QUEST
Professional Center

PROFESSIONAL TRAINING COURSE

Course No. 1008

Modern Banking Operations Management

BANKING OPERATIONS & SERVICES
FINANCE, INVESTMENT & BANKING

DURATION
5 Days

DELIVERY
Classroom

LOCATION
Berlin, Germany

DATES
26 – 30 Oct 2026

Scheduled Event Details

CITY	Berlin, Germany
DATE	26 – 30 Oct 2026
DELIVERY TYPE	Classroom
COURSE FEE	€5,800

Course Overview

Modern Banking Operations Management is a comprehensive professional training course designed to strengthen operational excellence, efficiency, and governance across today's banking environment. As financial institutions continue to adapt to digital transformation, evolving customer expectations, increasing regulatory requirements, and emerging operational risks, banking professionals must develop the capabilities needed to manage modern banking operations effectively. This course provides participants with a practical understanding of the operational framework that supports retail, corporate, commercial, and digital banking while promoting operational resilience and continuous improvement.

The course explores the core components of modern banking operations, including transaction processing, account administration, payment systems, cash management, customer onboarding, operational controls, compliance, and service delivery. Participants will examine how integrated operational processes contribute to business continuity, customer satisfaction, risk mitigation, and organizational performance. Emphasis is placed on aligning operational activities with strategic objectives while maintaining efficiency, security, and regulatory compliance.

Modern Banking Operations Management also focuses on the impact of technology, automation, digital banking platforms, and data-driven decision-making on banking operations. Participants will gain practical insights into process optimization, operational risk management, quality assurance, workflow improvement, and performance measurement. Through real-world case studies and practical exercises, they will learn how to improve operational effectiveness while supporting innovation and sustainable business growth.

By integrating operational best practices with modern banking technologies and customer-focused service delivery, this course enables professionals to strengthen internal controls, improve productivity, enhance operational agility, and support long-term organizational success. It is designed to help banks and financial institutions build high-performing operations that respond effectively to regulatory changes, technological advancements, and competitive market demands.

Objectives

- Analyze the structure and operating model of modern banking operations and evaluate their contribution to organizational performance by the end of the course.
- Apply operational management principles to improve efficiency, consistency, and service quality across banking functions during practical exercises.
- Evaluate operational risks and implement appropriate control measures to strengthen governance and reduce operational disruptions.
- Develop effective operational strategies that support digital banking, process optimization, and customer-centric service delivery.
- Assess operational performance using measurable key performance indicators and recommend practical improvement initiatives.
- Design workflow improvement plans that increase operational productivity while maintaining compliance with banking policies and regulations.
- Improve collaboration between operational units, customer-facing teams, compliance functions, and technology departments.
- Strengthen operational resilience by applying business continuity, risk management, and incident response practices within banking operations.
- Implement continuous improvement methodologies that enhance operational quality, efficiency, and customer experience.
- Align modern banking operations with organizational objectives, regulatory expectations, and industry best practices before completing the course.

Who Should Attend

This course is designed for professionals responsible for managing, supervising, and improving banking operations across retail, corporate, commercial, private, and digital banking environments. It is particularly valuable for banking operations managers, branch managers, operations supervisors, customer service managers, transaction processing managers, payment operations specialists, treasury operations professionals, and banking administrators responsible for operational excellence and service delivery.

The programme also benefits professionals working in operational risk management, compliance, internal control, quality assurance, digital transformation, business process improvement, customer experience, financial operations, and business continuity. Senior managers, department heads, executives, and decision makers responsible for operational strategy, banking transformation, governance, and organizational performance will gain practical knowledge to improve operational efficiency and strengthen institutional capabilities.

Learning Outcomes

- By the end of this Modern Banking Operations Management course, participants will be able to:
- Analyze the operational framework of modern banking institutions and identify opportunities for process improvement.
- Manage banking operational activities efficiently while maintaining regulatory compliance and service quality.
- Apply operational risk management principles to strengthen internal controls and reduce operational vulnerabilities.
- Evaluate operational performance using key performance indicators and operational reporting tools.
- Improve transaction processing, payment operations, and customer onboarding procedures.
- Implement process optimization techniques that increase productivity and reduce operational inefficiencies.
- Strengthen coordination between operational departments, compliance teams, technology functions, and customer service units.
- Apply digital banking and automation concepts to enhance operational effectiveness and customer experience.
- Develop operational improvement initiatives that support organizational objectives and sustainable growth.
- Prepare practical action plans to improve operational performance, governance, and service excellence within their organizations.

Course Outline

DAY 01

Foundations of Modern Banking Operations

- Evolution of banking operations in the modern financial environment
- Structure of banking operations across retail, corporate, commercial, and digital banking
- Roles and responsibilities within front-office, middle-office, and back-office operations
- Core operational processes and operational governance

> PRACTICAL APPLICATION
>
> Mapping operational workflows and identifying efficiency opportunities

DAY 02

Operational Processes, Controls, and Performance Management

- Account management, customer onboarding, and transaction processing
- Payment systems, clearing, settlement, and cash operations
- Internal controls, operational policies, and segregation of duties
- Operational performance measurement and key performance indicators

> PRACTICAL APPLICATION
>
> Evaluating operational performance and identifying process improvements

DAY 03

Risk Management, Compliance, and Operational Resilience

- Operational risk management within banking operations
- Regulatory compliance and operational responsibilities
- Fraud prevention, operational security, and control frameworks
- Business continuity planning and operational resilience

DAY 03 — CONTINUED

> **PRACTICAL APPLICATION**
> Operational risk assessment and incident response workshop

DAY 04

Digital Transformation and Operational Excellence

- Digital banking operations and emerging banking technologies
- Automation, workflow optimization, and process reengineering
- Data analytics and operational decision-making
- Continuous improvement methodologies and quality management

> **PRACTICAL APPLICATION**
> Developing operational excellence initiatives for modern banking environments

DAY 05

Strategic Banking Operations Management

- Aligning banking operations with organizational strategy
- Leadership in banking operations management
- Managing operational change and cross-functional collaboration
- Building a culture of continuous improvement and operational excellence

> **FINAL WORKSHOP**
> Developing a comprehensive Modern Banking Operations Management implementation plan for participants' organizations

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Register or Request More Information

Course page: https://quest-training.com/courses/modern-banking-operations-management
Website: https://quest-training.com
Email: info@quest-training.com
Phone: +905016771440