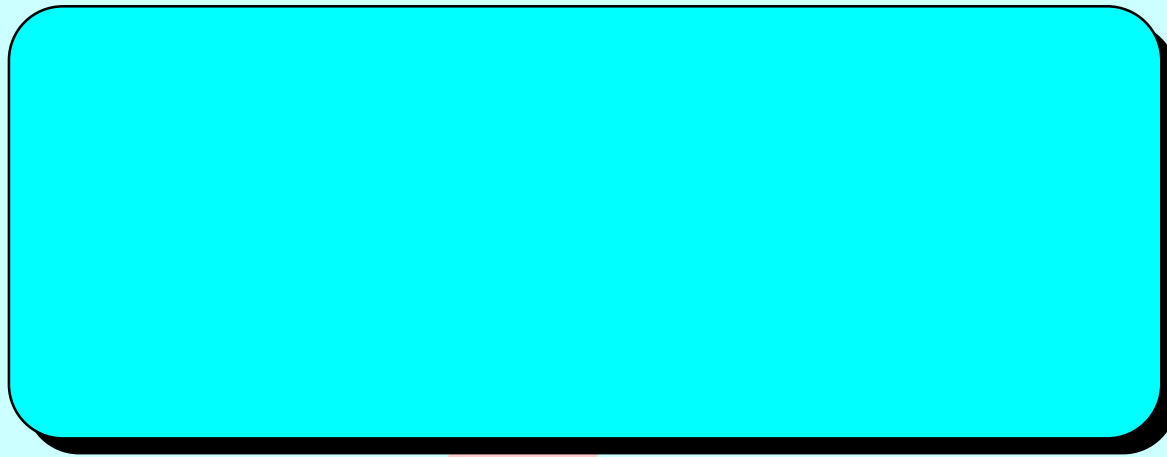




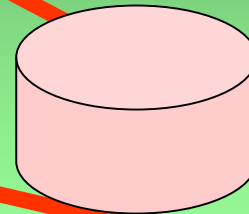
Universität



Marktorientierung

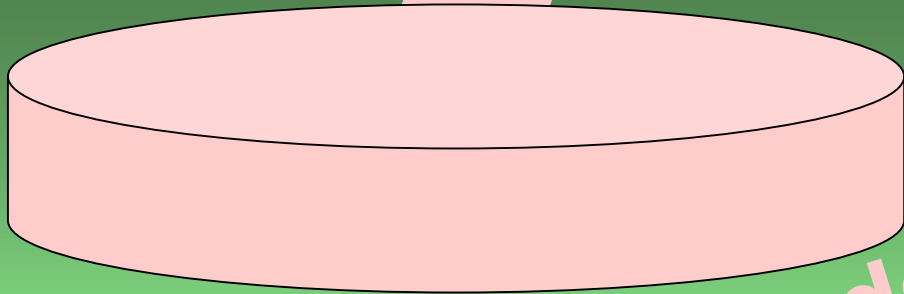
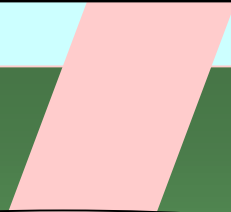
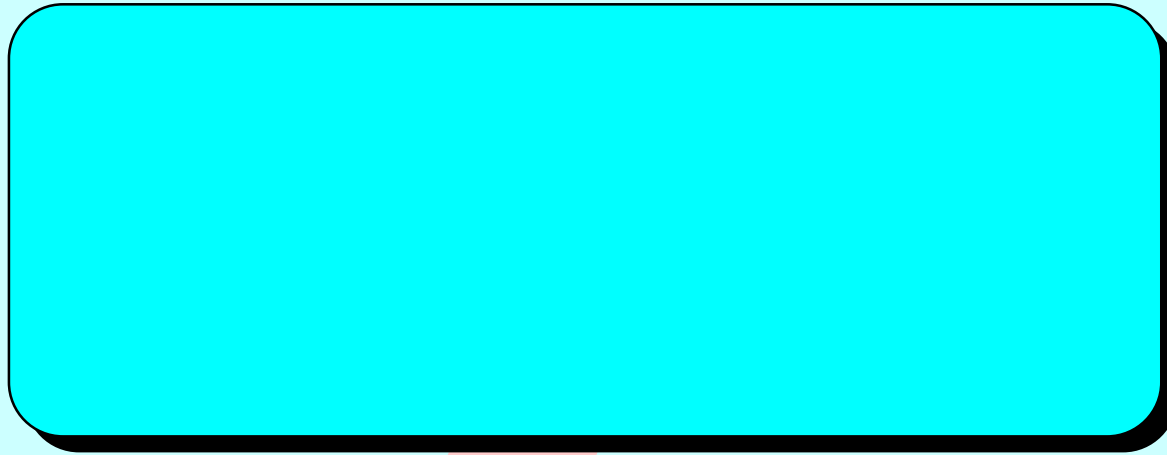


