

OPERATIONAL EXCELLENCE FOR BANKING AND FINANCIAL SERVICES



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TRAINING CENTER



Introduction

The Operational Excellence for Banking and Financial Services Training Course equips operations leaders to remove waste, cut cycle time, and raise service quality in banking. Operational excellence is not a one-off project; it is a management system that keeps improving how work gets done. This course connects process redesign with measurement, control, and continuous improvement. It covers value stream mapping, lean methods, automation, and service level management. Furthermore, it applies root cause analysis, quality tools, and cost-to-serve analysis. As a result, participants improve efficiency, reduce errors, and deliver better customer outcomes.

Operational Excellence for Banking and Financial Services Course Objectives

- Explain operational excellence principles in banking and financial services.
- Apply lean thinking, value stream mapping, and waste elimination methods.
- Identify and prioritise process improvement opportunities.
- Apply root cause analysis and problem-solving tools to banking issues.
- Design process controls that reduce errors and rework.
- Apply automation, straight-through processing, and digital workflow design.
- Measure cost-to-serve, cycle time, and productivity performance.
- Build service level agreements and quality monitoring routines.
- Design performance dashboards and continuous improvement governance.
- Lead improvement projects with benefit tracking and change adoption.

Course Methodology

- Interactive lectures with banking operations improvement case studies.

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- Value stream mapping and process analysis workshops.
- Root cause analysis and problem-solving exercises.
- Cost-to-serve and performance measurement practice.
- Structured peer discussion with facilitator feedback on improvement plans.

Who Should Take This Course

- Banking operations and service managers.
- Process improvement and continuous improvement specialists.
- Business analysts and operations analysts.
- Quality and service delivery managers.
- Risk, control, and operations governance staff.
- Team leaders involved in process change.

Operational Excellence for Banking and Financial Services Course Outlines

Day 1: Foundations of Operational Excellence

- Operational excellence principles and management system thinking.
- Cost of poor quality, errors, and rework in banking operations.
- Customer value definition and value-added analysis.
- The eight wastes applied to banking processes.
- Operational excellence maturity and assessment.
- Governance structures for improvement programmes.
- Case study: how a bank cut processing cycle time.





Day 2: Process Analysis and Value Stream Mapping

- Process mapping techniques and notation standards.
- Value stream mapping for current and future states.
- Bottleneck analysis, capacity, and demand levelling.
- Cycle time, lead time, and touch time measurement.
- Standard work design and documentation.
- Process handoffs and interface risk points.
- Workshop: mapping an end-to-end banking process.

Day 3: Problem Solving and Quality Tools

- Root cause analysis with the 5 Whys and fishbone diagrams.
- Pareto analysis and prioritisation matrices.
- Plan-Do-Check-Act and structured improvement cycles.
- Statistical process control and variation concepts.
- Error-proofing and mistake-proofing design.
- Quality assurance and control testing alignment.
- Workshop: solving a recurring operations problem.

Day 4: Automation, Digitisation, and Service Levels

- Straight-through processing and exception reduction.
- Robotic process automation and workflow digitisation.
- Intelligent document processing for back-office operations.
- Service level agreements, targets, and monitoring.
- Capacity planning and workforce optimisation.

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- Quality monitoring, sampling, and error measurement.
- Workshop: designing an automation and service improvement plan.

Day 5: Performance Measurement and Improvement Delivery

- Cost-to-serve analysis and productivity metrics.
- KPI design, dashboards, and management routines.
- Benefit tracking and improvement business cases.
- Change management and sustaining improvement gains.
- Continuous improvement culture and capability building.
- Building an operational excellence roadmap.
- Course review, assessment, and action planning.

Conclusion

By successfully completing Operational Excellence for Banking and Financial Services, participants will gain a thorough understanding of lean thinking, process analysis, problem solving, automation, and performance measurement in banking operations. They will also acquire practical skills in value stream mapping, root cause analysis, service level design, and benefit tracking. In addition, the course prepares them to lead improvement that delivers measurable efficiency. Gentex Training Center delivers this programme with a strong focus on applied operations practice and measurable performance gains.

FAQs for Operational Excellence for Banking and Financial Services course





Q1 What is the "Operational Excellence for Banking and Financial Services" course about?

It is a five-day programme on improving how banking operations perform. It covers lean thinking and waste elimination, value stream mapping, root cause analysis, quality tools, automation and straight-through processing, service level management, cost-to-serve measurement, and continuous improvement delivery.

Q2 What are the key benefits of the "Operational Excellence for Banking and Financial Services" course?

Participants learn to find and remove the specific causes of delay, error, and cost rather than applying general efficiency drives. The course shortens cycle times, reduces rework and error rates, lowers cost-to-serve, improves service reliability, strengthens control design, and produces improvement benefits that can be measured and sustained.

Q3 What skills will I gain from the "Operational Excellence for Banking and Financial Services" course?

Participants gain process analysis and value stream mapping, root cause analysis and structured problem solving, automation, straight-through processing and service level design, and performance measurement, benefit tracking and improvement delivery. These four skills cover the improvement cycle from diagnosis to sustained gain.



Q4 What tools, methods, or standards are covered in the "Operational Excellence for Banking and Financial Services" course?

The course covers lean principles and the eight wastes, value stream mapping for current and future state, process mapping notation, bottleneck and capacity analysis, cycle time, lead time and touch time measurement, standard work design, the 5 Whys and fishbone diagrams, Pareto analysis and prioritisation matrices, the Plan-Do-Check-Act cycle, statistical process control and variation analysis, error-proofing design, regulatory and control testing alignment, straight-through processing metrics, robotic process automation, intelligent document processing, service level agreements and quality sampling, cost-to-serve analysis, KPI and dashboard design, and benefit tracking frameworks.

Q5 How is the "Operational Excellence for Banking and Financial Services" course applied in real-world practice?

Participants apply the methods to live banking processes. They map current-state workflows, identify waste and bottlenecks, run root cause investigations, design automation and controls, set service level targets, and build dashboards to track gains. Many leave with an improvement project charter and a prioritised opportunity list ready to launch.