

# ROBERT CHAPMAN WOOD

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SAN JOSÉ, CALIF., 95192-0070

**PROFESSOR OF ORGANIZATION AND MANAGEMENT**, member of the **STRATEGY** group, 2001-present. Teaching responsibilities include the senior capstone course, Business 189, the graduate capstone, Business 290, and the “Global Dimensions of Business” course, Business 187.

Research examines how leaders promote emergence of effective institutions within organizations and thus create capability to repeatedly improve processes, carry out radical innovation, and achieve other crucial goals.

**ACADEMIC ADVISOR, THE GLOBAL LEADERSHIP AND TECHNOLOGY EXCHANGE** (LONDON AND OSLO) – a senior executive consortium with members from some of the world’s largest companies.

**PRINCIPAL INVESTIGATOR, SILICON VALLEY CENTER FOR ENTREPRENEURSHIP/XYNTÉO RESEARCH INITIATIVE ON BOUNDARY-CROSSING INFORMATION TECHNOLOGY SYSTEMS** (funded by Xyntéo and the Global Leadership and Technology Exchange)

**Post-Doctoral Research Fellow, Harvard Business School** 2000-2001

Working under Prof. Michael Tushman in Harvard/Stanford program on organizational change, studied companies that simultaneously manage incremental and radical innovation. Research was basis for four cases and for papers currently under review at Organization Studies and Administrative Science Quarterly.

**Doctoral student, Boston University School of Management** 1993-2000

Granted degree of **DOCTOR OF BUSINESS ADMINISTRATION** in May, 2000. Major field: Management policy and strategy. Minors: East Asian business, International Business. *Dissertation: Strategy Innovation Processes in Highly Entrepreneurial Large Firms: Innovation Routines and their Emergence and Mangement*. Case studies in six large companies developed a new grounded theory of how complex companies start innovating and how leaders effectively guide continuous strategy innovation. *Dissertation committee*: N. Venkatraman, chair, Kenneth J. Hatten, Y.S. Chang (Boston University), Peter J. Williamson (INSEAD).

**Research director, Strategos Institute, Menlo Park, Calif.** 1998-2000

Worked with Gary Hamel (London Business School and Harvard) and Peter Williamson (INSEAD) on major study of processes of strategy innovation in large firms, sponsored by 14 U.S. and European companies. Developed research methodology and carried out interviews in 18 firms to develop grounded theory. Integrated data from other researchers. Research was the basis for doctoral dissertation and papers in Harvard Business Review, Handbook of New Approaches to Management, and Strategy and Leadership and for Hamel’s book Leading the Revolution (Harvard Business School Press, 2000) .

**Researcher, Center for Quality of Management, Cambridge, Mass.** 1993-1999

Worked with Thomas H. Lee (M.I.T.) and Shoji Shiba (M.I.T. and Tsukuba University). Identified successful and unsuccessful organizations in radical TQM-like change in five sectors (manufacturing, for-profit service companies, education, health care, military). Case studies were basis for the book Integrated Management Systems (1999).

**Free-lance business writer and consultant, Boston, Mass.** 1983-1997

Articles in Forbes, High Technology Business, Policy Review, etc., had national impact on U.S. understanding of Japan and on the quality movement.

**Associate editor, Inc. magazine, Boston, Mass.** 1981-1983

**Freelance writer based primarily in Tokyo**

1974-81

Served as acting bureau chief for the Financial Times, London.

**PRE-DOCTORAL EDUCATION:**

Language school: Modern Japanese Language School, Tokyo, Japan (1974-1977)  
(Read and speak JAPANESE, SPANISH, some FRENCH)

Bachelor of Arts: Williams College, Williamstown, Mass., U.S.A. (1971) (dean's list)  
Major field: economics (teaching assistant in economics)  
Junior year at Sarah Lawrence College, Bronxville, N.Y., U.S.A.

