

Please accept our invitation at the workshop **“Operational Performance Management in the Romanian Banking System”** on March 19th at Ramada Plaza Hotel, 3-5 Poligrafiei Blvd, 1 District (former Turist Hotel).

Critical times teach us free lessons

The outburst of the global financial turmoil clearly showed us, amongst others, the degree of interrelation between financial institutions all across the globe. Thus, the quest towards banks' process performance is now, more than ever, a matter of public common interest. Delivering your product or service faster and more efficient to your customer triggers not just customer loyalty but also the reinforcement of your core business strength and health.

Critical times call for new solutions

We consider our duty to constantly search for new value added services and products dedicated to the Romanian banking market. This workshop will focus on presenting a new concept: creating a service aimed at measuring, monitoring and reporting on your bank's operational **performance in the Retail Banking area to support you optimize your core processes** on an ongoing basis in terms of time, cost and resources.

Why join the workshop

- Find out how you can improve the time efficiency of your end-to-end core processes and how you can benefit from increased revenues by reducing the cycle time with 1-day;
- Discover how this concept will serve you as a cost-cutting tool and can help you optimize your costs;
- Learn how you can develop an ongoing process improvement mechanism based on actually executed and monitored data;
- Find out how you can deliver high quality services all over your branch network;
- Take the opportunity to discover a system which helps you to be sure that your financial indicators reflect healthy operations;
- Discover how you can appraise your process performance against a market benchmark.

Sincerely yours,
Emil Ghizari
General Manager



Event Agenda

08.45 – 09.15: *Participants registration
Welcome coffee*

09.15 – 09.30: Welcome speech
09.30 – 10.00: Concept Presentation

10.00 – 10.30: *Coffee Break*

10.30 – 10.50: Demo Retail Process Performance Improvement
10.50 – 11.15: Benefits for the subscribed banks
11.15 – 11.50: Q & A session
11:50 – 12:00: Wrap-up Speech

12:00 – 13:00: *Business Lunch*

Who should attend the workshop

- CFO
- Vice-President / Director Operations
- Vice-President / Director Retail
- Head of Retail Credit Risk Management
- Head of Business Process Management structure

Sponsors

TransFonD is responsible for processing the interbank payments in Romania (www.transfond.ro); with this concept of a new service we would like to become the hub in the local market that measures and makes available the data related to banks' operational performance.



Our partner in this attempt to build this new service is Architectured Business Solutions (www.abs-europe.com), the Business Management Consulting firm whose services focus on solutions that enable continuous Business Process Improvement.

*Please confirm your participation until March 5th to:
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