



DTCC, Your Quality Partner of Choice



“At DTCC, we have long had a tradition of close partnership with our participants and data providers. This has allowed us and the industry to dramatically improve the performance of shared end-to-end processes. Steadily, we are deepening these collaborative efforts by offering a variety of quality and business process improvement services and tools. A proven track record and a team of highly trained Quality Professionals, ideally position DTCC for becoming a partner of choice to support any financial services organization seeking to improve the performance of its processes”.

Karim Houry, Vice President and Head of Business Reengineering & Quality

Why DTCC?

- Industry hub for information and networking
 - Enabler of collaborative projects between firms
- Recognized leader in Quality practices
 - Global recipient of numerous Quality awards
 - Leveraging Quality tools since the 1980's, and 6 Sigma since 2001
- Extensive transactional experience among all Kaizen SME's
- Not for profit model ensures unbiased product delivery

Partnership Offerings

- An engaged cadre of employees: Deploying a Quality and Business Transformation Program
- A fast and efficient way to deliver results: Implementing tools and techniques such as Kaizen and Capacity Analysis
- A metrics-driven culture: Launching a Process Excellence initiative and a disciplined measurement system

Who to Contact

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| a. Deployment Strategy: | Don Wiiken, Master Black Belt, dwiiken@dtcc.com , 212-855-1513 |
| b. Process Excellence: | Glynis Aquino, Black Belt, gaquino@dtcc.com , 212-855-1550 |
| c. Process Mapping: | Bill Scotto, Master Black Belt, wscotto@dtcc.com , 212-855-5389 |
| d. Capacity Analysis: | Habs Moy, Master Black Belt, hmoy@dtcc.com , 212-855-5362 |
| e. Kaizen: | Jason Gerros, Master Black Belt, jgerros@dtcc.com , 813-470-2220 |
| f. Metrics and Measurement: | Chandra Baldeo, Black Belt, cbaldeo@dtcc.com , 212-855-5463 |