



**H. James Harrington**  
*Chief Executive Officer*  
**Harrington Institute**

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In the book, Tech Trending, Dr. Harrington was referred to as “the quintessential tech trender.” The New York Times referred to him as having a “...knack for synthesis and an open mind about packaging his knowledge and experience in new ways - characteristics that may matter more as prerequisites for new-economy success than technical wizardry...” The author, Tom Peters, stated, “I fervently hope that Harrington’s readers will not only benefit from the thoroughness of his effort but will also ‘smell’ the fundamental nature of the challenge for change that he mounts.”

**Present Responsibilities:**

H. James Harrington now serves as the Chief Executive Officer for the Harrington Institute. The Harrington Institute is an international consulting system consisting of three divisions – Management Solutions, Technical Solutions, and the Harrington Academy.

He serves as:

- U. S. Chair of Technology for Project Management at the University of Quebec.
- Chairman of the Board for the Harrington Group
- President of the Walter L. Hurd Foundation
- Honorary Advisor for Quality for China
- Chairman of the E-TQM College Advisory Board

H. James Harrington is recognized as one of the world leaders in applying performance improvement methodologies to business processes. He has written regular columns for the *Quality Digest Magazine* and is on the Editorial Review Board for five magazines.

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## **Previous Experience:**

In February 2002 he retired as the Chief Operating Officer of Systemcorp A.L.G. Systemcorp is the leading supplier of Knowledge Management and Project Management solutions for global and national organizations seeking to gain maximum financial value from the alignment of IT and business projects with their organization's strategies. Systemcorp's clients include IBM, Standards & Poors, Albertsons, and Abbott Laboratories. As COO of Systemcorp, his primary objective was to install effective processes that will support the company going public. While he was with Systemcorp, they completed one round of pre-IPO funding. H. James Harrington's focus was directed at establishing a high quality Professional Service group, an international sales team, and a controlled Product Engineering organization. Under his leadership product sales increased by 200%. He actively pursued alliance partnerships to serve as sale channels. Agreements were signed with Deloitte & Touche and IBM. Negotiations were underway with Arthur Anderson and KPMG. In December 2000 Siebel bought a share in the company. IBM also became part owner in Systemcorp and signed a Strategic Alliance Partnership agreement with Systemcorp. IBM also established a business unit around Systemcorp's product, PMOffice.

Prior to becoming COO at Systemcorp, H. James Harrington had joined Ernst & Young in October 1989 when Ernst & Young acquired his company, Harrington, Hurd, & Rieker (HH&R). For the next ten years he served as a Principal and one of the leaders in the Performance Improvement Group at Ernst & Young. In this assignment, he helped Ernst & Young develop its methodology and provided managerial and technical direction to project teams. He also served as their International Quality Advisor. During this period of time, he worked as the leader of projects at companies like:

- U.S. Army installations at Cape Kennedy
- McDonnell Douglas
- Kraft
- Labatt's
- General Dynamics
- Etc.

He helped Ernst & Young develop its methodologies for Process Reengineering, Knowledge Management, ISO 9000, and Change Management. etc.

He left Ernst & Young in January 2000 to join Systemcorp.

In 1987 he left IBM to start a consulting firm called Harrington and Hurd Associates. In the latter part of 1987 he acquired Rieker Management Systems, forming a new company called Harrington, Hurd & Rieker, Inc. (HH&R). He served as its President and CEO until HH&R was acquired by Ernst & Young. HH&R provided performance improvement training and consulting services. It was the first firm to define a methodology for "Process Redesign" which was laid out in H. James Harrington's best

selling book, Business Process Improvement. Under his creative leadership, the business expanded rapidly, becoming profitable in the first year, and growing at more than 80% per year that led to Ernst & Young buying the organization.

HH&R specialized in:

- Process Redesign
- TQM
- Team Concepts
- Design of Experiments
- Knowledge Management
- Supply Chain Management
- Strategic Planning
- Improvement Planning

Prior to starting HH&R, H. James Harrington worked at IBM for 30+ years. He started as an apprentice toolmaker and rose to the level of Senior Engineer and Project Manager. During his time with IBM, he gained a wealth of practical experience in serving in Executive Management positions in manufacturing, test engineering, product engineering, reliability engineering, and quality assurance. While he was at IBM, he had assignments in the U.S., Japan, Singapore, Germany, and Great Britain. He served as a Project Manager for all of the random access files and supporting software that were developed in the General Products Division of IBM between 1975 and 1985.

Some of his major accomplishments while at IBM include:

- Designed their Process Qualification procedures
- Designed their Process Capability (Benchmarking) procedure
- Established Office of Line Product Reliability Program
- Part of the team that developed the Total Quality Analysis and Report Software System
- Installed Poor-Quality Cost
- Established a Failure Analysis Laboratory
- Developed the approach to integrating quality into the total organization
- Part of the team that established IBM's Quality Education System
- Part of the team that prepared the Corporate Quality Manual

H. James Harrington is past Chairman and past President of the prestigious International Academy for Quality and of the American Society for Quality Control. He is also an active member of the Global Knowledge Economics Council.

He served for ten years as an A-level member of ISO TC176 (the technical committee responsible for writing the ISO 9000 series). He also served as an A-level member of TC 207 (the technical committee responsible for writing ISO 14000 environmental standards) for five years representing the International Academy for Quality.

