

# **From Best Practices to Unique Practices**

**Dr. Alexander Laufer**

**2001 Master's Forum**

## What has changed since Taylor's “one best way” approach?

- Customer's role is dominant
- Environment is more dynamic
- Tasks are mental, unique, and complex
- Society is more democratic and educated

- Individuals have higher aspirations and expectations
- Government's role is less clear, and its performance more closely scrutinize
- Sources of knowledge are different (tacit knowledge, the practitioner)

There is a need for  
universal *and* unique  
practices