

The Big Picture

DTCC's Process Excellence Initiative

Process Excellence Program

- A metrics-driven senior management team
- An imperative to factually demonstrate commitment to Quality
- A desire to maintain excellent customer satisfaction results at world class 90% overall satisfaction
- A need for a rallying methodology to engrain Quality improvement tools across ALL DTCC functional areas

Process Excellence Milestones

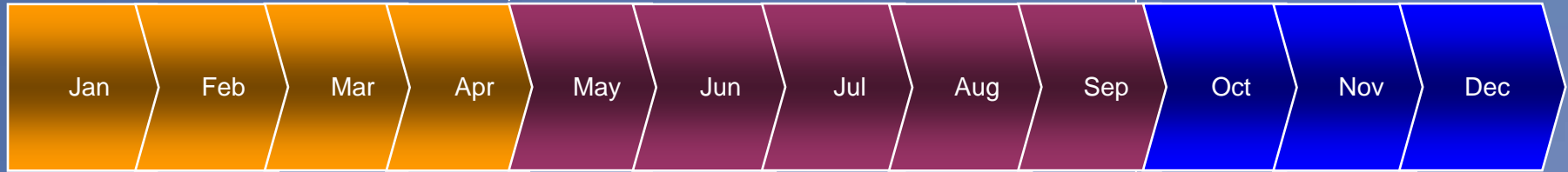
- **Launched in January 2007**
 - Corporate goal to engage 8 internal business partners
 - Process teams consisted of process champion, process owner, process managers and data providers
- **Results**
 - Surpassed corporate goal with rollout to 15 functional areas
 - Baseline metrics developed and targets set for 2008
- **Building on Success**
 - Process Excellence Sigma Level Index becomes part of 2008 Enterprise Balanced Scorecard
 - 2008 corporate goal to engage additional business partners

Process Excellence Roadmap

1. Setting the Stage

2. Understanding the Issues

3. Executing



ID Core Process

ID Process Team

Map and/or SIPOC

ID Metrics

ID Process Specifications



Line-Up Process Team Members for Training

Curriculum:

- E-Learning for Metrics
- Process Control & Mgt
- Lean

Start to Track Metrics

Baseline & Control Charts

ID Improvement Targets

ID Pipeline of Improvement Projects

ID Project Teams

Launch Improvement Projects

Track Progress vs. Targets