**RESEARCH INTERESTS:**

**High-performance institutions within organizations and other large human systems**  
**Strategy innovation and other entrepreneurship within large organizations**  
**Strategy process and strategic change**  
**Intersection of operations management, management information systems, and strategic management**  
**International management (focus on East Asian management)**

***SCHOLARLY PUBLICATIONS***

**Articles and Review in Peer-reviewed Publications**

“How does this successful turnaround specialist rate as a manager?” (Review of The Turnaround Kid, by Steve Miller), Strategy and Leadership, Jan-Feb. 2009.

“An inside view of IBM’s Innovation Jam,” with Osvald Bjelland (University of Leeds and Xyntéo; authors in alphabetical order), M.I.T. Sloan Management Review. Fall 2008.

“Five Ways to Transform a Business,” with Osvald Bjelland (University of Leeds and Xyntéo; authors in alphabetical order), Strategy and Leadership, May-June 2008.

“How Strategic Innovation Really Gets Started,” sole author, Strategy and Leadership, January 2007.

“The Board and the Next Technology Breakthrough,” with Osvald Bjelland, European Management Journal, June, 2005.

“The Five Styles of Strategy Innovation,” with Pierre Loewe (Strategos Institute) and Peter J. Williamson (INSEAD), European Management Journal, April 2001.

**Publications in Other Leading Journal and Case Series**

“Best Practice: The World Bank’s Innovation Market,” first author with Gary Hamel (London Business School), Harvard Business Review, November, 2002.

IBM Network Technology (A) (first edition published Nov. 2001; revised Oct. 2004) first author, with Michael Tushman (Harvard Business School). Published by Harvard Business School.

IBM Network Technology (B) (Nov. 2001) first author, with Michael Tushman. Published by Harvard Business School. **IBM Network Technology (A) and (B) have been named a part of the core curriculum at Harvard Business School.**

IBM Software Solutions (A) (published Nov. 2001, revised, June, 2002) with Michael L. Tushman and Charles O'Reilly III. Published by Harvard Business School. Authors listed in alphabetical order.

IBM Software Solutions (B) (published Nov. 2001, revised June, 2002) with Michael L. Tushman and Charles O'Reilly III. Published by Harvard Business School. Authors listed in alphabetical order.

### **Other Academic and Academic-Related Journal and Handbook Articles**

"Managers who can Transform Institutions within their Firms: Activism and the Practices that Stick," first author with Liisa Valikangas, (Woodside Institute and Helsinki School of Economics), in D. Barry and H. Hansen, eds., Handbook of New Approaches to Organization Studies. London: Sage. 2008.

"Total Quality and the Renovation of Basic Education," Parts One and Two, with Thomas H. Lee and Shoji Shiba, Center for Quality Management Journal, Vol. 3, Nos. 3 and 4, 1994.

"The Real Meaning of Japan's Fifth Generation Project," sole author, Technology Review (Massachusetts Institute of Technology), January 1988.

"The Prophets of Quality," sole author, Quality Review, Fall/Winter 1988.

"Micro Economics: Japan's Leading Import Barriers Are Its Tiny Houses and Stores," sole author, Policy Review, Fall 1987.

"Japan's Industrial Vision," sole author, Asia, January/February, 1982.

"Discipline of Cartels Sharpens Japan's Competitive Edge," sole author, Financier, June 1981.

"Anatomy of the Ataka Collapse," sole author, Asian Finance, March 1977.

### **Journal Articles - under review**

"Organizational Designs and Innovation Streams," with Michael L. Tushman, Wendy K. Smith, George Westerman, and Charles L. O'Reilly (Wood is third author), under revise-and-resubmit at Industrial and Corporate Change.

### **Refereed presentations**

"Alternative Approaches to Transforming Organizations," Academy of Management annual meeting, 2008.

"Case Study Research: The Trade-off Between Intensiveness and Diversity of Coverage," Symposium on Strategy as Practice, Lancaster University, 2008.

"The IBM Innovation Jam: A Methodology for Mobilizing Intellectual Capital?" Strategic Management Society annual meeting, 2007.

"Organizational Learning and the Ambidextrous Organizational Form: The Case of IBM Microelectronics," Academy of Management annual meeting, 2007.

"Managing Opportunism and Conflict in Alliances and Exchanges," session facilitator, Strategic Management Society annual meeting, Fall 2006

- “Scientific Method and the Emergence of Successful Improvement Programs,” Strategic Management Society annual meeting, Fall 2005.
- “Explaining Improvement in Institutional Environments through Multi-case Research at the Organizational Level,” International Society for the New Institutional Economics Annual Meeting, 2004.
- “The New Institutionalism, Strategy Process, and Firm Performance,” Strategic Management Society annual meeting, 2003, semi-finalist for McKinsey Best Paper Award.
- “IBM WebSphere: The Emergence of Transforming Strategy Innovation,” Strategy Process Sub-Group Miniconference, 2003.
- “Case Study: The World Bank; Liberating the Internal Innovation Market,” INFORMS National Meeting, with Gary Hamel, 2002.
- “Innovation Streams and Ambidextrous Organizational Forms,” Academy of Management meetings, with Wendy Smith, George Westerman, and Michael Tushman, 2002.
- “The Punctuated Equilibrium Model and the Dynamics of Continuous Change,” Strategic Management Society annual meeting, with N. Venkatraman, finalist for McKinsey Best Paper Award, 2000.
- “How Companies Begin Innovating,” Academy of Management meetings, with Kenneth J. Hatten and Peter J. Williamson, 2000.
- “Strategy Innovation Routines and Organizational Change Processes that Generate Them,” Strategic Management Society annual meeting, 1999.
- “Choosing an Alternative to 'Simple-minded' Search: Can Leaders Manage the Selection of a Standard Decision-Making Routine for an Organization?” Academy of Management meetings, 1997.

### **Books and Research Report of Academic Interest**

- Integrated Management Systems: A Practical Approach to Transforming Organizations**, with Thomas H. Lee and Shoji Shiba, John Wiley & Sons, 1999.
- Managing Customer Value** (co-author with Bradley Gale), The Free Press, 1994.
- Small Business: Foundation of Japan’s Best-Known Successes**, Small Business High Technology Institute, 1985. (Research sponsored by the U.S. Small Business Administration. Subject of a day-long seminar sponsored by the Small Business High Technology Institute, Washington D.C., October 1984).
- Dialogue facilitator, Strategic Management Society Strategy Process sub-group meetings**, 2003, 2006.
- Reviewer, Business Policy and Strategy Division, Organization & Management Theory Division, and Management History Division, Academy of Management**, 1999-2007.
- Reviewer, Strategy Process Subgroup, Strategic Management Society, 2008.**
- Managing editor, Center for Quality of Management Journal**, 1991-1995. Co-founder of journal.
- Winner, **Highly Commended Award, Emerald Literati Network, Strategy and Leadership 2008**, for the paper, “How Strategic Innovation Really Gets Started (2007).”

## ***TEACHING AT SAN JOSE STATE UNIVERSITY***

- 2004-2008**     **Business 290**, capstone course for Masters of Business Administration program. Students learn strategic management to integrate prior courses and prepare a business or strategic plan they can execute.
- 2001-2008**     **Business 189**, capstone course for undergraduate Bachelor of Science in Business Administration program. Course combines strategy theory and cases to give a wholistic understanding of the top manager's challenge. (Latest teaching evaluation 4.9 of possible 5.0)
- 2004-2009**     **Business 187**, "Global Dimensions of Business." Introduction to the elements of international management for undergraduate juniors and seniors.

**Chair, San José State University Campus Planning Board, 2005-2007.** Leading in effort to create secondary signage policy that enable students, faculty, and visitors to find schools and colleges more easily.

**Faculty Core Team member, Silicon Valley Center for Entrepreneurship (SVCE), 2004-2009** – had key role in organizing cooperation for the Neat Ideas Fair in November 2004-2005, in developing relationships with the College of Engineering and the School of Art & Design, and in providing opportunities for student members of the Entrepreneurial Society.

Developed Silicon Valley Center for Entrepreneurship/Xyntéo Research Initiative on Crossing Organizational Boundaries with Information Technology. Secured funding for myself and for lecturer David Hover. Funding sources (consulting firm Xynteo and the Global Leadership and Technology Exchange).

**Founding faculty advisor, Persian Entrepreneurs Assn.** Club founded by former Business 189 student allowed networking for students and faculty with some of Silicon Valley's leading entrepreneurs. Students found internships and permanent jobs that led them to significant jobs in Silicon Valley such as director of a leading incubator.

## ***TEACHING AT BOSTON UNIVERSITY AND HARVARD BUSINESS SCHOOL***

- Spring 2001**     **"Technological Change, Senior Teams and Organizational Evolution,"** doctoral seminar, Harvard Business School. Teaching assistant. Work included tutoring senior executive participant and leading class discussion.
- Summer 1997**     **"Management as a System" (4-credit general management seminar for executives)**  
Boston University Korean Executive MBA program  
Teaching assistant. Work included lecturing and leading discussions for 60 executives for whom English was a second language.
- Introduction to Accounting**  
Boston University Korean Executive MBA program  
Teaching assistant. Work included lecturing to 60 executives.
- Spring 1996**     **International Management Environment**
- Spring 1995**     Boston University School of Management  
Instructor. Large-class (50 students) case-based course for juniors and seniors
- Fall 1995**         **Management Policy**  
Boston University School of Management  
Instructor. Large-class (50 students) case-based capstone course

## ***NON-ACADEMIC PROFESSIONAL EXPERIENCE***

Co-producer of the management education CD-ROM Learning to Lead Industry Revolution, Strategos Institute, October 1998.

JapanWatch columnist, High Technology Business, 1989-91.

Writer and editorial consultant, American Quality Foundation and American Society for Quality Control, 1986-89.

*Writing and editorial work for other authors from 1983 to 1996 included:*

Ghostwriter/editorial consultant on **Customer-Driven Growth** by Richard C. Whiteley and Diane Hessian (Addison-Wesley), 1996.

Ghostwriter/editorial consultant on **The Customer-Driven Company** by Richard C. Whiteley (Addison-Wesley - called one of the four "best management books of 1991" by Fortune), 1991.

Ghostwriter/editorial consultant on **Decision Traps** by J. Edward Russo and Paul Schoemaker (Doubleday Currency), 1989.

Co-author **The Donoghue Strategies** (with William E. Donoghue, Bantam Books, adapted into a top-rated TV series on Financial News Network) 1989.

Editorial consultant, **William E. Donoghue's How to Find Money to Invest** (Harper & Row, 1985).

Editorial consultant to **Inc. Magazine's DataBasics: Your Guide to OnLine Business Information** (by Doran Howitt and Marvin I. Weinberger, 1984).

*Major work in consulting and international trade from 1983 to start of doctoral studies included:*

Agent for **Telebase Systems Inc.** in establishment and marketing of "InfoCue," providing easy-to-use Japanese access to U.S. databases, 1985-93. This system achieved sufficient penetration in Japan that it survived competition from free Internet-based systems in the mid-1990s.

Also represented Telebase Systems in Korea, Hong Kong, Singapore, and Taiwan. Work in Korea and Taiwan led to establishment of separate on-line access systems for those countries.

Agent in marketing MasterType and other software for **Mindscape Inc.** in Japan, 1985-88.

International public relations for the **Society of American Value Engineers**, 1983-84. Introduced Larry Miles, the developer of value engineering, to Western media on the establishment of the Miles Award in Japan for leading companies that practiced comprehensive value engineering.

Established supply system for **Audio-Video International** (consumer electronics importer) in Korea, 1984-85.

**Free-lance writing principally from Tokyo**, Sept. 1974-July, 1981, led to work appearing in Forbes, The New York Times, The Washington Monthly, and The Financial Times of London. Reprinted in Best of Business and Atlas World Press Review.

Special Tokyo correspondent, Financial Times, 1977-78. Served as acting bureau chief during 1978 Japan-China trade negotiations.

Tokyo correspondent, Depth News Service (Hong Kong and Manila), 1975-78.

Editor, The Japan Times Weekly, Tokyo, Japan, Dec. 1974-June 1976. Increased circulation more than 40 per cent.

**Wire editor, Waterbury, Conn, Republican**, Nov. 1972-Aug. 1974. Handled all non-local news, designed p. 1.  
**Reporter-photographer, Torrington, Conn., Register**, Aug. 1971-Sept. 1972.

### **Selected Non-Academic Publications**

“A Hero Without a Company,” Forbes, March 18, 1991. (Article showed that first U.S. winner of Deming Prize had been fired for poor performance.)

“Junking Nuclear Power Plants: Japan's Long View Gives It the Lead in a New Industry,” High Technology Business, September 1989.

“A Lesson Learned and a Lesson Forgotten,” Forbes, February 6, 1989.

“New Look at the Office: Deliberate Approach Smooths Path to Change,” High Technology Business, October 1988.

“The Knowhow Drain: Japan is Systematically Sucking Up Technology from M.I.T. And Using It,” Boston Business, Fall, 1988.

“Ceramic Engines: Japan Leads Research on Car Materials,” High Technology Business, September 1988.

“Japan’s Economic Mess,” National Review, July 8, 1988.

“Lost in the Translation: Computer Translation has Broken a lot of Promises, But Times are Changing,” PC Computing, April 1988.

“Memory for Microwaves: Better Computer Chips Create Smarter Appliances,” High Technology Business, March 1988.

“Japan's Economic Masochism,” Forbes, September 21, 1987. Subject of separate commentaries by Malcolm and Steve Forbes.

The MSX Standard, TAB Books, 1985.

“Squaring Off on Quality Circles,” Inc. magazine, August 1982.

“Small Business in Japan: A Special Report,” Inc., November 1982.

“Right From the Start: The Japanese Use Seven Simple Tools so that Workers can Ensure Product Quality. Do the Same Methods Apply in the United States?” Technology magazine, November/December 1981.

“Ten Ways to Take Back What We Gave the Japanese,” Washington Monthly, October 1981.

“Japan: True Home of the Supply Side,” The New York Times, May 3, 1981.

“How Japanese Small Businesses Help the Poor,” The Christian Science Monitor, January 7, 1981.

"Japan's Multitier Wage System," Forbes, August 18, 1980.

"How Japan Rescues Companies," The New York Times, September 9, 1979.

"Japan and China: An Inscrutable Alliance of Historical Proportions," Financial Times (London), August 14, 1978. (Largest feature on page 2. Reprinted, Atlas World Press Review)

"Japanese Leaders Seek to Triple Emergency Imports," Financial Times (London), August 14, 1978. (lead, page 1)

"Japanese Businessmen Happy With Treaty," Financial Times (London), August 14, 1978. (lead story on back page)

"Japan in the 80s," (survey, co-author), Financial Times (London), July 17, 1978. "South Korea," (survey, co-author), Financial Times, May 3, 1978.

"Asian Diary: A Sad Departure," (commentary on resignation of Tokyo police chief to take responsibility for a rape by a policeman), distributed by DepthNews, March 17, 1978.

### ***PERSONAL***

Born in New York City, October 7, 1949. Father: economist. Mother: teacher. Married, two adult children.

February 4, 2009