QUEST TRAINING

Banking Operations, Controls & Best Practices

Banking Operations & Services · Banking & Finance · 5 Days · Classroom

OVERVIEW

Banking Operations, Controls & Best Practices is a comprehensive professional training course designed to strengthen the operational capabilities of banking professionals by integrating operational excellence, robust internal controls, and internationally recognized banking best practices. As financial institutions continue to navigate digital transformation, evolving regulatory frameworks, increasing operational risks, and rising customer expectations, effective banking operations have become essential to ensuring business continuity, operational resilience, regulatory compliance, and sustainable organizational performance. This course provides participants with practical knowledge and proven methodologies for managing banking operations efficiently while maintaining strong governance and control environments.

The course explores the complete operational lifecycle of banking activities, including transaction processing, account administration, payment operations, clearing and settlement, cash management, customer onboarding, documentation management, reconciliation, and operational support functions. Participants will examine how operational processes interact with risk management, compliance, internal controls, and customer service to create efficient, secure, and customer-focused banking operations that support institutional objectives.

Special emphasis is placed on operational governance, internal control frameworks, operational risk management, regulatory compliance, fraud prevention, quality assurance, business continuity, and continuous process improvement. Participants will also explore the role of digital banking, automation, process optimization, operational analytics, and emerging technologies in transforming banking operations and improving productivity, service quality, and operational efficiency.

By combining operational management with governance, risk management, and continuous improvement methodologies, Banking Operations, Controls & Best Practices enables professionals to strengthen operational performance, enhance compliance, reduce operational risk, and improve service delivery across banking organizations. The course provides practical tools and best practices that support operational excellence, customer confidence, organizational resilience, and long-term institutional success.

OBJECTIVES

- Analyze the operational framework of modern banking institutions and evaluate its contribution to organizational performance by the end of the course.
- Apply internationally recognized banking best practices to improve operational efficiency, service quality, and transaction accuracy.
- Evaluate operational control frameworks and implement effective internal controls that strengthen governance and regulatory compliance.

• Develop standardized operational procedures that improve consistency, productivity, and operational reliability.
• Assess banking operational performance using measurable key performance indicators and recommend continuous improvement initiatives.
• Design operational improvement programmes that optimize workflows, eliminate inefficiencies, and strengthen customer service delivery.
• Improve collaboration between banking operations, compliance, risk management, technology, finance, and customer service functions.
• Strengthen operational resilience through effective risk management, fraud prevention, business continuity, and operational governance practices.
• Implement digital transformation initiatives and automation technologies to improve banking operational performance.
• Align banking operations, operational controls, and best practices with organizational strategy, regulatory expectations, and international banking standards.

WHO SHOULD ATTEND

This course is designed for professionals responsible for managing, supervising, supporting, or improving banking operations within retail, corporate, commercial, private, and digital banking environments. It is particularly valuable for operations managers, branch managers, operations supervisors, banking officers, customer service managers, payment operations specialists, settlement officers, reconciliation professionals, cash management specialists, and professionals responsible for operational excellence and service delivery.

The programme also benefits professionals working in operational risk, compliance, internal audit, internal control, governance, quality assurance, business continuity, digital transformation, business process improvement, treasury operations, and organizational performance. Senior managers, department heads, executives, transformation leaders, and decision makers responsible for operational governance, banking modernization, regulatory compliance, and institutional performance will gain practical knowledge to strengthen operational effectiveness and sustainable business performance.

LEARNING OUTCOMES

• By the end of this Banking Operations, Controls & Best Practices course, participants will be able to:
• Analyze banking operational processes and identify opportunities for operational improvement.
• Apply international best practices to improve banking operations, productivity, and service quality.
• Design and implement effective operational control frameworks that strengthen governance and compliance.
• Evaluate operational risks and apply appropriate mitigation strategies to reduce operational exposure.
• Measure operational performance using key performance indicators and operational analytics.
• Improve banking processes through workflow optimization, standardization, and continuous improvement methodologies.
• Strengthen collaboration between operational, compliance, technology, finance, and customer-facing teams.
• Utilize digital technologies and automation to improve operational efficiency and transaction accuracy.

• Lead operational improvement initiatives that support organizational excellence and sustainable growth.
• Develop comprehensive implementation plans to enhance banking operations, operational controls, governance, and customer service performance.

COURSE OUTLINE

1. Course Outline:
2. Day 1: Foundations of Banking Operations and Operational Controls
3. Foundations of Banking Operations and Operational Controls
4. Principles of banking operations and operational excellence
5. Structure and governance of banking operational functions
6. Banking transaction lifecycle and operational workflows
7. Internal controls and operational accountability
8. Practical application: Mapping banking operational processes and identifying operational improvement opportunities
9. Day 2: Best Practices in Banking Operations Management
10. Best Practices in Banking Operations Management
11. International best practices for banking operations
12. Standardizing operational procedures and workflow optimization
13. Managing payment operations, reconciliation, and settlement
14. Operational efficiency, productivity improvement, and quality management
15. Practical application: Evaluating operational processes and redesigning workflows using industry best practices
16. Day 3: Risk Management, Governance, and Regulatory Compliance
17. Risk Management, Governance, and Regulatory Compliance
18. Operational risk management in banking operations
19. Governance frameworks and internal control systems
20. Regulatory compliance and audit readiness
21. Fraud prevention, business continuity, and operational resilience
22. Practical application: Conducting operational risk assessments and strengthening operational control frameworks
23. Day 4: Digital Transformation and Operational Improvement
24. Digital Transformation and Operational Improvement
25. Digital transformation in banking operations
26. Process automation and intelligent workflow management
27. Operational performance measurement and business analytics
28. Continuous improvement and process optimization methodologies
29. Practical application: Designing a digital operational improvement initiative for banking operations
30. Day 5: Sustaining Operational Excellence and Best Practices
31. Sustaining Operational Excellence and Best Practices
32. Aligning banking operations with organizational strategy
33. Leadership, performance management, and operational excellence
34. Building a culture of continuous improvement and operational accountability
35. Future trends in banking operations, governance, and digital banking
36. Final workshop: Developing a comprehensive Banking Operations, Controls & Best Practices implementation roadmap to improve operational efficiency, strengthen governance, enhance

compliance, optimize business processes, and support sustainable organizational performance.

Register or Request More Information

Course page: http://localhost:3000/courses/banking-operations-controls-best-practices
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