Universität

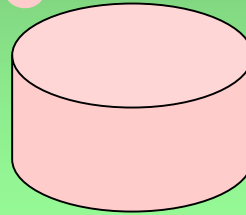


Kundenorientierung

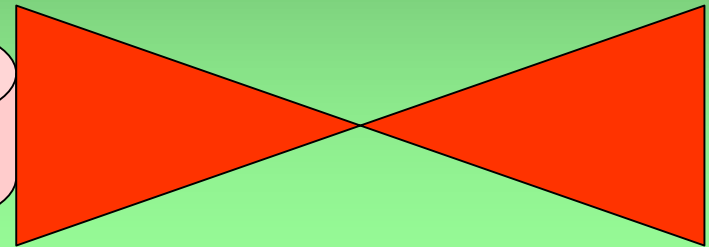
Kunden-Orientierung



Bedarf



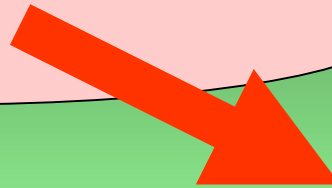
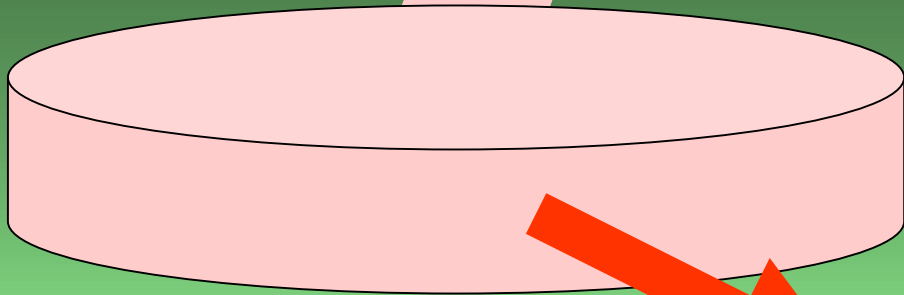
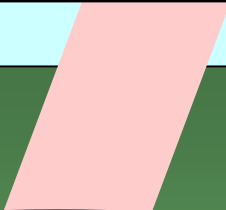
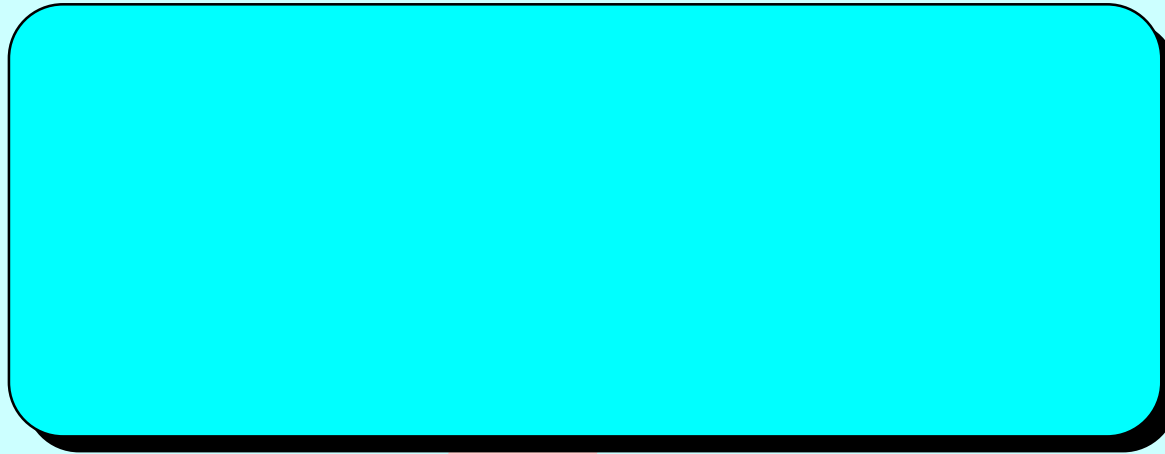
Problem



Bürgerinnen/Bürger

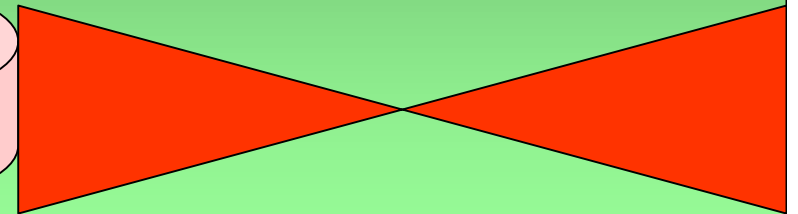
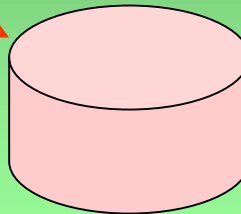
Lösung

