

Lou Gerstner Quotes

*People, Technology, Culture, Business, Thinking, Believe, Ibm, Needs,
Leadership, Looks, Chinese, Moving, Games, Issues, Promise, Different,
Success, Children, Customers, Team*

If life was so easy that you could just go buy success, there would be a lot more successful companies in the world. Successful enterprises are built from the ground up.

~Lou Gerstner

The last thing IBM needs right now is a vision.

~Lou Gerstner

In the end an organization is nothing more than the collective capacity of its people to create value.

~Lou Gerstner

Computers are magnificent tools for the realization of our dreams, but no machine can replace the human spark of spirit, compassion, love, and understanding.

~Lou Gerstner

People don't do what you expect but what you inspect.

~Lou Gerstner

You don't get points for predicting rain. You get points for building arks.

~Lou Gerstner

Watch the turtle. He only moves forward by sticking his neck out.

~Lou Gerstner

The rewards system is a powerful driver of behavior and therefore culture.

~Lou Gerstner

When I arrived at IBM, there were 'Team' signs all around. I asked, 'How do people get paid?' They told me, 'We pay people based on individual performance.'

~Lou Gerstner

It is not about bits, bytes and protocols, but profits, losses and margins.

~Lou Gerstner

We built this company from the customer back, not from the company out.

~Lou Gerstner

Everything starts with the customer.

~Lou Gerstner

I want to become a student. I want to read Chinese history and go on a dig.

~Lou Gerstner

I came to see, in my time at IBM, that culture isn't just one aspect of the game; it is the game.

~Lou Gerstner

I think that my leadership style is to get people to fear staying in place, to fear not changing.

~Lou Gerstner

You can never be comfortable with your success, you've got to be paranoid you're going to lose it.

~Lou Gerstner

Technology has limitations on what it can accomplish. You do not.

~Lou Gerstner

This really is a merger of equals. I wouldn't have come back to work for anything less than this fantastic opportunity. This lets me combine my two great loves - technology and biscuits.

~Lou Gerstner

No institution will go through fundamental change unless it believes it is in deep trouble and needs to do something different to survive.

~Lou Gerstner

The thing I have learned at IBM is that culture is everything.

~Lou Gerstner

Customer complaints are the schoolbooks from which we learn.

~Lou Gerstner

I've been accepted at Cambridge University. I want to study Chinese history and archaeology. I want to become a student. I want to read Chinese history and go on a dig.

~Lou Gerstner

We do not need Departments of Commerce, Labor, and Education; we need a single Department of Skills that will promote an integrated approach to global competitiveness.

~Lou Gerstner

I think values are really, really important, but I also think that too many values are just words.

~Lou Gerstner

Quite frankly, I am not very comfortable in chitchat. When I go to board meetings, I arrive two minutes before and leave when it's over. I don't stay for lunch or go early and have coffee.

~Lou Gerstner

The Internet is ultimately about innovation and integration, but you don't get the innovation unless you integrate Web technology into the processes by which you run your business.

~Lou Gerstner

Never confuse activity with results.

~Lou Gerstner

IBM needed - an enormous sense of urgency.

~Lou Gerstner

What I'm trying to do is deliver results, not promises; results, not vision; results, not concepts. The world is cynical about IBM's promises.

~Lou Gerstner

The real mechanism for corporate governance is the active involvement of the owners.

~Lou Gerstner

I look for people who work to solve problems and help colleagues, I sack politicians.

~Lou Gerstner

I have always believed you cannot run a successful enterprise from behind a desk.

~Lou Gerstner

I firmly believe that IBM's size can be used to its advantage.

~Lou Gerstner

For the first month, I listened, and I tried very hard not to draw conclusions

~Lou Gerstner

When a manufacturing company in Spain looks to IBM for a solution to a problem, they expect us to bring the best of IBM worldwide to it, not just the experience of IBM Spain.

~Lou Gerstner

My parents worked enormously hard to put four children through college. We didn't have a lot of money.

~Lou Gerstner

I'm leery of legislative solutions to what is morality.

~Lou Gerstner

I want to take IBM back to its roots.

~Lou Gerstner

Our military should be trained and structured around missions, not the elements of air, water, and land.

~Lou Gerstner

I just think we should look at this as a chess match," he said, "between the world's greatest chess player and Garry Kasparov.

~Lou Gerstner

What we believe is going to be very important is the delivery of traditional software and services and hardware over the Net. That's a form of electronic marketplace.

~Lou Gerstner

Visit USA.gov and you'll find thousands of directorates, agencies, boards, offices, and services replete with overlapping responsibilities, ancient priorities, and divided accountability.

~Lou Gerstner

The next thing is: we can make IBM even better. We brought IBM back but we're gunning for leadership.

~Lou Gerstner

Lou Gerstner knows how to do a deal, and George Bush Sr., less so.

~Lou Gerstner

A lot of people saved IBM. Yes, I was the leader of that team but I could never have done it without a group of IBMers helping me.

~Lou Gerstner

The networked world offers the promise that maybe the information technology industry will start to, for the first time in a decade or so, address CEO-level issues.

~Lou Gerstner

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