

## Access to Experts



**Chris Duncan-Webb**  
Former President  
Integra Business Processing Solutions Inc.

Chris Duncan-Webb has over thirty years' experience in organizational development within the financial services industry. He has provided leadership to companies in Europe, North America and Asia, specializing in development and growth, change management and operational efficiency. As well as his corporate roles in the US, UK and Canada, he has been CEO of AIG's international companies in Vietnam, Indonesia and the Philippines and CAO of the second largest insurance company in Taiwan. Most recently he built an offshore processing operation, Integra Business Processing Solutions Inc., which is recognized as one of the pioneer captive BPO operations and employer of choice in the Philippines. He has demonstrated his leadership skills in instituting change, demonstrating how disciplined approaches to business processing deliver greater efficiency and profitability. Based on his practical experience, he believes that the application of Six Sigma can be a powerful tool in achieving increased productivity.

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