QUEST TRAINING

Banking Process Improvement

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

OVERVIEW

Banking Process Improvement is a comprehensive professional training course designed to equip banking professionals with the methodologies, tools, and practical techniques required to analyze, redesign, and optimize banking processes for greater efficiency, quality, and operational excellence. As financial institutions continue to face increasing customer expectations, regulatory requirements, digital transformation initiatives, and competitive market pressures, continuous process improvement has become a strategic priority for achieving operational resilience, cost optimization, and sustainable business performance.

The course provides a structured approach to improving banking processes across retail, corporate, commercial, and digital banking operations. Participants will examine process mapping, workflow analysis, bottleneck identification, value stream optimization, process standardization, and performance measurement. The programme demonstrates how effective process improvement enhances customer experience, reduces operational risk, improves compliance, increases productivity, and supports organizational agility.

Special emphasis is placed on continuous improvement methodologies, Lean principles, process reengineering, operational excellence, quality management, automation, digital transformation, and data-driven decision-making. Participants will learn how to identify inefficiencies, eliminate non-value-added activities, strengthen internal controls, and implement sustainable process improvements while maintaining regulatory compliance and operational governance.

By integrating process improvement strategies with banking operations, technology, and organizational objectives, Banking Process Improvement enables professionals to build efficient, customer-focused, and resilient banking operations. The course provides practical frameworks that support operational excellence, innovation, performance improvement, and continuous organizational development across financial institutions.

OBJECTIVES

- Analyze existing banking processes and identify operational inefficiencies, bottlenecks, and improvement opportunities by the end of the course.
- Apply structured process improvement methodologies to optimize banking operations and enhance service delivery.
- Evaluate operational performance using measurable key performance indicators and process analytics.
- Develop process improvement initiatives that reduce operational waste, improve productivity, and strengthen customer satisfaction.
- Assess operational risks associated with banking processes and implement appropriate control measures.

- Design standardized workflows that improve operational consistency, compliance, and efficiency.
- Improve collaboration between operations, customer service, compliance, technology, and business units to support process optimization.
- Strengthen operational governance through effective process controls, quality management, and continuous monitoring.
- Implement automation, digital technologies, and data-driven solutions to improve banking processes.
- Align process improvement initiatives with organizational strategy, regulatory requirements, and international banking best practices.

WHO SHOULD ATTEND

This course is designed for professionals responsible for improving operational performance, managing banking processes, and leading continuous improvement initiatives within banks and financial institutions. It is particularly valuable for operations managers, business process improvement specialists, operational excellence managers, branch managers, quality managers, banking operations supervisors, customer service managers, project managers, and process analysts.

The programme also benefits professionals working in operational risk, compliance, internal audit, internal control, digital transformation, business excellence, organizational development, strategy, information technology, and performance management. Senior executives, department heads, transformation leaders, and decision makers responsible for operational efficiency, banking modernization, governance, and institutional performance will gain practical knowledge to successfully implement sustainable process improvement initiatives.

LEARNING OUTCOMES

- By the end of this Banking Process Improvement course, participants will be able to:
- Analyze banking processes using structured improvement methodologies.
- Identify operational bottlenecks, inefficiencies, and process improvement opportunities.
- Apply Lean principles and continuous improvement techniques within banking operations.
- Design optimized banking workflows that improve efficiency, quality, and customer service.
- Evaluate process performance using operational metrics and key performance indicators.
- Implement governance and internal control practices that strengthen operational reliability.
- Utilize digital technologies and automation to streamline banking processes.
- Improve collaboration across operational, business, compliance, and technology functions.
- Lead process improvement initiatives that support operational excellence and organizational transformation.
- Develop practical implementation roadmaps for continuous banking process improvement.

COURSE OUTLINE

1. Course Outline:
2. Day 1: Foundations of Banking Process Improvement
3. Foundations of Banking Process Improvement
4. Principles of banking process improvement and operational excellence
5. Understanding banking operational workflows and value chains
6. Process mapping techniques and workflow documentation
7. Identifying operational inefficiencies and value-added activities

8. Practical application: Mapping a banking process and identifying improvement opportunities
9. Day 2: Process Analysis and Operational Optimization
10. Process Analysis and Operational Optimization
11. Root cause analysis and problem-solving methodologies
12. Lean principles in banking operations
13. Process standardization and workflow redesign
14. Eliminating operational waste and improving productivity
15. Practical application: Redesigning banking operational processes using process improvement tools
16. Day 3: Risk Management, Governance, and Performance Measurement
17. Risk Management, Governance, and Performance Measurement
18. Operational risk management within banking processes
19. Governance, compliance, and internal control integration
20. Key performance indicators and operational performance measurement
21. Quality management and continuous monitoring
22. Practical application: Evaluating banking process performance and developing improvement recommendations
23. Day 4: Digital Transformation and Process Innovation
24. Digital Transformation and Process Innovation
25. Digital transformation in banking operations
26. Process automation and robotic process automation (RPA)
27. Data analytics for process optimization and decision-making
28. Emerging technologies supporting banking process improvement
29. Practical application: Designing a digital process improvement initiative
30. Day 5: Sustaining Continuous Improvement and Operational Excellence
31. Sustaining Continuous Improvement and Operational Excellence
32. Leading banking process improvement programmes
33. Managing organizational change and stakeholder engagement
34. Building a culture of continuous improvement and operational excellence
35. Future trends in banking process management and innovation
36. Final workshop: Developing a comprehensive Banking Process Improvement implementation roadmap that integrates process optimization, operational excellence, digital transformation, governance, performance measurement, and continuous improvement initiatives.

Register or Request More Information

Course page: http://localhost:3000/courses/banking-process-improvement
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