



# Press Release

## **J.D. Power Presents President's Award to Service Corporation International**

**COSTA MESA, Calif.: 27 January 2016** — J.D. Power presented its prestigious President's Award today to Service Corporation International (SCI) in appreciation and recognition of its commitment to excellence in customer satisfaction. SCI is North America's largest provider of funeral and cemetery services.

Finbarr O'Neill, president of J.D. Power, presented the award to SCI's Chairman and Chief Executive Officer, Thomas L. Ryan, at Waltrip Funeral Home in Houston.

O'Neill also provided special recognition to SCI's Founder and Chairman Emeritus, Robert L. Waltrip, for his contributions to SCI and the funeral and cemetery industry over the past 53 years.

"SCI, operating under its brands Dignity Memorial and Neptune Society, has a rich history of caring for families with compassion, dignity and honor in their time of stress and sorrow," said O'Neill. "Since Mr. Waltrip founded the company in 1962, SCI has embraced its clients with respect, integrity and service-excellence."

O'Neill noted that SCI's achievement in terms of customer service excellence reflects a culture committed to service, as well as its continuous and rigorous improvement through measuring, monitoring and innovation that exceed customer expectations and promotes a culture of service excellence throughout its locations.

"The future for SCI is an exciting and bright one," said O'Neill. "SCI remains true to its core values, while simultaneously evolving and changing to meet the needs of a new generation."

The President's Award recognizes individuals or companies demonstrating dedication, commitment and sustained improvement in serving customers. During the 40-year history of J.D. Power, only 12 companies have previously received the award.

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