QUEST Professional Center

PROFESSIONAL TRAINING COURSE

Course No. 1016

Banking Operations, Controls & Best Practices

BANKING OPERATIONS & SERVICES
FINANCE, INVESTMENT & BANKING

DURATION **5 Days**	DELIVERY **Classroom**
LOCATION **Kuala Lumpur, Malaysia**	DATES **28 Dec 2026 – 1 Jan 2027**

Scheduled Event Details

CITY	Kuala Lumpur, Malaysia
DATE	28 Dec 2026 – 1 Jan 2027
DELIVERY TYPE	Classroom
COURSE FEE	€4,400

Course 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

DAY 01

Foundations of Banking Operations and Operational Controls

- Principles of banking operations and operational excellence
- Structure and governance of banking operational functions
- Banking transaction lifecycle and operational workflows
- Internal controls and operational accountability

> PRACTICAL APPLICATION
>
> Mapping banking operational processes and identifying operational improvement opportunities

DAY 02

Best Practices in Banking Operations Management

- International best practices for banking operations
- Standardizing operational procedures and workflow optimization
- Managing payment operations, reconciliation, and settlement
- Operational efficiency, productivity improvement, and quality management

> PRACTICAL APPLICATION
>
> Evaluating operational processes and redesigning workflows using industry best practices

DAY 03

Risk Management, Governance, and Regulatory Compliance

- Operational risk management in banking operations
- Governance frameworks and internal control systems
- Regulatory compliance and audit readiness
- Fraud prevention, business continuity, and operational resilience

DAY 03 — CONTINUED

PRACTICAL APPLICATION

Conducting operational risk assessments and strengthening operational control frameworks

DAY 04

Digital Transformation and Operational Improvement

- Digital transformation in banking operations
- Process automation and intelligent workflow management
- Operational performance measurement and business analytics
- Continuous improvement and process optimization methodologies

PRACTICAL APPLICATION

Designing a digital operational improvement initiative for banking operations

DAY 05

Sustaining Operational Excellence and Best Practices

- Aligning banking operations with organizational strategy
- Leadership, performance management, and operational excellence
- Building a culture of continuous improvement and operational accountability
- Future trends in banking operations, governance, and digital banking

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: https://quest-training.com/courses/banking-operations-controls-best-practices
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