

James L. Heskett

Baker Foundation Professor

James L. Heskett the Baker Foundation Professor at the Graduate School of Business Administration, Harvard University. He completed his Ph.D. at the Graduate School of Business, Stanford University, and has been a member of the faculty of The Ohio State University as well as President of Logistics Systems, Inc. He is currently teaching the MBA course on The Entrepreneurial Manager and in several short executive programs of the school.

He is a member of the Board of Directors of Office Depot, Limited Brands, and Intelliseek. He has served as a consultant to companies in North America, Latin America, and Europe and is a founding partner of *The Service Profit Chain Institute*.

Professor Heskett is a member of the editorial boards of the *Journal of Business Logistics* and the *International Journal of Service Industry Management*. He was the 1974 recipient of the John Drury Sheahan Award of the Council of Logistics Management and the 1992 Marketing Educator of the Year Award of Sales and Marketing Executives International.

Among his publications are books, including co-authorship of *The Value Profit Chain* (The Free Press, 2003); *The Service Profit Chain* (The Free Press, 1997); *Corporate Culture and Performance* (The Free Press, 1992); co-authorship of *Service Breakthroughs: Changing the Rules of the Game* (The Free Press, 1990); co-authorship of *The Service Management Course* (The Free Press, 1991); *Managing in the Service Economy* (Harvard Business School Press, 1986); co-authorship of *Logistics Strategy: Cases and Concepts* (West Publishing Co., 1985); *Marketing* (New York: Macmillan Publishing Co., 1976); co-authorship of *Business Logistics*, Revised Edition (The Ronald Press Company, 1974); and numerous articles in such publications as the *Harvard Business Review*, *Journal of Marketing*, *Sloan Management Review*, *California Management Review*, and others.

A member of the faculty of the Harvard Business School since 1965, he has taught courses in marketing, business logistics, the management of service operations, business policy, service management and general management.