

Doug Betts Joins J.D. Power as Senior Vice President, Global Automotive

COSTA MESA, Calif.: 21 Feb. 2017 — **Doug Betts**, veteran automotive and technology executive, has been named senior vice president of global automotive operations at J.D. Power, a leading provider of consumer insights and data & analytics. Betts joins J.D. Power from Apple Inc., where he helped lead the introduction of Apple's latest product innovations. Prior to Apple, Betts held senior executive roles in global manufacturing and quality at FCA-Chrysler Automobiles as senior vice president & global head of quality; Nissan Motor Corp, Americas as senior vice president of total customer satisfaction; and Toyota Motor Manufacturing of Indiana as general manager, quality for Tundra, Sequoia and Sienna.

Based in Costa Mesa, Betts will have responsibility for leading the strategy and operations for J.D. Power's entire automotive division, which includes the Americas, Europe and Asia Pacific.

"Doug is an industry leader with a deep understanding of quality and design issues who also has first-hand experience with the disruptive forces reshaping the automotive industry," said **Finbarr O'Neill, president and CEO of J.D. Power**. "This is the most important role we have in our automotive division, and with Doug's leadership we can provide our clients with the knowledge and advice they need to navigate the challenges ahead."

"I have always appreciated the insights J.D. Power brings to the industry through its independent consumer feedback and data and analytics," said Betts. "As a former and long-time customer, I look forward to keeping J.D. Power at the forefront of our industry as it incorporates new and disruptive technologies and evolves to serve younger, emerging generations of car buyers."

J.D. Power is a global leader in consumer insights, advisory services and data and analytics. Those capabilities enable J.D. Power to help its clients drive customer satisfaction, growth and profitability. Established in 1968, J.D. Power is headquartered in Costa Mesa, Calif., and has offices serving North/South America, Asia Pacific and Europe.

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