Kunden-Orientierung



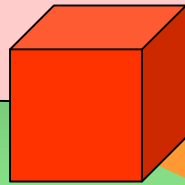
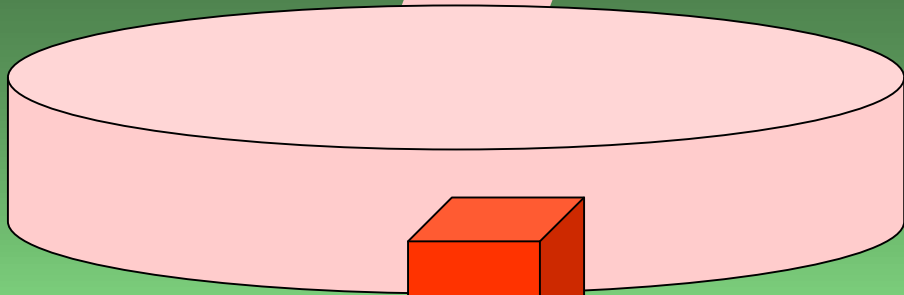
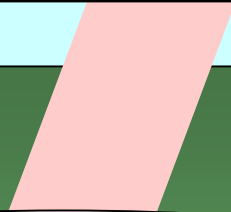
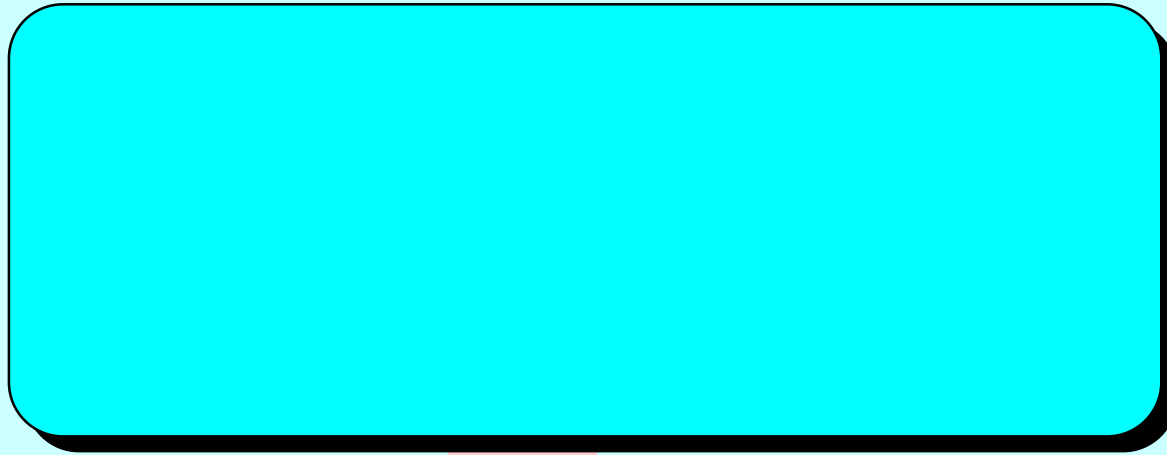
Bedarf, Anliegen,
Erwartungen

Lebenssituationen

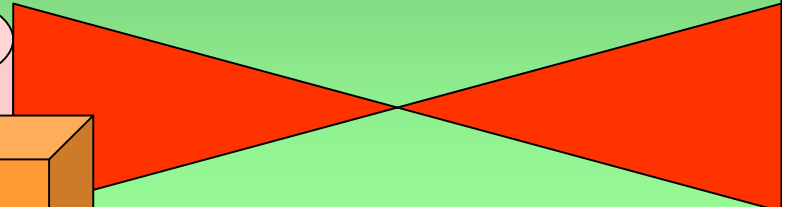
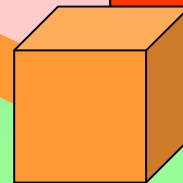
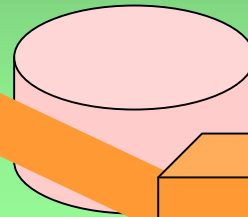


Kundinnen/Kunden - Bürgerinnen/Bürger

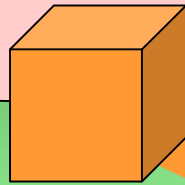
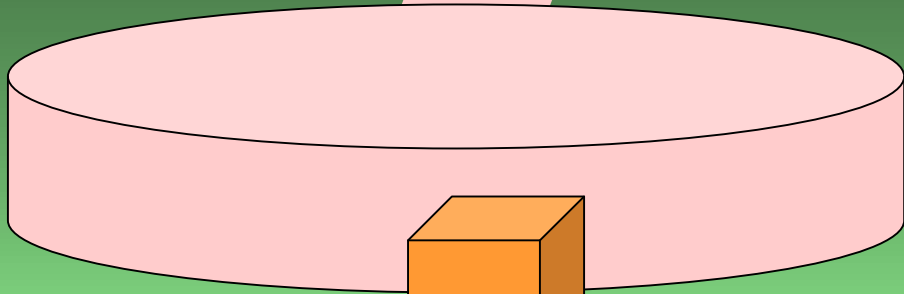
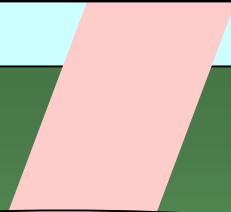
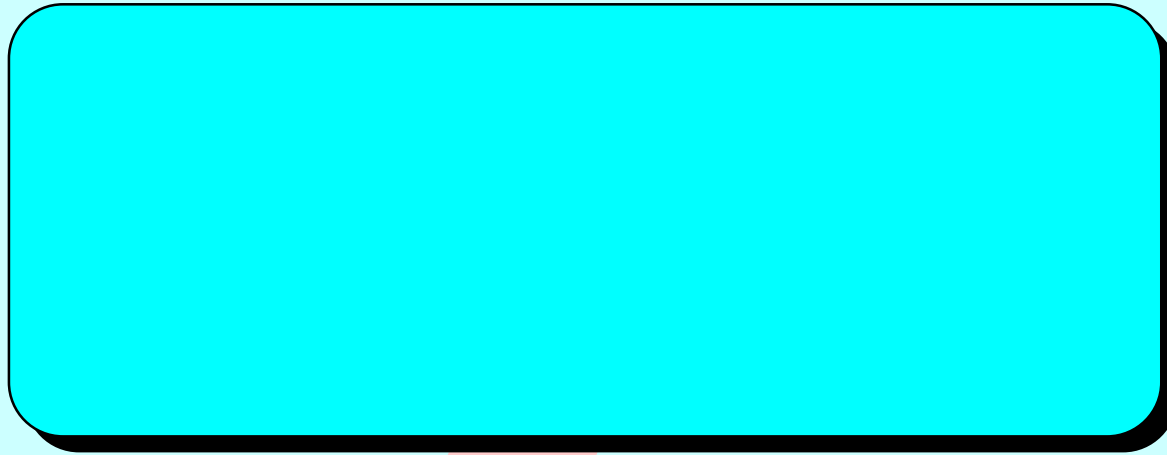
Kunden-Orientierung



