

# The CPi Coach®

CONTINUOUS PERMANENT IMPROVEMENT

## Books and publications on strategic Quality and Knowledge Management by Arun Hariharan (Founder & CEO, The CPi Coach) based on years of practical implementation experience and results



**Book Title:** Continuous Permanent Improvement

**Author:** Arun Hariharan

**Publisher:** American Society for Quality (ASQ)

**Forewords by:** Dr. Mikel J. Harry (co-creator of the Six Sigma Quality methodology) and Dr. Kewal K. Nohria (former Chairman, Crompton Greaves Ltd.)

**Customer Rating:** 5 Star customer rating on ASQ and Amazon

**Contents:** A Quality-strategy book based on nearly 3 decades of experience in helping organizations to implement strategic quality programs with substantial and sustained business results. It has a strategic focus, covers all aspects of Quality "wing-to-wing", and provides a step by step implementation path

**Interview:** ASQ's interview with the author on the release of this book can be seen at:

<http://asq.org/blog/2014/07/establishing-a-culture-of-excellence-a-conversation-with-arun-hariharan/>

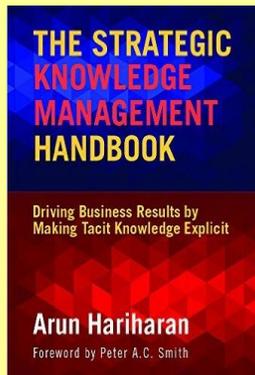
**Book review:** A review by an independent expert can be seen at:

<http://qualityandinnovation.com/2014/07/20/continuous-permanent-improvement/>

**Who should read:** Business leaders / CEOs, senior and middle managers, quality / excellence professionals, Business students

**How to order?** More details about the book and ordering information available at:

<http://asq.org/quality-press/display-item/index.html?item=H1466>



**Book Title:** The Strategic Knowledge Management Handbook

**Author:** Arun Hariharan

**Publisher:** American Society for Quality (ASQ)

**Foreword by:** Peter A.C. Smith (Publisher and Managing Editor of the Journal of Knowledge Management Practice (world KM ranking #7))

**Contents:** A practical guide to implement a strategic Knowledge Management (KM) program in any organization. Based on many years of experience in helping organizations to implement strategic KM programs with proven results. One of the few KM books that talks about actual first-hand implementation experiences in KM, and provide a practical implementation path.

**Interview:** ASQ's interview with the author on the release of this book can be seen at:

<http://asq.org/blog/2015/09/how-does-knowledge-management-complement-quality/>

**Who should read:** Business leaders / CEOs, senior managers, KM professionals, Business students

**How to order?** More details about the book and ordering information available at:

<http://asq.org/quality-press/display-item/index.html?item=H1488>

### Other publications by the same author

Arun Hariharan is also the author of more than 55 published articles and papers on quality / business excellence and knowledge management.

All these writings are based on actual implementation experience over nearly 3 decades in strategic quality management and strategic knowledge management.

The complete list of these articles and links are available in the Publications section of website [cpicoach.webs.com](http://cpicoach.webs.com) OR the Publications section of linkedin profile

[www.linkedin.com/profile/view?id=229756981](http://www.linkedin.com/profile/view?id=229756981)

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### About the author

Arun Hariharan, founder & CEO of The CPi Coach ([cpicoach.webs.com](http://cpicoach.webs.com)), and Certified Corporate Director, is a Business Excellence / Quality and Knowledge Management (KM) practitioner with nearly 3 decades of international professional experience. He has helped several large companies in diverse industries achieve substantial and sustained business results and competitive-edge through Business Excellence / Quality and KM strategy and implementation. His forte is to help companies make Excellence a key strategic differentiator. Companies where he has led Quality and KM have also achieved organizational transformation to usher a culture of Quality, customer-focus and knowledge-sharing across the organization. He is also a consulting advisor to government.

The CPi Coach ([cpicoach.webs.com](http://cpicoach.webs.com)) is a company that provides partnership, consulting and training in Business Excellence / Quality, Knowledge Management, Productivity improvement, Performance Management (Balanced Scorecard) and related areas. Inquire at: [thecpicoach@gmail.com](mailto:thecpicoach@gmail.com).

Arun Hariharan is a Certified Corporate Director, and will consider independent director roles on statutory or advisory Boards.

Former roles held by him include:

- President-Quality & Knowledge Management at Reliance Capital Group
- Senior Vice President-Quality & Knowledge Management at Bharti Airtel Ltd.
- Head of Knowledge Management at RPG Group
- Senior Consultant at Ernst & Young Global Management Consulting

In companies where Arun led Business Excellence, initiatives such as Lean Six Sigma and KM are significant direct contributors to revenue, profits, shareholder-value creation and customer satisfaction. These companies have won numerous international awards and recognitions for their results from Excellence.

Arun is a sought-after speaker / chairperson at Business Excellence and Knowledge Management events across the world. Some of the Six Sigma and KM initiatives led by him have been documented as case studies by leading business schools. He is an MBA and M.S. from the University of Illinois, USA.

For more details, testimonials and links to publications: [cpicoach.webs.com](http://cpicoach.webs.com)