

THE UNIVERSITY OF NORTH CAROLINA AT CHARLOTTE  
The William States Lee College of Engineering  
**Engineering Management Program &  
Center for Lean Logistics and Engineered Systems**

## **Industrial and Technology Management Seminars**

EMGT 6980

Dr. Gary Teng

5:30 pm – 6:20 pm, 9/18/2006 (Monday)  
Engineering Research Building, Room 345

### **Six Sigma in the Midst of Change** *Maintaining and Improving Quality Through the Use of Six Sigma*

**Ian Cato**  
**Sr. Vice President**  
**Deposits, Debit and Student Banking**  
**Consumer Quality & Productivity Executive**  
**Bank of America**

Mr. Ian Cato is the Quality & Productivity (Q&P) executive for Deposits, Debit and Student Banking at Bank of America. Based in Charlotte, N.C., Cato leads the Deposit and Debit products Q&P efforts to integrate products and distribution channels to maximize profitability.

Cato joined Bank of America in 2003 as a Master Black Belt in the corporate Q&P group. He most recently led the Q&P efforts during the MBNA acquisition and also led Q&P efforts for Associate Readiness during the Fleet transition. Cato has also served in various Q&P functions for MBNA Transition, Consumer Skill Building, the Commercial Banking Group and the Corporate Payments team.

During the course of his career, Cato has earned Master Black Belt and Black Belt Six Sigma certifications. Prior to joining Bank of America, Cato was part of the General Electric Medical Systems (GEMS) Global Healthcare Services Six Sigma organization where he drove and managed improvements to GEMS' cash management and financial processes. In addition, Cato worked in a variety of finance and operations positions at ABC News, Viacom, Kraft Foods, Rayovac, and Johnson Controls.

A native of Trinidad, West Indies, Cato graduated from the State University of New York at Old Westbury (SUNYOW) and earned a Master's degree in business administration from Marquette University in Milwaukee, Wisconsin. He also served in the United States Marine Corps for eight years in a variety of jobs in locations around the world.