



Lean for Banks: Improving Quality, Productivity, and Morale in Financial Offices

By Bohdan W. Oppenheim, Marek Felbur

Download now

Read Online 

Lean for Banks: Improving Quality, Productivity, and Morale in Financial Offices By Bohdan W. Oppenheim, Marek Felbur

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, middle- and higher-level managers, and corporate executives. It is also intended for all levels of students at schools that teach banking skills?short courses intended for tellers, college courses in advanced banking operations, and continuing education for bank managers and line employees. This book is an entry-level text on Lean and should give readers enough understanding to prepare them for active participation in Lean deployment activities.

 [Download Lean for Banks: Improving Quality, Productivity, a ...pdf](#)

 [Read Online Lean for Banks: Improving Quality, Productivity, ...pdf](#)

Lean for Banks: Improving Quality, Productivity, and Morale in Financial Offices

By Bohdan W. Oppenheim, Marek Felbur

Lean for Banks: Improving Quality, Productivity, and Morale in Financial Offices By Bohdan W. Oppenheim, Marek Felbur

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, middle- and higher-level managers, and corporate executives. It is also intended for all levels of students at schools that teach banking skills?short courses intended for tellers, college courses in advanced banking operations, and continuing education for bank managers and line employees. This book is an entry-level text on Lean and should give readers enough understanding to prepare them for active participation in Lean deployment activities.

Lean for Banks: Improving Quality, Productivity, and Morale in Financial Offices By Bohdan W. Oppenheim, Marek Felbur **Bibliography**

- Sales Rank: #1127644 in Books
- Published on: 2014-11-21
- Original language: English
- Number of items: 1
- Dimensions: 10.00" h x .59" w x 7.00" l, .0 pounds
- Binding: Paperback
- 239 pages

 [Download Lean for Banks: Improving Quality, Productivity, a ...pdf](#)

 [Read Online Lean for Banks: Improving Quality, Productivity, ...pdf](#)

Download and Read Free Online **Lean for Banks: Improving Quality, Productivity, and Morale in Financial Offices** By **Bohdan W. Oppenheim, Marek Felbur**

Editorial Review

Review

"**Lean for Banks** is extremely thorough and authoritative in its summary of what Lean is and why it matters today. Moreover, it draws from convincing material to apply Lean to the banking industry. On top of that, the writers have some fun with the material."

? John Shook, CEO, Lean Enterprise Institute, Cambridge, MA.

"**Lean for Banks** is an operating model we all dream of in this period of regulatory tsunamis. This book is a great help in implementing a high quality approach toward the permanent improvement of bank procedures and processes. It is a must for the traditional 'heavy' banking sector in order to survive growing competition. Blind cost cutting has only limited impact on a bank's performance in the long run. Lean can increase long-term competitiveness. I recommend this book to all managers restructuring banks as a source of Lean tools and methodology."

? Dr. hab. Krzysztof Kalicki, President and CEO, Deutsche Bank Polska S.A.

"During the crisis many banks were forced to restructure their operations in order to improve efficiency and reduce costs at the same time. Cost cutting gives quick results but does not always solve the problem of quality and performance in the longer perspective. This book shows how Lean Thinking and the Six Sigma paradigm can help to smartly improve bank operations and create additional value for the organization, employees and shareholders."

? Li Xiaobo, General Manager of Industrial and Commercial Bank of China (ICBC), Europe, S.A.

About the Author

Bohdan W. Oppenheim, PhD has been a professor of systems engineering at Loyola Marymount University in Los Angeles since 1983. He is a recognized global leader in Lean systems engineering and author of an influential book titled *Lean for Systems Engineering with Lean Enablers for Systems Engineering*.

Dr. Oppenheim co-lead a team of 15 experts supported by a community of 150 practitioners to develop the best Lean-inspired practices for managing complex engineering programs. For this work he received the Shingo Award, the highest honor in the field of operational excellence, INCOSE's Best Product Award, and two smaller awards. This work was later expanded into a joint project of the Project Management Institute (PMI), International Council on Systems Engineering (INCOSE) led by a team based at Massachusetts Institute of Technology on which Oppenheim served as key contributor. The result was a second book on Lean-inspired best practices for managing engineering programs, *The Guide to Lean Enablers for Managing Engineering Programs* for which the team was honored with a Shingo Award (the second for Oppenheim).

