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David Hamme is a business consultant and the award-winning author of Customer Focused Process Innovation: Linking Strategic Intent to Everyday Execution.

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In the model I present in Customer Focused Process Innovation: Linking Strategic Intent to Everyday Execution, innovation flows down two channels one focused on strategic improvement and the other focused on operational improvement. Market strategies are external. Operational improvements are internal. Together they are the Yin and Yang of innovation. One plots the destination. The other

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David Hamme's theories on management and innovation are captured in the award-winning book, Customer Focused Process Innovation: Linking Strategic Intent to Everyday Execution. Customer Focused Process

Innovation received the Shingo Research and Professional Publication award for its contribution to expanding the theories of operational excellence.