



John C. Humphrey

*Senior Vice President
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John Humphrey is Senior Vice President of Global Automotive Operations for J.D. Power and Associates. He is responsible for leading the company's long-term automotive strategy and executive-level client interaction within the global automotive industry.

Previously, Mr. Humphrey was Senior Vice President of International Operations with overall responsibility for the company's global activities in Asia Pacific, Europe, Latin America and Canada, which includes offices in Tokyo, Singapore, Bangkok, Beijing, Shanghai, Toronto, London, Munich and Sao Paulo. Mr. Humphrey was responsible for strategic leadership and management for key global markets, establishing long-range goals and strategies, and coordinating all business and product development efforts covering the automotive, financial services, travel and telecom sectors.

Mr. Humphrey joined J.D. Power and Associates in 1989. From 2003 to 2008, he focused on the company's Asia Pacific business, most recently serving as vice president and general manager of operations. He was responsible for the inception of the company's China operations, and resided in Shanghai for two years. He played a key role in the acquisition of Automotive Resources Asia (ARA) in 2006, which further expanded J.D. Power and Associates' presence in China and Southeast Asia.

Earlier, Mr. Humphrey was a manager in the company's Consulting Division. His primary responsibilities involved working with organizations to identify operational and process-related concerns, as well as consulting with clients on the development and implementation of strategies for sales and customer retention improvement. Previously, Mr. Humphrey was responsible for research and advisement services in the areas of product quality; long-term durability and reliability; customer satisfaction; and distribution strategies and operations.

Mr. Humphrey is a frequent contributor to China automotive publications, and is often quoted on economic and consumer trends in that country. For many years, Mr. Humphrey was also a frequent contributor to *The Power Report*, J.D. Power's automotive journal, for which he provided analysis and insight into trends in the automotive market.

Mr. Humphrey earned a bachelor's degree in political science from Arizona State University and an MBA from Pepperdine University.