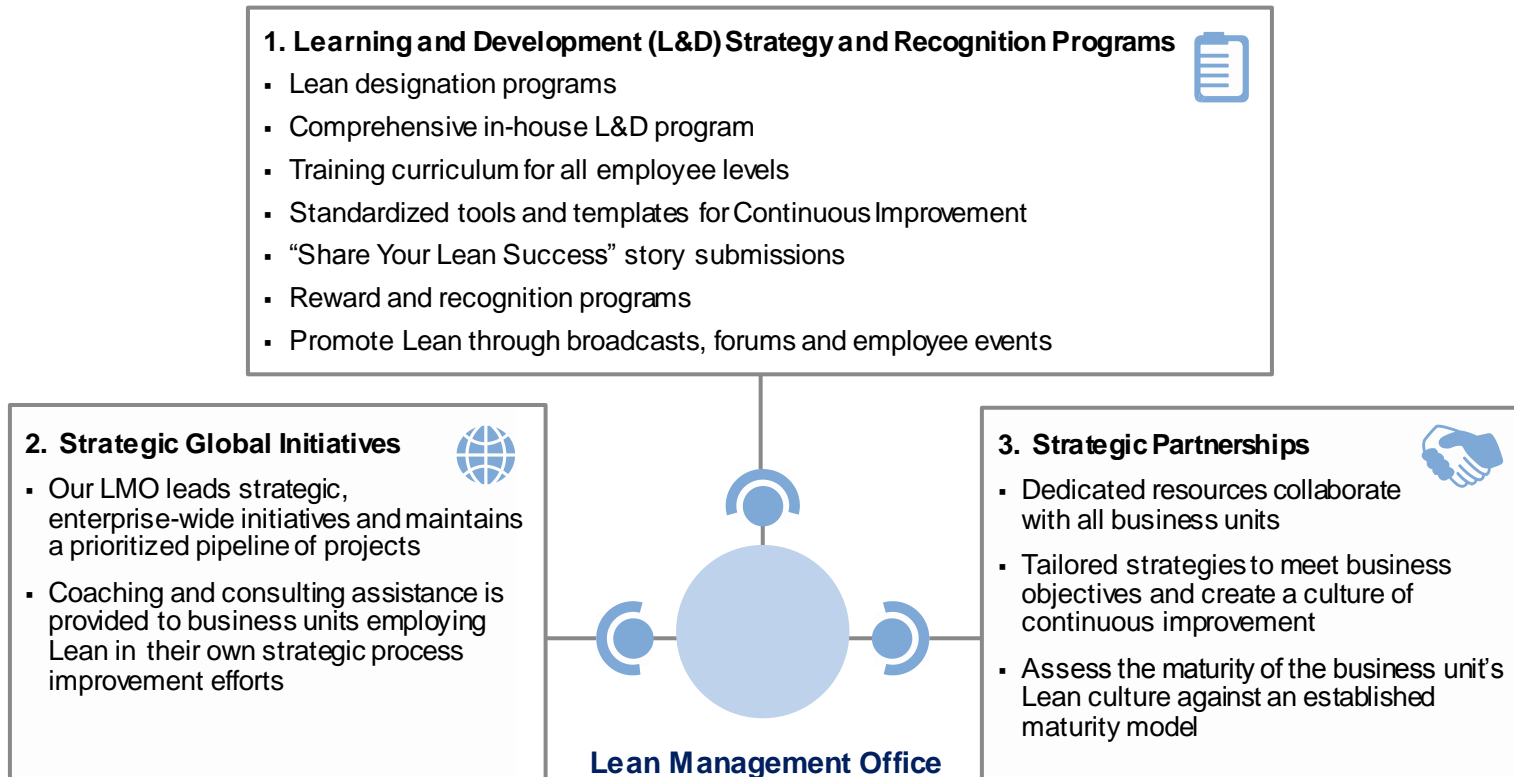


Our Strategy to Drive Continuous Improvement

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.



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

STATE STREET

State Street Corporation,
One Lincoln Street, Boston, MA 02111-2900
CORP-2855 Expires 4/30/18