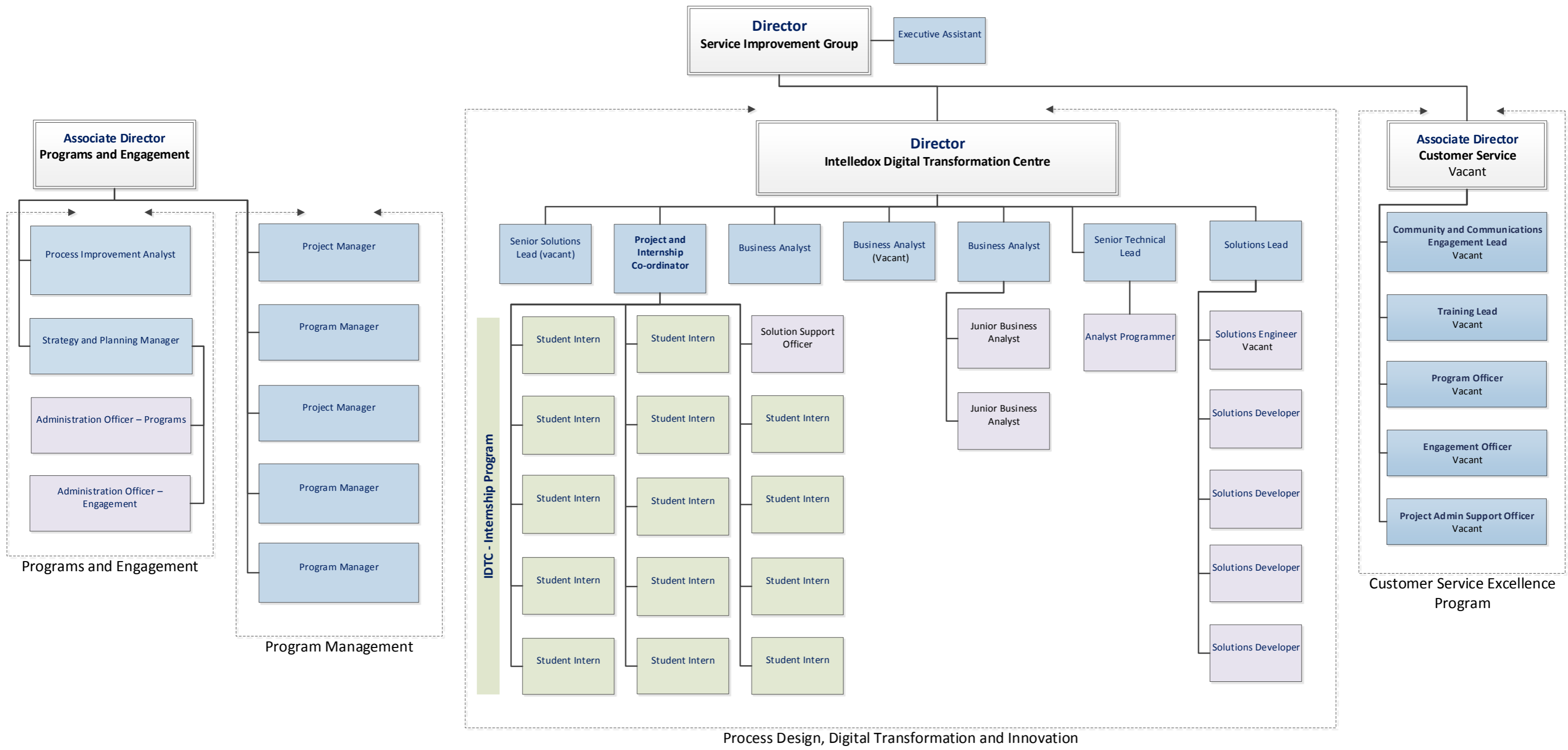


SERVICE IMPROVEMENT GROUP

April 2020



Programs and Engagement

Program Management

IDTC - Internship Program

Customer Service Excellence Program

Process Design, Digital Transformation and Innovation