

PROCESS IMPROVEMENT

Fixed term deposit account
opening process



BizWise Consulting
...the things that matter



REDUCTION OF 58% FOR ACCOUNT ORIGINATION PROCESS TAT

BRIEF

The process of originating Tranche Fixed Term Deposit (FTD) accounts is not considered optimal. The following are considered indicators of process gaps:

- High turn-around-time for applications that have failed AML tests.
- High volumes of applications currently within “Awaiting Funds” status.

PROCESS ANALYSIS

The account opening process was analysed using a simple "Brown Paper" exercise. This initial step allowed various staff members to describe their respective roles, responsibilities and processes followed.

This step also highlighted miss understandings and frustrations between teams as well as process inefficiencies and inconsistencies.

Data was obtained from account management systems. Time-stamps were used to generate an accurate measurement of turn-around times for each step in the origination process and volume data indicated the demand on the process.

This data was then compared to the findings from the process mapping and staff interviews to establish the critical focus areas for improvement.

What was the
GOAL?



DATA ANALYSIS

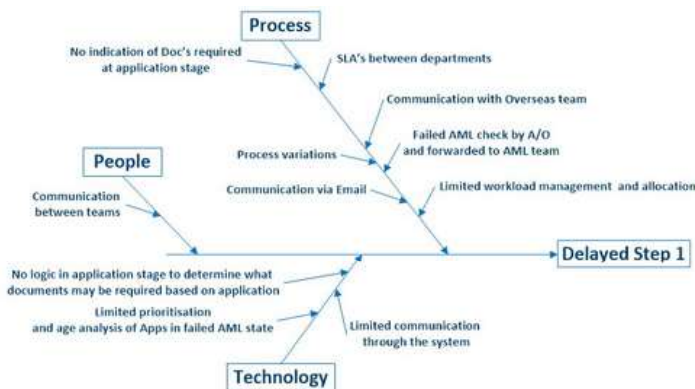
In order to establish the consistency of the process the age of various applications were bucketed according to age and date received. It was noted that months with higher demand generated significantly more aged items indicating a capacity concern.

The data obtained indicated that Step 1 and Step 2 are critical focus areas as 31% and 94% of all applications pass through these steps and they represent the highest process avg duration of 7.8 and 7.6 days respectively. Step 5 is the next focus area identified for further analysis.



ROOT CAUSE ANALYSIS

Once the key focus steps were confirmed a root cause analysis was conducted in order to establish why these process steps are performing sub-optimally. Ishikawa diagrams were utilized to describe these root causes.



The
INVESTIGATION

The SOLUTION

VBA WORKFLOW SOLUTION

An effective process needs to handle applications on a First-In First-Out (FIFO) basis and should have a procedure for handling work of high priority. Due to the nature of the work a VBA tool would provide a simple and effective solution

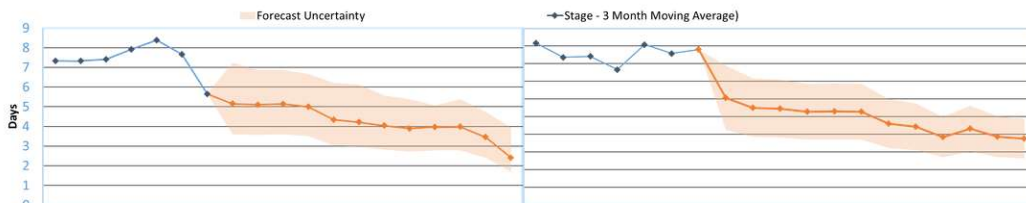
The tool would operate as a simple work queuing and allocation system, with the following functionality:

- Ability to queue and allocate work within teams.
- Ability to pass work between teams.
- Arrange items in date order to ensure applications are handled on FIFO basis.
- Restrictions on editing ability based on access.
- Status indicating where applications are in the AML process.
- Ability to upload documents into shared drive.
- Ability to pend and set reminders/followups

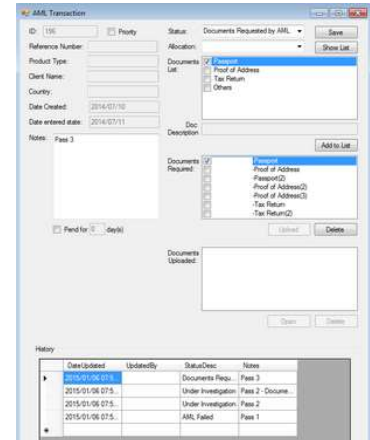
This system will allow management to have an overview of all work currently in Stage 1 and 2 and thus assess capacity requirements, prioritise work and minimise errors.

EXPECTED BENEFITS

It is estimated that in 6 months there will an improvement of approximately 58% in the process time of each stage. This will translate into approximately 40% reduction in overall process time (Approx. 12 to 8 days there is a +/- 15% uncertainty on forecast)



VBA APPLICATION DETAIL



GLOBAL WORK QUEUE

Doc/Case	ID	Ref	Reference Number	Status/Doc	Country	Product Type	Priority	Assigned To/AML	Assigned To/Doc
2014-01-16	153	2014	1023	HighRisk	Belize	Banking	High	Not assigned	Not assigned
2014-01-17	153	2014	1023	HighRisk	Belize	Banking	High	Not assigned	Not assigned
2014-01-21	158	2014	1023	HighRisk	Belize	Banking	High	Not assigned	Not assigned

INDIVIDUAL WORK QUEUE

Doc/Case	ID	Ref	Reference Number	Status/Doc	Country	Product Type	Priority	Assigned To/AML	Assigned To/Doc
2014-01-16	153	2014	1023	HighRisk	Belize	Banking	High	Not assigned	Not assigned
2014-01-17	153	2014	1023	HighRisk	Belize	Banking	High	Not assigned	Not assigned