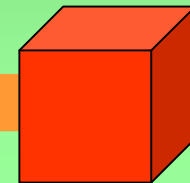
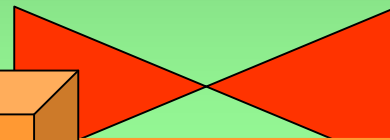
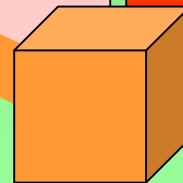
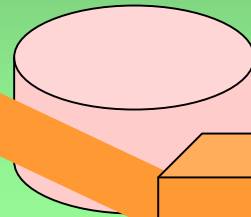
Leistungen
Produkte



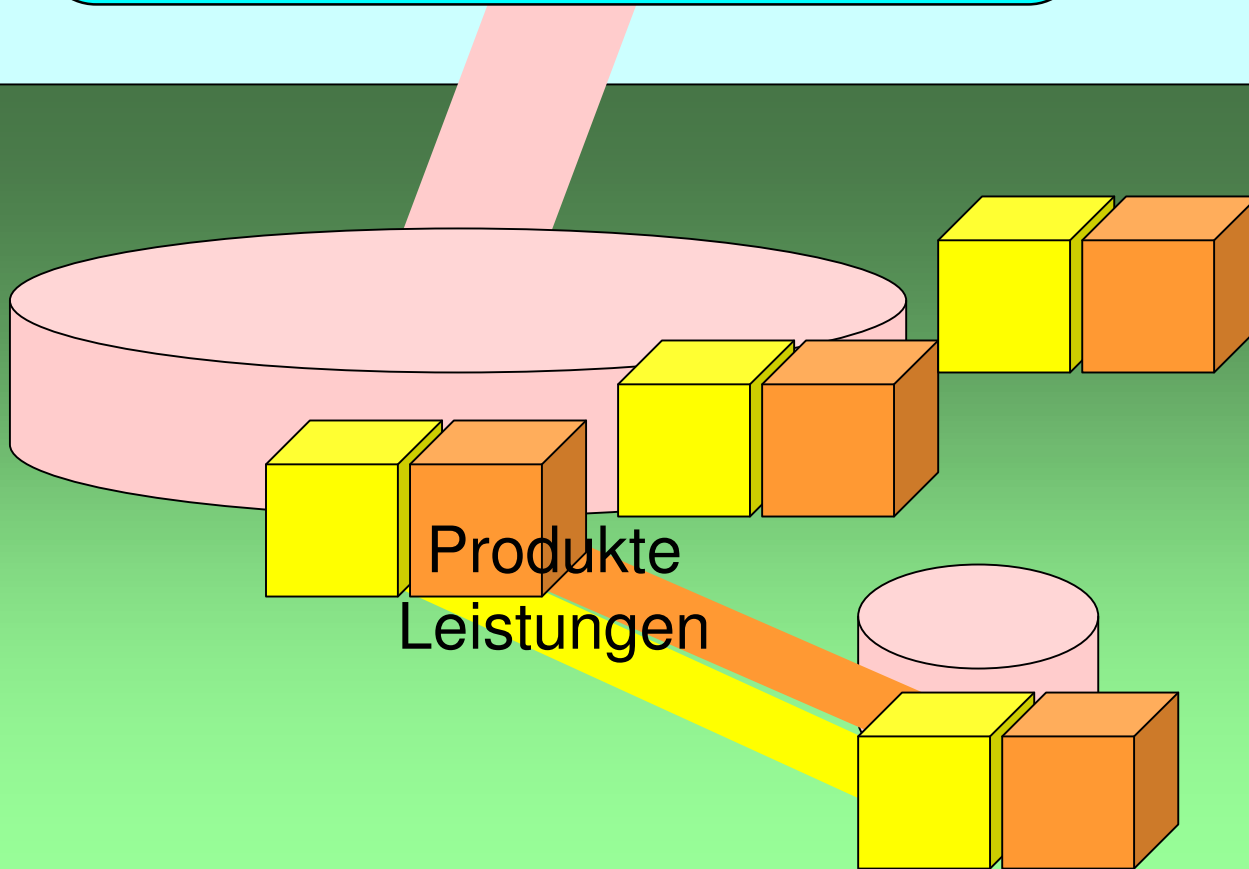
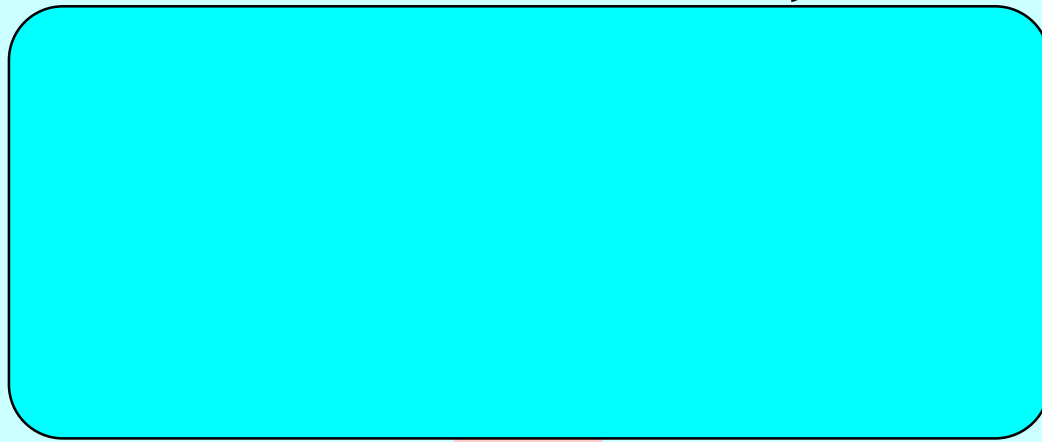
Kunden-Orientierung



