

Management and Process Mapping for Analysis and Optimization of Banking - Credit Investment

General objectives:

This course aims to provide participants the knowledge, skills and tools necessary for effective management processes including techniques for process mapping, documentation of procedures and value chain analysis to identify the activities that add value and that can be eliminated all this with the clear objective of achieving an improvement of processes and consequently increase of the Organization's performance in the context of banking operations.

Specific objectives:

At the end of the course the learners are able to:

- Identify opportunities for management process improvement;
- Manage constraints to improve workflow and productivity;
- Make a realistic schedule of time to take in the processes;
- Understand the interconnection and the importance of each of the processes in the whole operation;
- Identify the processes of: credit, credit recovery , business valuation ; recruitment and reception , payments to suppliers , purchases.

Target Audience:

This course is aimed to all professionals involved and responsible for the management and mapping quality improvement processes, namely, Process Managers, Engineers, Credit Analysts , experts, Responsible Credit , etc.

Hours:

60 hours.

Program Contents:

Module I – Critical success factors for process improvement projects

- Terminology associated
- Description of Process Improvement
- the potential benefits List
- Main reasons for the success or failure of these projects

Module II – Definition of the term Process

- Critical element of the process;
- The distinction between high level and level of detail

Module III – Process improvement with project management techniques

- Identification of the main phases of a project to improve processes
- Technical and project management tools to use
- Definition and key activities list.

Module IV – Process Mapping - data collection

- Required Steps
- Create an effective mapping process

Module V – data analysis and identification of process improvements

- Technical mapping and data analysis
- Development of the desired process (TO -BE) reflecting the intended improvements
- The importance of achieving the agreement and commitment of key players

Module VI - Implementation process - standard procedures

- Definition of Standards Operation Procedures
- Steps involved

Module VII - Implementation process - cultural and human aspects

- Understand who is for and who is against these projects . The reasons!
- The impact of the change in this type of projects
- Managing Change - Principles and practices
- Understanding the role of the various stakeholders and seek the support and commitment of top management

Module VIII - The importance of metrics - the role of information in case management

- Why Measure ?
- The importance of a metric system.
- definition of appropriate metrics and key steps in creating a reliable system of metrics

Module IX - Existing processes in loans for investment

- Business Rating:

- Financial
- Risk
- Compliance
- Granting of credit ;
- Credit recovery;
- Monitoring and monitoring of the loan portfolio.

Module X – Shopping Process

- Internal collection needs
- Preparation of annual budget
- developing methodologies to market consultation document
- Suppliers evaluation
- Evaluation of proposals
- The deal
- The closing of the purchase
- The evaluation of the provision of supplier services.

Module XI – Recruitment and Reception Process

- The internal communication channels
- Internal Recruitment vs. external recruitment
- the vacancy notice Document Preparation
- Internal
- External
- The recruitment companies
- The potential of a BD candidate
- The interview
- Communication with candidates
- The selection
- Manual reception
- reception procedures

- Monitoring in the resource integration phase.

Module XII - The process of payments to suppliers

- The map of expected charges for the period
- The payment time management
- Verification of the service / product to which the payment is
- Settlement of payments