

Institute of Public Administration of Canada 1999 Innovation Award

Gold Medal:

Citizen-Centred Service Network, sponsored by the Canadian Centre for Management Development (CCMD)

<http://www.ccmd-ccg.gc.ca/newsroom/release/newsrel2.html>

Reports:

- Citizen-Centred Service: Responding to the Needs of Canadians
- Citizen/Client Surveys: Dispelling Myths and Redrawing Maps
- Innovation and Good Practices in Single-Window Service
- Good Practices in Citizen-Centred Service
- Citizens First - Summary Report / Full Report: The report of the Citizen-Centred Service Network`s national survey.
- Client Satisfaction Surveying: Common Measurements Tool
- Client Satisfaction Surveying: A Manager's Guide

<http://www.ccmd-ccg.gc.ca/publica/recent.html>