

## PROFILE: Eduardo M. Arroyo

Eduardo M. Arroyo graduated with a Bachelor of Science in Management Engineering, a Minor in Industrial Psychology, and a Masters in Business Administration from Rensselaer Polytechnic Institute in Troy, New York before turning 22 years old. He became one of the youngest General Managers ever to run a high-technology organization, when at the age of 25 he was promoted to that position for Microdata Corporation. He later held the position of Vice-President and General Manager for Emulex Caribe Inc., which he occupied for 10 years.

In 1992, he opened and still directs his own management consulting firm -- Eduardo M. Arroyo & Associates -- specializing in Leadership, Strategy and Execution (Coaching Management, Process and Quality Improvement Systems, Teamwork, and Strategic Thinking-Planning), for manufacturing, service, and both local and federal government organizations (over 150 engagements and still counting). He also served as local partner for McKinsey & Company for a landmark educational project.

He has succeeded competing in fierce international markets through the application of the latest organizational effectiveness methodologies. While in industry, he worked under the direct guidance of internationally recognized consultants of the caliber of Dr. Harold Haller, one of an elite group of Dr. W. Edwards Deming's personal disciples (Dr. Deming was personally aware of this process, and commended it's implementation speed – calling it a benchmark), and with Dr. Fred Heslet and Dr. William Osgood, experts in Organizational Development and Management.

He has extensively studied the Deming management philosophy, having helped and learned on four of Dr. Deming's live public seminars. He has also studied the "Theory of Constraints" directly from it's creators Dr. Eli Goldrath and Robert Fox; "Human Dynamics" under it's developer Dr. Sandra Segal and "Lean Thinking – Learning to See," a treaty on Value Stream Mapping, under its creator John Shook. He has also completed a certification course on Blue Ocean Strategy.

Mr. Arroyo is considered by his peers as an authority in Dr. W. Edwards Deming's (father of the Worldwide Quality Movement, and the creator of Japan's Industrial Revolution) philosophy.

He has held leadership positions in boards of directors for several organizations including the Puerto Rico Manufacturers Association. He is the Past-President and still an active board member of the non-profit organization PROCOMP (former PR2000 whose mission is to advance the competitiveness of Puerto Rico).

Actually he is also a volunteer leader of Vision Puerto Rico, a major integration project for the Island's economic and social future that has gained massive support from local institutions and from the World Economic Forum in Switzerland. He is also a Director and Corporate Secretary for Santana Enterprises Conglomerate (Hotels & Casinos).

He has also served for many years as a volunteer Corporate Secretary for a Nationally Recognized College Preparatory School in San Juan - Saint John's School.

In 1994 he published a very successful leadership guide titled "The Making of a Leader" (based on Deming's "organization as a system" concept and authorized by Dr. Deming himself in writing). His second book, an extremely successful training manual for teamwork called "Trabajando en Equipo," was published early 1995. "The Making of a Leader" was republished in 2002 as an e-book, which has reached the United States, Canada, Bolivia, Mexico, The Caribbean, Australia, Malaysia, India, the Republic of Macedonia, Jordan and South Africa, among a total of 105 countries.

In September 2007 he published (in Spanish, to follow in English in 2008) his most recent book "RESULTS ORIENTED EXECUTION", published by Arroyo & Associates International Publishing and co-published with SUAGM, a major university system with 40,000 students in several states.

He has received many formal and informal awards and recognitions, including Almirante Juan Almézquita Award, maximum recognition given by PROCOMP for his support on developing the Island's competitiveness. He is listed as part of the TOP TEN group of management consultants for Puerto Rico and the Caribbean.

\*For more information please visit [www.arroyoint.com](http://www.arroyoint.com) & [www.e-arroyo.com](http://www.e-arroyo.com) .