Wirkung

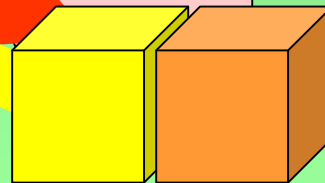
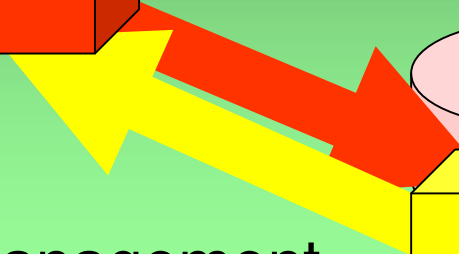
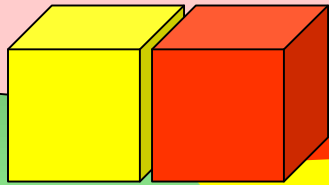
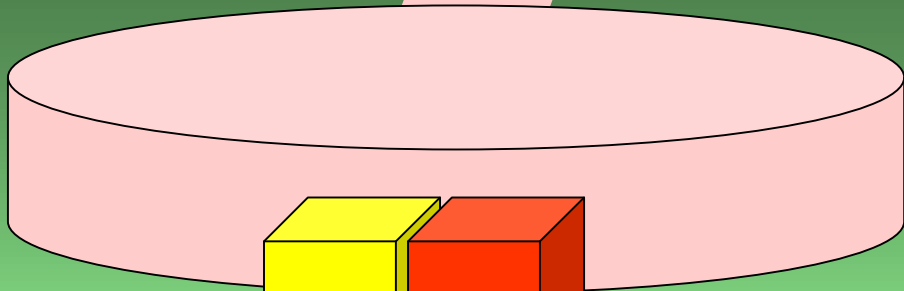
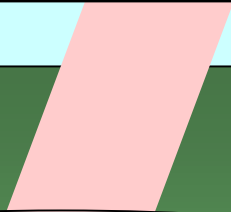
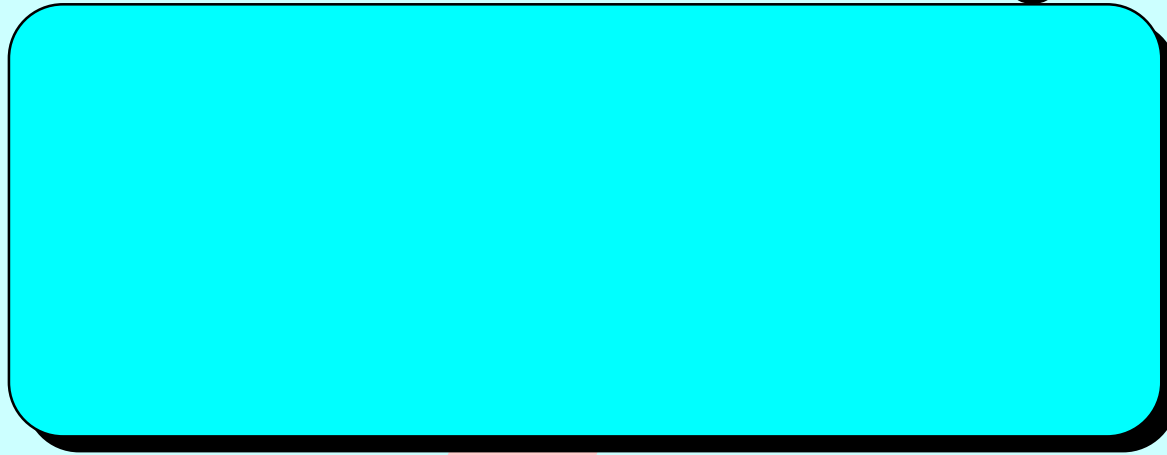


