

December 04 – 07, 2017

**Programme on
Managing Operational
Efficiency and Risk in
Back Office Networks**

Coordinators
Prof Anjan Roy
Prof B V Chaubal



National Institute of Bank Management
Pune, India

Programme on Managing Operational Efficiency and Risk in Back Office Networks

Worldwide, banking organizations have set up centralized back office operations for core banking functions such as treasury, trade finance, loan processing, cheque processing, account opening and maintenance, etc. Back office operations promise immense synergies and productivity gains while freeing the branches to nurture and develop customer relationships and truly function as 'sales and service' outlets.

Managing the back-office operations, however, are beset with significant challenges. Apart from efficiency concerns there are also challenges for ensuring error-free transactions and mitigation of operational risks. Back-office management can be improved by applying operations management theory and manufacturing practices such as 'process analysis', 'service blue printing', 'six sigma', 'quality function deployment', 'capability maturity assessment', 'performance benchmarking', etc.

Objectives

This programme is to impart the skills of analyzing back-office functions from an operations management perspective in order to devise improvements in processing speed while delivering output of higher quality. The programme will have inputs in the areas of process analysis, capacity determination, bottleneck management, operational risk and six sigma management.

Course Content

The broad contents of the programme include:

- ❑ Role and importance of back office performance for business growth
- ❑ Process failures and operational risks in back office operations of banks
- ❑ Back office performance imperatives scale, responsiveness, reliability
- ❑ Cost structure, efficiency and economics of back office operations
- ❑ Management techniques for improvement of back office process capability
- ❑ Technology enablement and motivation of back office employees
- ❑ Best practices in management of back offices related to treasury, trade finance, loan processing, etc.

Pedagogy

Sessions will be essentially based on group exercises, experience sharing and case learning. Experienced bankers and academic faculty would deliver the sessions.

Target Group

Heads (Scale IV & V) of back office operations such as transaction processing, account opening, loan processing, etc. in banks and financial institutions

Dates

December 04 – 07, 2017

The Programme will begin at 9.00 am on December 04 and will conclude by 5.00 pm on December 07, 2017.

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

(Strategic Planning, Marketing and Control Area Group)

Prof B V Chaubal

Visiting Faculty, Ex-DMD & Group

Executive, (Global Markets)

State Bank of India

(Finance Area Group)

Last Date for Receiving Nominations:

November 24, 2017

Last Date for

Availing Early Bird Incentive of 5%:

November 18, 2017

(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)

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For further details, visit us at 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.