Our Strategy to Drive Continuous Improvement



Our Lean Management Office (LMO) focuses on building a sustainable culture of problem solving, innovation and process improvement through a three-pronged, Lean-led approach. Our goal is to enhance our clients' experience, empower our employees and create shareholder value.

1. Learning and Development (L&D) Strategy and Recognition Programs

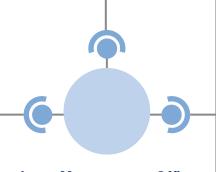


- Lean designation programs
- Comprehensive in-house L&D program
- Training curriculum for all employee levels
- Standardized tools and templates for Continuous Improvement
- "Share Your Lean Success" story submissions
- Reward and recognition programs
- Promote Lean through broadcasts, forums and employee events

2. Strategic Global Initiatives



- Our LMO leads strategic, enterprise-wide initiatives and maintains a prioritized pipeline of projects
- Coaching and consulting assistance is provided to business units employing Lean in their own strategic process improvement efforts



Lean Management Office

3. Strategic Partnerships



- Dedicated resources collaborate with all business units
- Tailored strategies to meet business objectives and create a culture of continuous improvement
- Assess the maturity of the business unit's Lean culture against an established maturity model

Lean—Overall Impact



Lean was a key driver of our recent IT and operations transformation program and is a key pillar of support for our initiatives to digitize State Street



As part of our continuous improvement culture, we've been able to create innovative products and solutions that eliminate operational defects strengthen our risk and control framework, enhance our operating model and improve the overall customer experience

Source: State Street; CEB analysis

