

Programme on
**Operational Efficiency in
Back-Office Networks**

January 30 – February 2, 2017

Coordinators
Prof Anjan Roy
Dr K Srinivasa Rao

**National Institute of
Bank Management
Pune, India**



Programme on Operational Efficiency in Back-Office Networks

With the surge in volumes of banking transactions and advancements in technology, banks are increasingly centralizing their core banking functions such as treasury, trade finance, loan processing, cheque clearing, account opening, conducting KYC and due diligence, issue of cheque books and cards, etc. into back-office operations. These back-offices operate in an automated environment to achieve high processing speed and faster turnaround times. Such reorganisation promises immense scale efficiency gains while freeing the branches to pursue customer relationship management activities. They also are a source for creating service differentiation for banks. In fact, large global banks have scaled up operations, rolled out products widely and built huge cross-border business by leveraging the back-office strengths, even by outsourcing the same.

Managing back-office operations, however, are beset with significant challenges. While scale and efficiency concerns dominate, ensuring error-free transactions and mitigation of operational risks also assumes great importance. In this regard, managers of back-office operations in banks and financial institutions can learn from operations management theory and assembly line principles such as process streamlining, quality functions deployment, Six Sigma, housekeeping standards, elimination of waste, performance benchmarking, etc.

Objectives

Keeping in view the increasing significance of back-office operations, this programme is specially designed to impart the skills of improving efficiency from a holistic perspective. It aims to enable the participants determine strategies and actions to achieve operational excellence and create competitive advantage from enhanced efficiency of back-office functions.

Target Group

The course is aimed at executives and officers overseeing and managing back-office operations such as:

- Centralised Transaction Processing.
- Loan Appraisal/Loan Processing.
- Service Branches/Clearing Centres.
- Support Back-Office intended for KYC/Service of Accounts.
- Any other Centralised Outfits.

Pedagogy

The sessions will be based on case learning and best practice sharing between banks. Experienced bankers and academic faculty would deliver the sessions.

Content

- Significance of back-office for growth and expansion of banking operations.
- Back-office performance parameters – scale, responsiveness, reliability.
- Mapping transaction chain and workflow for integrating back and front office.
- Management techniques for improvement of process capability.
- Implementation of SOPs, systemic controls, compliance and reporting.
- Prevention of process failures, errors, frauds and operational risks.
- Performance benchmarking and workload optimization of back-office teams.
- Training and motivating back-office employees for customer-centricity.

Dates

January 30 – February 2, 2017

The programme will commence at 9:00 am on January 30 and conclude by the evening of February 2, 2017. Participants are expected to reach the NIBM campus positively by the evening of January 29 and plan for their return journey after 5.00 pm on February 2, 2017.

Venue

NIBM Campus, Kondhwe Khurd, Pune, India.

Hostel Accommodation

The programme is fully residential. Participants will be provided well furnished single room AC accommodation in the Institute's hostel complex on the Campus. However, they will not be permitted to bring their family members to stay on the campus. In case any Officer/Executive with physical/medical disability is being nominated, kindly inform us in advance with particulars of disability to facilitate necessary arrangements.

The Institute has facilities for outdoor and indoor games and a large walking/jogging trail for physical fitness besides a yoga centre. Participants are, therefore, encouraged to bring the appropriate clothes/gears.



Nominations and Enquiries

Please address your enquiries and nominations to:

Prof Anjan Roy

Dr K Srinivasa Rao

Programme Coordinators

National Institute of Bank Management

NIBM Post office, Kondhwe Khurd

Pune 411 048, India

Tel : 0091-20-26716000 (EPABX)
26716344/26716282 (Direct)

Fax : 0091-20-26834478

E-mail : aroy@nibmindia.org
kembai@nibmindia.org

Web : www.nibmindia.org

Last Date for Receiving Nominations:

January 20, 2017

Last Date for Availing Early Bird Incentive:

January 14, 2017

(See Fee Structure on home page of the website)

Programme Fee (per participant)

US \$ 1600 for foreign participant

(See fee structure on home page of the website for incentive)

	Fee	ST	SBAC	KKC	Fee+ST+ SBAC+KKC	TDS
Mem. Banks	30000	4200	150	150	34500	3000
Non-Mem. Banks	35000	4900	175	175	40250	3500

The fee includes the cost of tuition, board and lodging facilities, teaching material, etc. (Service Tax (ST) @ 14%, Swachh Bharat Abhiyan Cess (SBAC) @ 0.5%, Krishi Kalyan Cess (KKC) @ 0.5% and TDS @ 10%. Kindly send the TDS Certificate on priority to NIBM).

Mode of Payment for Indian Participants

- The fee may preferably be transferred by RTGS/NEFT/ECS to our A/c No. 20002400021 with Bank of Maharashtra, NIBM Branch, Pune (IFSC Code MAHB0001124). NIBM PAN No. AAATN0040P and ST No. AAATN0040PST001.
- National Institute of Bank Management
NIBM Post Office, Kondhwe Khurd, Pune 411 048, INDIA.

Mode of Payment for Foreign Participants

Mode of Remittance: SWIFT*

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| 1. Name & Address of our Bankers | : Oriental Bank of Commerce
C-2, Shop No. 4-5, Bramha Estate
Kondhwe Khurd, Pune 411 048
Maharashtra, India |
| 2. Name of the Account | : National Institute of Bank Management |
| 3. NIBM's Bank Account No. with Oriental Bank of Commerce | : Current A/C 11281131004402 |
| 4. Bank's Swift Code | : ORBCINBBFCP |
| 5. Oriental Bank of Commerce A/c No. with Correspondent Bank | : 36152559 |
| 6. Preferred currency | : USD |
| 7. Correspondent Bank | : CITIBANK N.A. |
| 8. Swift code for Citi Bank | : CITIUS33 |

*** The Foreign Bank Charges/ SWIFT charges/Commission is to be borne by the remitter. The fees mentioned in the invoice/brochure is to be paid to NIBM, net of all bank charges.**

***Payments will be accepted only through electronic mode. Cheques/DDs/Pay Orders will not be accepted.**

- For all electronic remittances, kindly send a confirmatory e-mail at: accounts@nibmindia.org giving details of the remitter and participant, name and dates of workshop, etc.

Please see programme fee structure on home page of the website for early bird incentive, incentives for SAARC and other developing countries, mode of remittance, Pune City route map and local conveyance.