

Ernest L. Hughes, Ed.D.

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PROFESSIONAL EXPERIENCE

- 1987-date. Sr. Transformation Consultant, HughesGlobal. Chief Innovation Officer, HughesGlobal Network (and related brands). Provide consulting, education, training, and coaching in Organization and Leadership Development, Innovation and Change Management, and Logistics Management utilizing systems approaches. Domains include: Business, Education, Government, Aerospace, Healthcare, Retail, and Small & Medium Enterprises (SMEs). Launched consulting practice in 1987 under *The Systems Thinking Company* brand.
- 2016-December 2017. Chair, U.S. Technical Advisory Group (TAG) Standards Committee to ISO Technical Committee 279 – Innovation Management. Member, ISO Technical Committee 279 – Innovation Management. Member, Working Group 1 – Innovation Management System. Member, Working Group 2 – Terms & Definitions. Member, Working Group 3 Tools & Methods – Strategic Intelligence Technical Group. Member, Working Group 4 – Innovation Management Assessment.
- 2001-2004. Director, Technical Services, Recreational Equipment, Incorporated (REI).
1999-2001. Chief Information Officer, Cascadia Community College.
1989-1999. Various management positions at Boeing: Human Resources, Research & Technology, Software Engineering, Information Systems. Organizational leadership role in applying TQM/Operational Excellence and Lean principles.
1983-1989. Computing Systems Analyst, Boeing Computer Services.
1981-1983. Senior Systems Analyst, Tenneco Oil.
1979-1981. Systems Analyst, Tenneco West.
1978-1979. Administrative Programmer II, California State University, Bakersfield.
1977-1978. Computer Analyst, Getty Oil Company.

EDUCATION

2007. Masters in Global Supply Chain Management. University of Alaska, Anchorage.
1997. Doctor of Education, Educational Leadership, Seattle University.
1987. Masters in Software Engineering, Seattle University.
1979. Masters in Business Administration, California State University, Bakersfield.
1977. Bachelor of Science, Computer Science, California Polytechnic State University.

TEACHING EXPERIENCE

- 2011-to date. Associate Professor, American Public University, School of Business, Transportation & Logistics.
Adjunct Professor | Guest Faculty since 1983 at a number of other colleges and universities including the University of Washington (Bothell, Tacoma, Seattle) and Seattle University. Taught courses and workshops strategic management, innovation management, leadership, knowledge management, change management, project management, information management, retail management and supply chain management in the U.S., China, Canada, and Mexico. Co-Founder and instructor for graduate Information Systems Management program at Seattle Pacific University.

PROFESSIONAL CERTIFICATIONS and AWARDS

2017. Building Transformational Diversity. University of Washington Bothell.

2016. Crowdsourcing and Innovation Management Best Practices (Open Nation), Ideascale.
2016. iTech Fellows Program: Innovation in Course Redesign, UW Tacoma.
2013. Prosci Train-the-Trainer Program. Prosci Change Management Process, Methodologies, and Tools (ADKAR). Global Competencies Inventory, ICI.
2011. First Step FastTrac® Affiliate, Operation Jumpstart Entrepreneurship program.
2010. Adjunct Teacher of the Year, School of Business & Economics, Seattle Pacific University.
2009. Top-Rated Faculty Award. City University.
2009. Certified Scheme Instructor. Teach Scheme Reach Java Project. National Science Foundation.
2009. Certified Materials Handling Teacher. Materials Handling Institute of America.
2009. Certified Leadership & Customer Service Trainer, Achieve Global.
2008. Manager of Quality / Operational Excellence, American Society for Quality.
2008. CPSM T3 Trainer, Institute for Supply Management.
2006. Garth Jones Writing Award – Graduate. University of Alaska Anchorage, College of Business and Public Policy.
2006. Certified Consultant, Netform™ Social Network Analysis, Netform Corporation.
2005. Certified Facilitator & Administrator, Fastrac® Entrepreneurship Programs, The Kauffman Foundation.
2004. Certified Trainer, The Organization Workshop, Power & Systems (Barry Oshry).
1998. Certified Toast Master (CTM).

ASSOCIATIONS

- Member, Continuous Innovation Network.
- Member, Institute of Innovative Process Management.
- Member, Club De La Reforme, World Customs Organization.
- Member, Project Management Institute.
- Committee or Board member since 1993 for several religious, health, education, professional and political organizations and non-profits.

PRESENTATIONS and PUBLICATIONS

2018. May 1st. Improving the Quality of Innovation. ASQ World Congress 2018, Seattle, WA.
1989-to date. Reviewer, Computing Reviews, ACM and Thinkcloud. Authored 70 peer-reviewed reviews of technology and management books and research papers. Most recent reviews: Building a culture of innovation (01/17/2018); Global supply chain security and management (12/27/2017); and The habit-forming guide to becoming a systems thinker (11/20/2017).
2017. *Introducing Innovation: Winning Over Laggards and Curmudgeons*. Bleeding Blue Meetup, Bellevue, WA (February).
2016. *Big Innovation Roadmap: Big Picture and Big Change*. Project World & Business Analyst World, Toronto (May). *Utilizing Subject-oriented Business Process Modeling (S-BPM)*. International Institute of Business Analysis - Seattle (May). Supply Chain Excellence Requires Maturity. DC Velocity blog (March).
2015. *Big Innovation Roadmap: Big Picture and Big Change*. *Big Agile Roadmap: Big Picture and Big Change*. Available on Amazon. *Software Process, Continuous Improvement, and Innovation*. Vertafore Leadership Program. *T-Agile Roadmap*. T-Mobile Technology Training Week. *Closing the Change Gap for Supply Chain Excellence - Part III*. ISM-WW Winter Newsletter.