Produkte, Leistungen



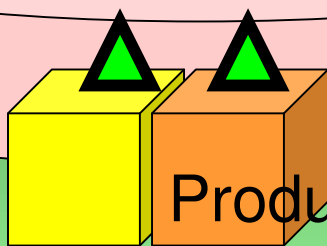
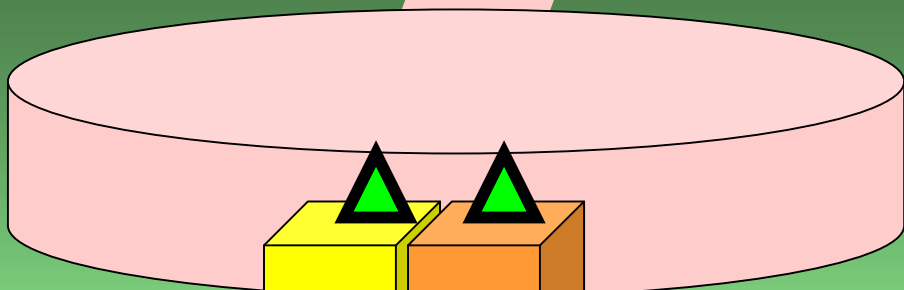
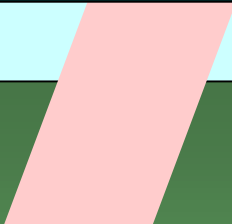
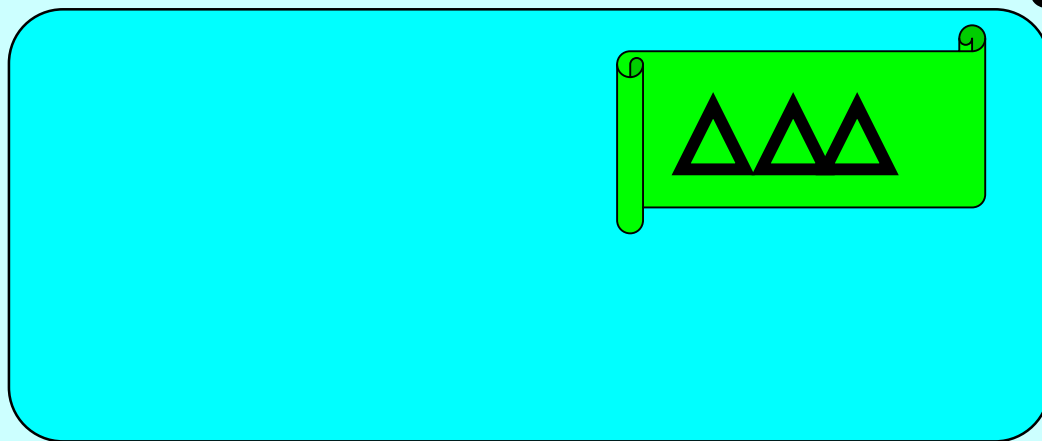
Produkte
Leistungen

Qualitäts-Management



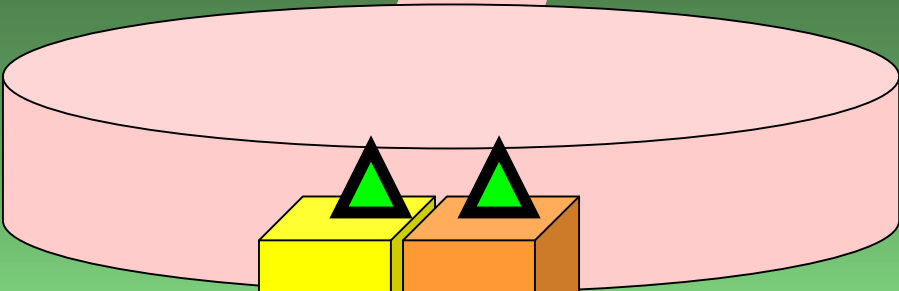
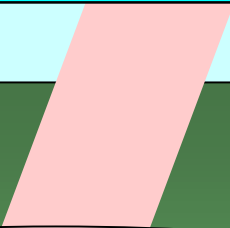
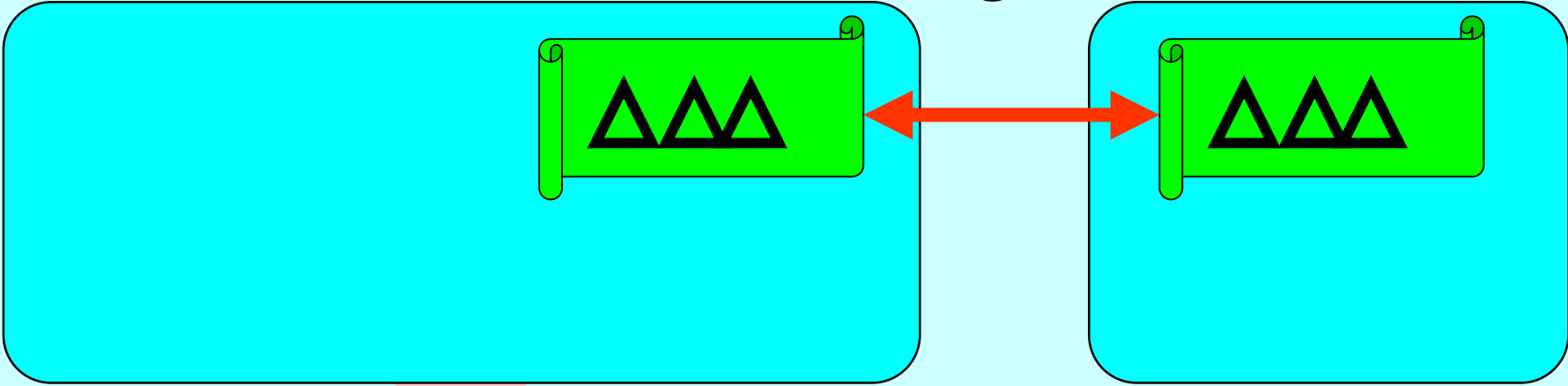
Qualitätsmanagement

