

8

SEPTEMBER
2026

9:30 AM – 1:30 PM

FEE: PKR 10,000 PLUS TAX



OPERATIONAL EXCELLENCE & RISK MANAGEMENT IN BANKS

Effective and efficient operations directly affect the branch's profitability, helps in mitigating operational & regulatory risks and ensure provision of competitive customer service. Managing branch operations has become a complex task due to standardization of processes, promulgation of new regulations and increased competition.

LEARNING OBJECTIVE

This training is designed with an objective to reiterate the significance of awareness of common discrepancies and various challenges in branch banking operations that can be avoided with a little care.

TARGET AUDIENCE

Staff related to branch operations.

COURSE CONTENTS

- What is Operational Excellence?
 - Productivity
 - Efficiency
 - Structure
 - Controls
 - Best Practices
- Operational and Customer Service KPIs
- Capacity Planning & Utilization

FACILITATOR

Mr. Faisal Anwar is a senior management consultant and trainer with diverse experience spanning over 30 years with top-notch multinational banks, i.e., The Royal Bank of Scotland (RBS), ABN AMRO, Bank of America (BoA), and Habib Bank Limited as well as a newly established multilateral development bank ECO Trade & Development Bank, at its headquarters in Istanbul, Turkey. Faisal has worked at HBL as its Chief Compliance Officer & Global Compliance Group Head. Since leaving HBL in December, 2016 he is engaged in providing independent consultancy/ advisory and training & development services to banks and other organizations. Some of the training programs he has recently conducted, both in-house and public, include: Compliance Essentials & Business Ethics, Money Laundering & Terrorist Financing, The Wheels of Compliance®, Third Party/Vendor Risk Management, Operational Excellence & Risk for Branch Managers & Operations Managers. Faisal holds a B. Com (Gold Medalist) Degree from University of the Punjab, Pakistan; a BBA (with distinction) from University of Oklahoma, USA; and an MBA from University of Texas, USA.

- BPR (Business Process Re-engineering)
- Continuous Improvement (Kaizen)
- Problem Workouts
- Role of Technology
- Centralization of processes
- Human Capital
- Communication approach
- Three Lines of Defense
- ORM (Operational Risk Management)
- KRIs (Key Risk Indicators)
- Compliance/Ethics Culture

TRAINING MANAGER: **MS. FARAH KHAN**  farah.khan@nibaf.org.pk  021-35277535

TEL: 021-35277511/051-9269850 | WhatsApp: 0303-0652963 | Email: marketing@nibaf.org.pk/registration@nibaf.gov.pk