2014. *Leading Change in Logistics*. DC Velocity Blogs. *Closing the Change Gap for Supply Chain Excellence - Part II*. ISM-WW Fall Newsletter. *Closing the Change Gap for Supply Chain Excellence - Part I*. ISM-WW Summer Newsletter. *There Will Be Change*. ISM-WW Spring Newsletter. *Innovation Project Introduction*. Vertafore Executive Education Program, UW Bothell. *Leading Change and Innovation in Transportation and Logistics*. Inbound Logistics [online exclusive]. *Change the Way You Change™ Workshop*. ASTD Puget Sound Conference, Seattle, WA. *Software Process and Continuous Improvement*. Vertafore Executive Education Program, UW Bothell. *Leading the Supply Chain in a VUCA World – part 2*. ISM-WW Winter Newsletter. *Introduction to Change Plus™ Workshop*. *Research for a Faster Planet™ series: Accelerating Change; Accelerating the Supply Chain; Accelerating Retail; Accelerating Software*.
2013. *Being a Global Business Analyst*. IIBA Seattle Chapter. *Leading the Supply Chain in a VUCA World*. ISM-WW Fall Newsletter.
2012. *Accelerating Regional Value Creation*. Zhejiang Province Executive Training, Seattle, WA. *Accelerating Business Value*. Vigilant Counsel 2012 Executive Briefing, Seattle, WA. *UWB Global Classroom 2012 Retrospective*. UW Bothell School of Business Fall Retreat. *Innovation in Leadership and Logistics*. Renmin University Executive Training, Seattle, WA. *Becoming a Better Global Value Creator: Creating Global Social Networks*. UW-UWB MBA Exchange, Bellevue, WA. *Accelerating Innovation* (co-facilitator), and *Lean Espresso: Doing Business in Italy* (co-facilitator). Kaizen Camp 2012, Seattle.
2011. *Utilizing the Cascadia Framework™ for Business Analysis and Project Success*. Project World & Business Analyst World, Vancouver, BC.
2010. *The Future of Education*, San Luis Potosi, Mexico. *Project Management for Procurement Professionals*, NAPM-WW March Monthly Meeting. *Mostly About Cupcakes: Systems Thinking for Supply Managers, There's Nothing Wrong with More Chocolate: Leading Supply Networks: Best Practice Adoption & Innovation*, NAPM-WW Annual Conference.
2010. *Mostly About Cupcakes: Systems Thinking and Collaboration for Business Analysts*. Business Analyst World, Toronto & Seattle; IIBA Seattle, March Monthly Meeting.
2010. *More about Chocolate: Innovation and Best Practice Adoption for Project Managers*. Project World, Toronto, Business Analyst World, Seattle.
2010. *Mostly About Cupcakes: Systems Thinking and Collaboration for Quality Professionals*. ASQ Seattle, February Monthly Meeting.
2009. *It's Time: Introducing Project Management*, PMI Seattle. *Mostly about Cupcakes: Systems Thinking for Business Analysis*, Business Analyst World Seattle & Vancouver (received Best Speaker recognition).
2009. *Systems Thinking for Human Services, and Customer Service for IT Professionals*, City of Seattle Human Services Department.
2008. *Transformation in Turbulent Times*, Pacific Northwest Organization Development Network (PNODN), Seattle, WA. *Seven Things Your Mother Didn't Tell You about Voluntary Turnover*, Pacific Northwest Organization Development Network (PNODN), Tacoma, WA.
2007. *The New Influencers*, Media Management, North Seattle Community College, Seattle, WA. *The Future of Digital Learning*, Program Chair, MIT Enterprise Forum of the Northwest Dinner Program, Bellevue, WA. *Crossing Borders: Designing Collaborative and Innovative Networks (COINS)*, University of Alaska, Anchorage, Alaska. *Crossing Borders: Designing Collaborative and Innovative Networks (COINS)*, The Boeing Company.
2006. *The Search Revolution*, Program Committee Member, MIT Enterprise Forum of the Northwest Dinner Program, Bellevue, WA.

2005. *Innovation: A Brief History*. North Seattle Community College Management Council. Seattle, Washington.
2005. *Leading Procurement Teams*. National Association of Education Buyers (NAEB) Western Region Conference, Denver, Colorado. *Melina's Story: September 2nd, 2014*. Association for Women in Computing, Puget Sound, Washington.
2004. *Leading Change and Innovation: Promoting Business Risk Assessment and Solutions to the CEO*, INTERFACE 2004, Seattle, Washington. *Four Doors to the Customer Experience*, ALEX 2004, Retail Industry Association Annual Leaders Exchange, Dallas, Texas.
1999. *Does the Queen Have Magical Powers: Systems, Change, and Leadership*. Paper presented at the 6th International Conference of the UK Systems Society, Lincoln, England.
1998. *Thinking inside the Box*. Boeing Manager Magazine. *Double Boxes and Hard Lines: Structural Coordination Mechanisms for Competence-Based Competition*. Paper presented at the 4th International Conference on Competence-Based Management, Oslo, Norway.
1997. *Developing Communication Skills for Leaders: A Theory-Research-Practice Approach to Curriculum Development* (Doctoral Project). Seattle University.
1992. *Environmental Data Management Systems*. (Co-author.) Fifteenth Annual Aerospace and Defense Conference Proceedings, Institute of Industrial Engineers.