

Managing Operational Efficiency and Risk in Back Office Operations

January 28 – 31, 2019

Coordinators
Prof Anjan Roy
Prof B V Chaubal



National Institute of
Bank Management
Pune, India

Managing Operational Efficiency and Risk in Back office Operations

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 automated environment to achieve high processing speed and faster turnaround times. Such reorganization 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 assume 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.

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/ Servicing of Accounts
- ❖ Any other Centralised Outfits

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.

Inputs

The broad contents include:

- (a) Significance of back office for growth and expansion of banking operations
- (b) Back office performance parameters scale, responsiveness, reliability
- (c) Mapping transaction chain and workflow for interlinking back and front office
- (d) Management techniques for improvement of process capability
- (e) Implementation of SOPs, systemic controls, compliance and reporting
- (f) Prevention of process failures, errors, frauds and operational risks
- (g) Performance benchmarking and workload optimization of back office teams
- (h) Training, and motivating back office employees for customer centricity

Pedagogy

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

Dates

January 28 – 31, 2019

The programme will commence at 9:00 am on January 28, 2019 and conclude by the evening of January 31, 2019. Participants are expected to reach the NIBM campus positively by the evening of January 27 and plan for their return journey after 5.00 pm on January 31, 2019.

Venue

NIBM Campus, Kondhwe Khurd
Pune, India.

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 appropriate clothes/ gear.

Programme Coordinators

Prof Anjan Roy

Associate Professor

Prof B V Chaubal

Visiting Faculty, Ex-DMD &

Group Executive (Global Markets), SBI

Last Date for Receiving Nominations:

January 18, 2019

Last Date for

Availing Early Bird Incentive of 5%:

January 12, 2019

(See fee structure on home page of the website)

Nominations and Enquiries

Please address your enquiries and nominations to:

Prof Anjan Roy

Prof B V Chaubal

Programme Coordinators

National Institute of Bank Management

NIBM Post office, Kondhwe Khurd

Pune 411 048, India

Tel. : 0091-20-26716000 (EPABX)
26716344/26716265 (Direct)

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E-mail : aroy@nibmindia.org

b.chaubal@nibmindia.org

Website : www.nibmindia.org

Programme Fee (per participant)

US \$ 1600 for foreign participant

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

	Fee	GST	Fee+GST	TDS
Member Banks :	36000	6480	42480	3600
Non-Member Banks :	42000	7560	49560	4200

The fee includes the cost of tuition, board and lodging facilities, teaching material, etc. (Goods and Services Tax (GST) @ 18% 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 GSTIN No. 27AAATN0040P1ZJ.
- National Institute of Bank Management
NIBM Post Office, Kondhwe Khurd, Pune 411 048, INDIA.

Mode of Payment for Foreign Participants

Mode of Remittance: SWIFT*

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 programme, 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.