



James A. Champy

James Champy is Chairman Emeritus, Consulting, Dell Perot Systems. At Dell, he was responsible for providing strategic direction and guidance to the company's team of business and management consultants.

Mr. Champy is a leading global authority on the management issues surrounding business reengineering, organizational change, and corporate renewal. He consults extensively with senior-level executives of multinational companies seeking to improve business performance. His approach centers on helping leaders achieve business results through four distinct, yet overlapping areas: business strategy, management and operations, organizational development and change, and information technology.

Prior to joining Dell, Mr. Champy was Chairman and Chief Executive Officer of CSC Index, the management consulting arm of Computer Sciences Corporation. He was one of the original founders of Index, a \$200 million consulting practice that was acquired by CSC in 1988.

Mr. Champy is co-author of *Reengineering the Corporation*, a best-seller which was on the *New York Times* best-seller list for more than a year and sold more than two million copies; it has been translated into 17 languages. His follow-up book, *Reengineering Management*, is also a best-seller and was recognized by *Business Week* as one of the best business books of 1995. His next book, co-authored with Harvard Business School professor Nitin Nohria, was *The Arc of Ambition*. Mr. Champy also collaborated with Professor Nohria for the book *Fast Forward*, which is a compilation of significant *Harvard Business Review* articles on change; it was published in March 1996.

His next book, *X-Engineering the Corporation, Reinventing Your Business in the Digital Age*, was released in 2002. In this work, Mr. Champy takes up the opportunity and challenge for cross-organizational process design and collaboration. In 2008, Mr. Champy's book, *Outsmart! How To Do What Your Competitors Can't*, was published. *Outsmart!* reveals many surprising and counterintuitive lessons learned by companies who have built new business models, or altered existing ones, to achieve super-high growth rates.

The second book, *Inspire! Why Customers Come Back*, includes eight concise case studies that look at how businesses become successful by "inspiring" their customers to be loyal for the long-term. The examples show creative thought and explore how a company's vision and mission can directly impact their sales success. Both *Outsmart!* and *Inspire!* are part of a series of concise business books, describing new business models, that Mr. Champy is writing for the *Financial Times Press*. His third book in the series will be *DELIVER! How to Be Fast, Flawless, and Frugal*.



Mr. Champy's latest book, *Reengineering Health Care, A Manifesto for Radically Rethinking Health Care Delivery*, was published by the *Financial Times Press* in June 2010 and has received wide critical acclaim.

Champy earned his BS in 1963 and his MS in Civil Engineering in 1965 from M.I.T., and a JD degree from Boston College Law School in 1968.

Champy is a life member of the MIT Corporation, Massachusetts Institute of Technology's Board of Trustees, and serves on the Board of Overseers of the Boston College Law School. He is also a member of the Board of Directors of Analog Devices, Inc.