



Success Story: Corporate Trade Services Operations

Client Classification: International Commercial Bank

Service Category: Organization Transformation, Cost Transformation, Operational Strategy

Situation:

The client was experiencing problems due to a poorly organized trade processing environment:

- No formal receipt or registration upon receipt of work.
- No method of formal distribution of work to the various processors.
- No order of dispatch of work back to customers upon completion.
- No MIS tracking of daily work received or completed.
- A lack of line balancing and work distribution.
- A low staff skill level, particularly in key processing areas.
- A poorly organized workplace.
- No differentiation in processing of high revenue customers' work.

Recommendations:

The client was experiencing problems due to a poorly organized trade processing environment:

- No formal receipt or registration upon receipt of work.
- No method of formal distribution of work to the various processors.
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- A low staff skill level, particularly in key processing areas.
- A poorly organized workplace.
- No differentiation in processing of high revenue customers' work.

Results:

Rationalization of all trade process flows, streamlining operations and improving timeliness and cost effectiveness of service delivery. A 30% productivity improvement and 99% same day service on all transactions was achieved based on:

- Creation, approval and implementation of all process recommendations developed as “best practices”.
- Creation of a new organization structure reflecting market requirements and customer service demands.

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- Identification of the requisite skills for each new position within the restructured organization and completion of a skills inventory of the current staff to match current skills to skills required; training of all staff accordingly.
- Determination of management information needs, including review and evaluation of existing MIS and enhancement of reports.
- Development of capacity/resource utilization plans and production standards based on product volumes and processing standards.
- Creation of bank and customer service delivery standards.
- Creation of “priority” services for high revenue “gold card” customers.