Controlling



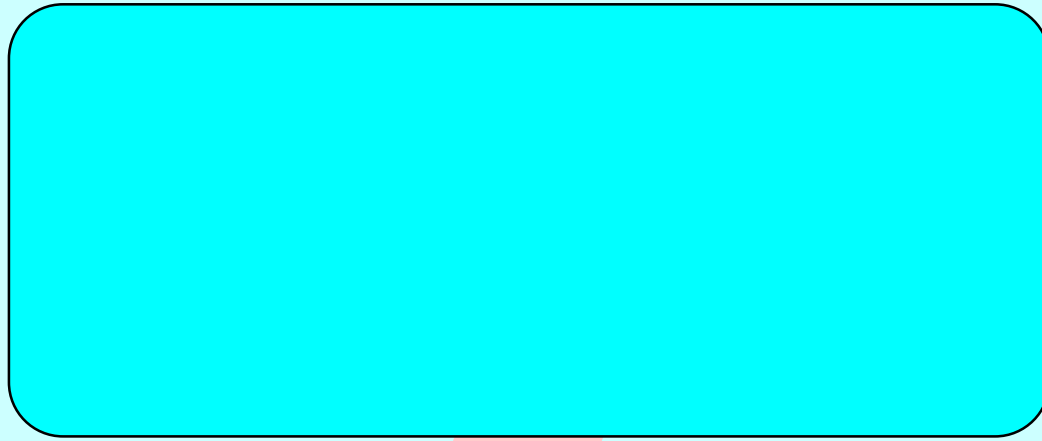
Produkte
Leistungen

Bench-Marking



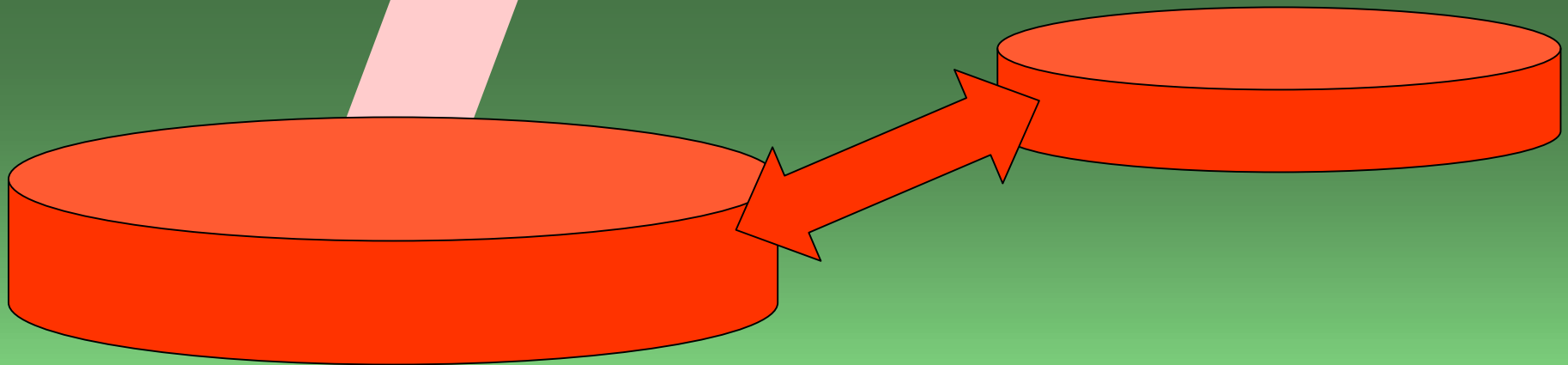
Produkte
Leistungen

Wettbewerb

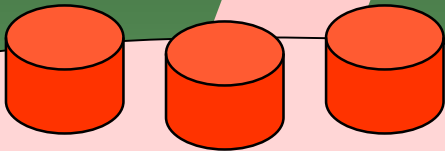
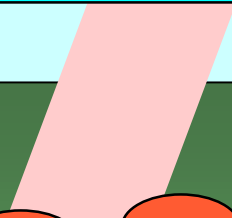
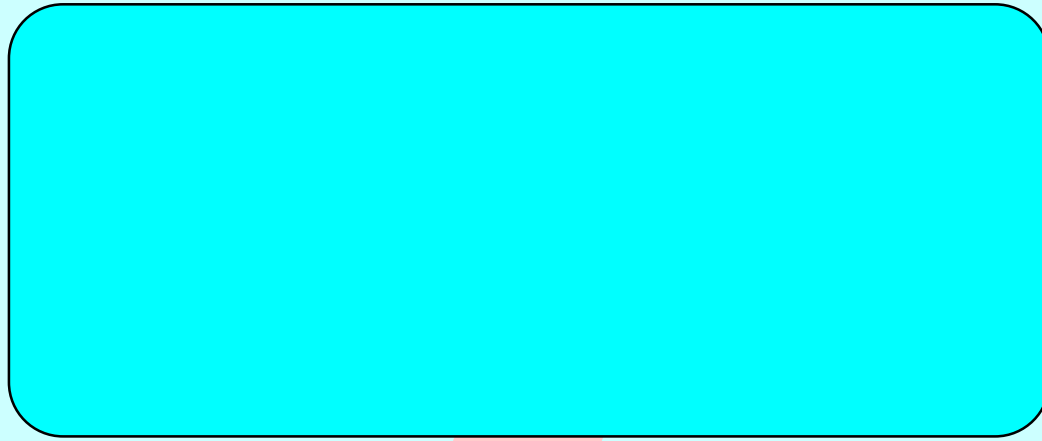


