



Financial Services Division

Excellence Through Quality®

Join us in the Financial Services Division to discover:

- How methodologies like Lean, Six Sigma, and Agile are fueling transformation, innovation, and client experience initiatives,
- The types of training and certification that are available or needed to help you re-tool or take your career to the next level,
- Best practices from our peers through panel discussions, white papers, webinars and case studies, and
- How to address topics that are of interest to you in the space of quality and financial services.



Scan to learn more

Not a Financial Services Division
Member? Contact ASQ Customer Care to
add to your Membership.

Meet the Team



Chair

Shelia Shaffie

sshaffie@memberleader.asq.org



Chair – Elect

Otto Kunhardt

okunhardt@memberleader.asq.org



Secretary

Mike Nichols

mnichols@memberleader.asq.org



Member-at-Large

Richard Uphoff

ruphoff@memberleader.asq.org

Context of the Financial Services Industry

- Expected to grow from \$20.4 trillion in 2020 to \$22.5 trillion in 2021 at a compound annual growth rate (CAGR) of **9.9%**.
- The financial services market is further expected to reach \$28.5 trillion by 2025 at a CAGR of **6%**.
- The companies are rearranging their operations and **recovering** from the COVID-19 impact.
- **Customer centric** solutions.
- **FinTech** rapid grow
- Adoption of **digitalization** and investment in **big data analytics**.
- Adoption of **Cryptocurrency**
- **Blockchain** technology as a solution
- Financial markets in the United States are **the largest and most liquid** in the world.

We need your expertise!

Contact a team member to find out how you can share your knowledge by hosting a webinar, writing an article or blog post, or networking with your peers.