

## TABLE OF CONTENTS

|                                                            | Page |
|------------------------------------------------------------|------|
| Ombudsman's Introduction .....                             | 1    |
| Chapter One: The Journey, 1990-1996 .....                  | 4    |
| Chapter Two: The journey continues, 1996-1999.....         | 12   |
| Chapter Three: Tools for Change.....                       | 23   |
| Appendix A: Managed Backlog Register .....                 | 32   |
| Appendix B: Standards for Equitable Service Delivery ..... | 41   |