Schwerpunktsetzungen

Privatuniversitäten
Fachhochschulen

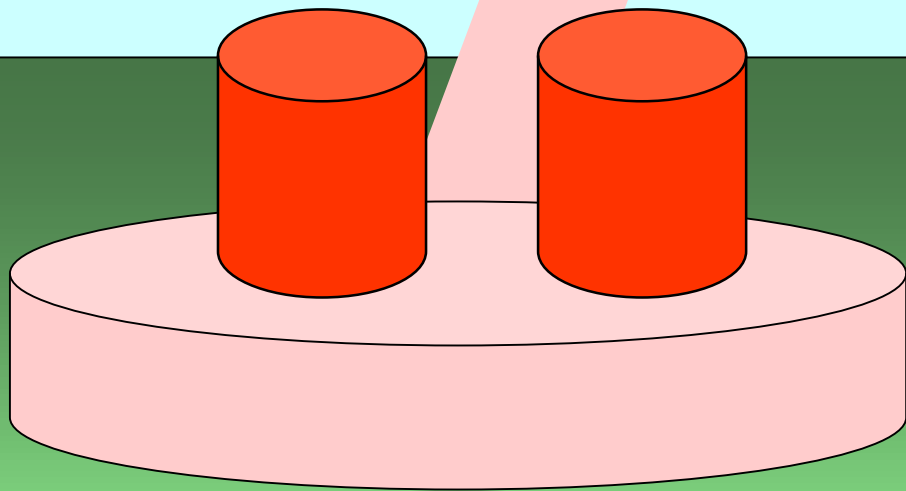
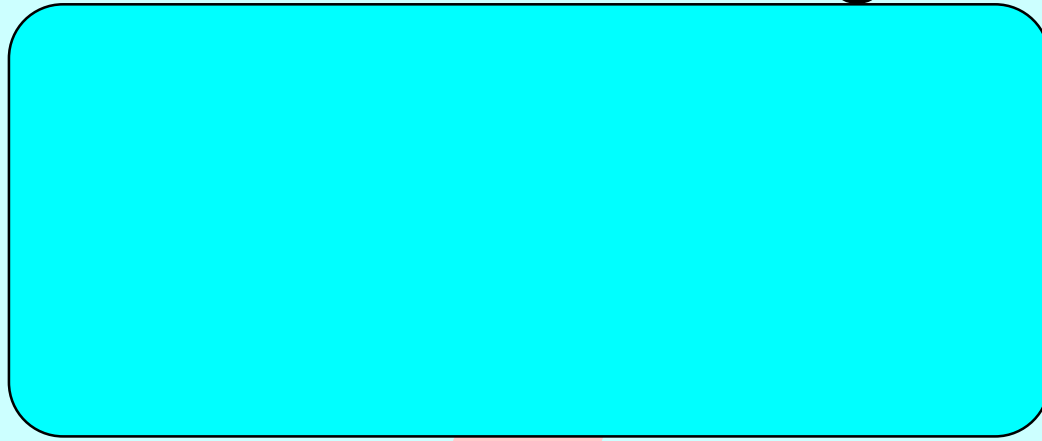


Personalentwicklung



Angehörige

Führungskräfte



e-Government

ELAK

**elektronische
Kommunikation**

ELAK

eGov

