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* Editor’s note: The papers in this issue have been prepared within the COST Action *Local Public Sector Reforms* (LocRef) and are connected with the work of Working Group I (External Post-NPM Reforms of Local Services Provision).

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GLOSSARY

<i>Jasmina Džinić</i> : deuterio learning; quality improvement instruments; quality in public administration; organizational adaptation; organizational learning; single-loop learning; double-loop learning; learning organization; quality management	751
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