



Executive Summary

- ❑ London subsidiary of a leading German bank
- ❑ Results here led to further programs in New York and Hong Kong

Challenges

- ❑ Higher revenue and profits through focused, proactive and effective sales activity
- ❑ Greater customer retention by addressing key customer satisfaction issues:
 - ✓ Reliable and accurate forex and commercial transaction processing
 - ✓ Rapid response in credit approvals

Results

- ❑ Credit approval down from 93 to 11 days
- ❑ Transaction settlement time down from 700 to 60 minutes and *first time correct* up from 97% to 99.6%
- ❑ Transaction and Settlements staff down by 50%
- ❑ Profitability increased 400% within 13 months

“Driving quality with time has not only proven to be the right formula to improve our profitability and to grow our business, but has also given management and the whole team a new sense of direction, inspiration and confidence”