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## **Credentials:**

H. James Harrington is a government-registered Quality Engineer, a Certified Quality and Reliability Engineer by the American Society for Quality Control, and a Permanent Certified Professional Manager by the Institute of Certified Professional Managers. He is also a certified Master Six Sigma Black Belt. H. James Harrington has an MBA and Ph.D. in Engineering Management and a BS in Electrical Engineering.

The Harrington/Ishikawa Medal presented yearly by the Asian-Pacific Quality Organization and the Walter L. Hurd Foundation was named after H. James Harrington to recognize his many contributions to the region. In 1997, the Quebec Society for Quality named their Quality Award "The Harrington/Neron Medal" honoring H. James Harrington for his many contributions to the Quality Movement in Canada. In 2000 the Sri Lanka national quality award was named after him.

H. James Harrington's contributions to performance improvement around the world have brought him many honors. He was appointed the honorary advisor to the China Quality Control Association, and was elected to the Singapore Productivity Hall of Fame in 1990. He has been named lifetime honorary President of the Asia-Pacific Quality Control Organization and honorary Director of the Association Chilean de Control de Calidad.

H. James Harrington has received many awards, among them the Benjamin L. Lubelsky Award, the John Delbert Award, the Administrative Applications Division Silver Anniversary Award, and the Inspection Division Gold Medal Award. In 1996, he received the ASQC's Lancaster Award in recognition of his international activities. In 2001 he received the Magnolia Award in recognition for the many contributions he has made in improving quality in China. In 2002 H. James Harrington was selected by the European Literati Club to receive a lifetime achievement award at the Literati Award for Excellence ceremony in London. The award was given to honor his excellent literature contributions to the advancement of quality and organizational performance. Also, in 2002 H. James Harrington was awarded the International Academy of Quality President's Award in recognition for outstanding global leadership in quality and competitiveness, and contributions to IAQ as Nominations Committee Chair, Vice President, and Chairman. In 2003 H. James Harrington received the Edwards Medal from the American Society for Quality (ASQ). The Edwards Medal is presented to the individual who has demonstrated the most outstanding leadership in the application of modern quality control methods, especially through the organization and administration of such work. In 2004 he received the Distinguished Service Award which is ASQ's highest award for service granted by the Society.

H. James Harrington has been elected a Fellow of the British Quality Control Organization and the American Society for Quality Control. He was also elected an honorary member of the quality societies in Taiwan, Argentina, Brazil, Colombia, and Singapore. He is also listed in the "Who's-Who Worldwide" and "Men of Distinction

Worldwide.” He has presented hundreds of papers on performance improvement and organizational management structure at the local, state, national, and international levels.

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### **Books by Harrington:**

H. James Harrington is a very prolific author, publishing hundreds of technical reports and magazine articles. He has authored 21 books, which are:

- The Improvement Process; 1987—one of 1987 best selling business books
- Poor-Quality Cost; 1987
- Excellence—The IBM Way; 1988
- The Quality/Profit Connection; 1988
- Business Process Improvement; 1991—the first book on Process Redesign
- The Mouse Story; 1991
- Of Tails and Teams; 1994
- Total Improvement Management; 1995
- High Performance Benchmarking; 1996
- The Complete Benchmarking Workbook; 1996
- ISO 9000 and Beyond; 1996
- The Business Process Improvement Workbook; 1997
- The Creativity Toolkit—Provoking Creativity in Individuals and Organizations; 1998
- Statistical Analysis Simplified—The Easy-to-Understand Guide to SPC and Data Analysis; 1998
- Area Activity Analysis—Aligning Work Activities and Measurements to Enhance Business Performance; 1998
- Reliability Simplified—Going Beyond Quality to Keep Customers for Life; 1999
- ISO 14000 Implementation—Upgrading Your EMS Effectively; 1999
- Performance Improvement Methods—Fighting the War on Waste; 1999
- Simulation Modeling Methods—An Interactive Guide to Results-Based Decision Making; 2000
- Project Change Management—Applying Change Management to Improvement Projects; 2000
- E-Business Project Manager; 2002

All of H. James Harrington’s books were published by McGraw-Hill or ASQ’s Quality Press, and Best Sellers Publishing. His books have been published in Chinese, Russian, Italian, Spanish, Arabic, Portuguese, French, Romanian, Hebrew, Swedish, and Korean.

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**Software by Harrington:**

In 1993, he produced the interactive computer program, *Benchmarking With H. James Harrington*. In 1995, in conjunction with Systemcorp, he released two CD-ROMs, *H.J. Harrington's ISO 9000 - Step by Step* and *H.J. Harrington's QS-9000 - Step by Step*. Also in 1995, he developed a screen saver with 2000 key thoughts on performance improvement with a 50,000-word support text. In 1997, he released a CD-ROM entitled *Management Mentor*. He has also released a series of CD-ROMs related to performance improvement, as follows:

1. Creative Suspenders – 1998
2. Making Better Decisions with Numbers – 1998
3. Area Activity Analysis – 1999
4. Reliability Simplified – 1999
5. ISO 14000 and Beyond – 1999
6. War on Waste – 1999
7. Project Change Management – 2000
8. Simulation Modeling Methods – 2000