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## Lean for Banks: Improving Quality, Productivity, and Morale in Financial Offices (Paperback)

By Bohdan W. Oppenheim, Marek Felbur

Apple Academic Press Inc., Canada, 2014. Paperback. Condition: New. Language: English . This book usually ship within 10-15 business days and we will endeavor to dispatch orders quicker than this where possible. Brand New Book. Most banking institutions suffer from numerous inefficiencies, such as poor planning; inadequate coordination and communication; ineffective processes, tools, and workflow; and excessive bureaucracy. Lean for Banks describes in easy language how to use Lean and Six Sigma management practices to significantly improve the efficiency of bank operations. This book shows how to use Lean and Six Sigma management practices to improve the normal daily work in a bank, typically executed in the so-called back offices. This work involves about 90 percent of bank employees and generates 90 percent of costs. Lean for Banks explains how to organize bank operations better, increase work productivity and quality by working smarter and not harder, make fewer mistakes and decrease rework, and elevate jobs from mundane and repetitive to creative and pleasantly challenging. Most importantly, it shows how to increase the satisfaction of bank customers and in turn enhance bank competitiveness and market share. Lean for Banks is intended for all levels of bank employees: back-office workers, first-level supervisors,...



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