

The CPi Coach®

CONTINUOUS PERMANENT IMPROVEMENT

Implementation-support, Consulting & Training in BUSINESS EXCELLENCE / QUALITY PERFORMANCE MANAGEMENT / BALANCED SCORECARD KNOWLEDGE MANAGEMENT (Proven Breakthrough Results)

Arun Hariharan

**Founder & CEO, The CPI Coach
Certified Corporate Director**

Author of:

**Continuous Permanent Improvement, American Society for Quality, 2014
The Strategic Knowledge Management Handbook, American Society for Quality 2015
More than 50 published papers on Quality and Knowledge Management**

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Portfolio of Services and Brief Profile

The CPi Coach

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PORTFOLIO OF SERVICES

A. Consulting programs available for corporates (contract includes training and implementation-support – client may choose one or more of the following):

1. Creation and Implementation of Business Excellence strategy
2. Business Process Excellence (identifying Business Processes from Customer-perspective, process-standardization, mapping and implementation)
3. Performance Measurement and Maximization, Productivity-improvement (including Balanced Scorecard)
4. Internal & External Benchmarking
5. Customer-voice measurement
5. Mentoring for Lean, Six Sigma, ISO 9000, TS, etc.
6. Business Excellence Models
7. Sustained Innovation Program ('Process for Innovation')
8. Knowledge Management
9. Strategy matrix (identification & implementation of business strategy in a focused manner)

B. Training Programs on Business Excellence - Contents

• Strategic aspects of Business Excellence : (a) How to create a Business Excellence Roadmap that aligned with Business Strategy (b) Role of Leadership / Top Management
• Identifying and designing business processes from the Customer's perspective
• Standardization : business-process mapping
• Measures that Matter / Balanced Performance Measurement
• Methods and tools for continuous improvement and Productivity Improvement – Lean Six Sigma
• Root Cause Analysis : How to use Customer-complaints and defects as opportunities for continuous improvement
• The 'Process' of Innovation
• 360-degree Knowledge Management
• The Cycle of Continuous Permanent Improvement

(Note : The above program for awareness on "Business Awareness" can be delivered in a 2-day training program – followed by help or support in application by employees of selected concepts as per business priorities. Training on one or more specific topics from the above also available)

C. Corporate Directorship (Certified Corporate Director)

Profile of CEO Arun Hariharan

Founder & CEO, **The CPI Coach** (cpicoach.webs.com)

Author of Book "Continuous Permanent Improvement" (American Society for Quality, 2014)

Author of Book "The Strategic Knowledge Management Handbook" (American Society for Quality, 2015)

Author of over 55 published papers on Quality Leadership and Knowledge Management

Former President – Quality & Knowledge Management, Reliance Capital Ltd.

Former Senior Vice President – Quality & Knowledge Management, Bharti Airtel Ltd.

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BRIEF PROFILE



Arun Hariharan is a Business Excellence practitioner with nearly 3 decades of international professional experience, and the author of 2 books - **Continuous Permanent Improvement** and **The Strategic Knowledge Management Handbook** (both published by **American Society for Quality**). He has helped several large companies in diverse industries achieve substantial and sustained business results and competitive-edge through Business Excellence strategy and implementation. His forte is to help companies make Excellence a key strategic differentiator. Companies where he has led Business Excellence have also achieved organizational transformation to usher a culture of Quality and customer-focus across the organization. He is also a consulting advisor to government in strategic Knowledge Management.

Arun is the Founder & CEO of **The CPI Coach** (cpicoach.webs.com), a company that provides partnership, consulting and training in Business Excellence, Performance management, Productivity improvement and related areas.

Former positions held 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 all the companies where Arun led Business Excellence, initiatives such as Lean Six Sigma and Knowledge Management are significant direct contributors to revenue, profits, shareholder-value creation and customer satisfaction. Companies where he led Business Excellence have won numerous international awards and recognitions for their results from Business Excellence.

Arun is a sought-after speaker or chairperson at Business Excellence and Knowledge Management events across the world. Some of the Six Sigma and Knowledge Management initiatives led by Arun have been documented as case studies by some leading business schools.

Arun is the author of over 55 published papers and articles in leading international journals on Quality Leadership and Knowledge Management.

Arun is an MBA and an M.S. from the University of Illinois, USA. He is also a Certified Corporate Director (jointly certified by the Institute of Directors & the World Council for Corporate Governance, UK).

For more details, testimonials, list of publications, etc. visit cpicoach.webs.com

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Books by Arun Hariharan



Continuous Permanent Improvement (ASQ Quality Press 2014)

- **Forewords:** Dr. Mikel J. Harry (co-creator of the Six Sigma Quality methodology) and Dr. Kewal K. Nohria (former Chairman, Crompton Greaves Ltd.)
- **Contents:** A Quality-strategy book, that is a distillation of 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 can be seen at the following link:
<http://asq.org/blog/2014/07/establishing-a-culture-of-excellence-a-conversation-with-arun-hariharan/>
- **Book review:** A review of the book by an independent expert can be seen at the following link:
<http://qualityandinnovation.com/2014/07/20/continuous-permanent-improvement/>
- **More information and how to order:** <http://asq.org/quality-press/display-item/index.html?item=H1466>

The Strategic Knowledge Management Handbook (ASQ Quality Press 2015)

- **Forewords:** Peter A.C. Smith, Publisher and Managing Editor, Journal of Knowledge Management Practice (world KM ranking #7)
- **Contents:** This book will enable the reader to implement a strategic KM program in their organization, and to derive sustained results from KM. The contents of this book are relevant to any organization. It is particularly addressed to CEOs and senior management to help them understand how they can use KM as a strategic tool to achieve their business objectives. For KM professionals, the objective of this book is to help them to implement KM with real business-results.
- **More information and how to order:** <http://asq.org/quality-press/display-item/index.html?item=H14688>