Dr. Oppenheim is the founder and co-leader of the INCOSE Lean Systems Engineering Working Group, the organization's largest working group involving more than 200 members. He also directed Loyola Marymount University's US Department of Energy Industrial Assessment Center. In this capacity, he

advised 125 Southern California companies of all sizes and types on Lean productivity matters.

With S. Rubin, Dr. Oppenheim designed Aerospace Corporation's POGO simulator for liquid rockets used by NASA and private industry. He consulted for Northrop-Grumman, Boeing, Airbus, EADS, Telekomunikacja Polska, Mars, Medtronics, the US Coast Guard and the US Air Force, Thales, TRW, and 50 other firms and governmental institutions in the United States and Europe.

Dr. Oppenheim is or was a member of INCOSE, LAI EdNet, PIASA, ASEE, ASME, ISOPE, NPAJAC, and SNAME. His honors include a Fulbright Award, (2011) IAE fellowship, and the 2008 Best Engineering Teacher award by the Los Angeles Council of Engineers and Scientists. He has been the recipient of almost \$2 million in externally funded grants. He is the author of 40 books and book chapters, technical journal articles, and many non-technical articles, books, and TV programs. He also presented 45 workshops, tutorials, and webinars on Lean Enablers and Lean Product Development Flow in Canada, Finland, France, Germany, Israel, Netherlands, Norway, Poland, Russia, Sweden, UK, and the United States.

Dr. Oppenheim was born and raised in Warsaw and has lived in the United States since 1971. He earned a PhD (1980) from University of Southampton in the UK; a postgraduate degree (1974) from MIT; a master's in ocean systems (1972) from Stevens Institute of Technology in New Jersey; and a BS (1970), from Warsaw Technical University. He divides his time between Santa Monica, California, and Warsaw, Poland

Marek Jan Felbur has served since 2002 as director for corporate banking at BRE Bank S.A. He was involved in negotiations and bilateral credit agreements for leading consortia and companies including VW AG, Ford, Pfleiderer AG, Mercedes Benz, Orlen, Lotos, Huawei, and Belvedere. He also participated in complex restructuring negotiations for the steel industry and negotiated for multinational banks operating in Central and Eastern Europe to obtain local credit service permits. He is a member of the German-Polish Chamber of Commerce.

Before joining BRE Bank, Felbur worked for 21 years for Polimex-Cekop starting as a sales representative and advancing to member of the management board. He was responsible for privatization and restructuring of the company including takeovers of two companies on the Warsaw Stock Exchange. For eight years, he conducted negotiations, managed finances, and executed 63 successful technology investment projects in the People's Republic of China. He was named a director for trade and marketing and group director responsible for organization, operations, and finance (2000 sales of about 1.5 billion PLN, almost 10,000 employees). Felbur was the CEO of Polimex-Cekop Development and a director and CEO of Media International Belgrade, a member of the boards of directors of ZREW S.A. and Naftorem, and has served on the board of Polish Mint S.A. since 2006.

His education includes a master's in international trade from the Warsaw School of Economics (formerly Main School of Planning and Statistics). He completed managerial courses on company appraisals, capital group management, mergers and takeovers, service on boards of directors, management communications, and Lean in several countries.

Users Review

From reader reviews:

Glady Curry:

Have you spare time for the day? What do you do when you have much more or little spare time? Yep, you

can choose the suitable activity regarding spend your time. Any person spent all their spare time to take a walk, shopping, or went to the particular Mall. How about open or maybe read a book allowed Lean for Banks: Improving Quality, Productivity, and Morale in Financial Offices? Maybe it is to become best activity for you. You recognize beside you can spend your time with the favorite's book, you can smarter than before. Do you agree with the opinion or you have additional opinion?

Sylvia Grable:

The book Lean for Banks: Improving Quality, