

Consultant Biographies

Dr. Susan Leddick.

Susan is a consultant in organization design and continuous improvement and President of Profound Knowledge Resources, Inc., a consulting and training firm. She was an original contributor to the Transformation of American Industry national community colleges training project and co-author of the Total Quality Transformation® training materials.

She has worked with diverse clientele: from manufacturing firms to colleges, car dealerships, child care agencies, government agencies, hospitals, trucking companies, and school districts. Her primary work today is with the public education system. In addition to her consulting experience, she has been a high school teacher, an ABE/GED instructor, a community college administrator, a corporate director of quality and training for a manufacturing firm and a training coordinator for a state commerce department. These roles give Dr. Leddick multiple perspectives on the many difficult issues organizations face as their markets, customers, workforces, products and services change. She has helped several groups of leaders to effect entire organization redesign.

EDUCATION

1970 B.S.Ed. (cum laude) degree in English and mathematics; University of Missouri-Columbia

1980 M.S.Ed. degree in secondary education, concentration in adult and continuing education; University of Missouri-St. Louis

1987 Ed.D. degree in educational leadership, concentration in human resource development; Western Michigan University

PUBLICATIONS AND ACTIVITIES

Dr. Leddick has published articles in the Community and Junior College Journal, National Productivity Review, Total Quality Review, and The Journal for Quality and Participation. She is a contributing author to the 1993 book Quality and Education: Critical Linkages. She is a frequent conference speaker and delivers seminars nationally and internationally by invitation. She assisted with Dr. W. Edwards Deming's public seminars and served as his personal aide during the last ten years of his life. She is a partner in INTERACT: The Center for Designing Interactive Systems in Philadelphia, PA. INTERACT was founded by system pioneers Dr. Russell Ackoff and Jamshid Gharajedaghi, and is noteworthy for its system methods for organization learning and organization design.

Jamshid Gharajedaghi.

Jamshid is Managing Partner & CEO of INTERACT, is one of the original contributors to the development of the third generation of systems thinking, where iterative, interactive design forms the core of Systems Methodology. He has more than twenty-five years of experience in the application of systems methodology to the formulation of strategic plan, development of business architecture, design of throughput systems, measurement systems, learning & control systems, membership systems, conflict resolution and national development planning. His work has taken him into corporations and government agencies around the world for both private and public concerns.

Mr. Gharajedaghi was formerly Adjunct Professor of Systems Sciences and the Director of the Busch Center at The Wharton School, University of Pennsylvania (1979-1986). He began his career with IBM's World Trade Corporation where he served as a Senior Systems Engineer (1963-1969). He left IBM to become CEO of the Industrial Management Institute (1969-1979). He has held teaching positions at: The Wharton School, University of Pennsylvania (1977-1986); IBM Education Centers (1965 - 1969); University of California, Berkeley (1961 - 1963).

Mr. Gharajedaghi received his engineering degree from the University of California, Berkeley (1963) and completed more than 1500 hours of professional training in Systems Engineering at IBM Education Centers in the United Kingdom, Germany, and France. From this early training in information systems, his interests led him to operations research, behavioral sciences, and finally, for the past 25 years, to the development and application of interactive design. He has been: Member of the Research Board of the International Systems Institute, USA (1983-1992); Member of the Governing Body of the Asian Productivity Organization, Japan (1972-1979); Regional Chairman of the Society for General Systems Research, Asia (1975 - 1979). He was the project manager for two internationally acclaimed projects: The New Economic Order, A United Nations Project; and Goals for Mankind - A Club of Rome Project.

Mr. Gharajedaghi has been involved with the following organizations, in redesigning business(es), product(s) and/or processes:

Aluminum Company of America (ALCOA)
Edgars Stores, Ltd. (South Africa)
ANGLOVAAL, Limited (South Africa)
Ford Motor Company
Armco (Latin American Division)
Health Care Forum
Butterworth Health System
Marriott Corporation
Carrier Corporation
Martin-Marietta Corporation
Chrysler Corporation
Metropolitan Life Insurance Company
Clark Equipment Company

NYNEX Science & Technology, Inc.
Commonwealth Energy Systems
Oneida Indian Nation of Wisconsin
Commonwealth Enterprises Company
Super Fresh Food Markets
United Food & Commercial Workers' Union.

Since 1994, Mr. Gharajedaghi has been involved with The Aspen Institute; Executive Development Programs for Marriott and Lockheed Martin Corporations. In addition, he has taught in the Ford Motor Company Executive Development Programs in the United States and Europe.

Mr. Gharajedaghi has written several books, including Systems Thinking: Managing Chaos and Complexity; Prologue to National Development Planning, Towards a Systems Theory of Organization, and A Guide to Controlling Your Corporation's Future. He is the author of numerous published articles in various international scientific and management journals.

Trace Pickering.

Trace works in the Office of Planning & Development at Grant Wood Area Education Agency in Cedar Rapids, Iowa. He holds degrees in English from Simpson College and Curriculum & Supervision from Iowa. He is currently pursuing his education doctorate at Drake University. Trace was a classroom teacher at the high school and middle school level at Allison-Bristow, Center Point-Urbana, Council Bluffs, and College Community Schools in Iowa. He then spent five years as an Associate Principal at Prairie Middle School in the College Community School District. While in private business, Trace consulted, coached and trained teachers and administrators in the effective use of assessment tools and in designing effective assessment systems. After several successful years in this endeavor, he desired a return to the classroom to test his work. He taught two years at Kirkwood Community College before accepting his current position.

Along with his colleague, D.J. Corson, Trace has helped to build and define the Office of Planning & Development. Currently, the office assists internal AEA leaders to implement, monitor, and adjust the initiatives and actions they are undertaking. Additionally, they helped to create two professional development consortiums for six school districts. Together with district leaders, they work to implement appropriate professional development and student learning.

Debra J. Corson.

D.J. has provided planning and development services for school districts and education services agencies throughout the United States since 1994. Her expertise lies in the areas of leadership development, process improvement, data collection and analysis, and systems design. Teaming with school personnel, her collaborative efforts have led to successful results with districts in building partnerships with communities, creating structures and processes for learning teams, tracking progress through on-line communications, applying quality concepts, and designing websites that are recognized both nationally and internationally.

In addition to her work with schools, Debra consults with organizations and teams, and coaches individuals to create desired change. She has provided consulting and training to industrial, service, health care, religious, education, and governmental organizations in continuous improvement philosophies. Debra is also a certified trainer for Franklin Covey. She holds bachelor degrees in business education and administration, and a master's degree in counseling from the University of Northern Iowa.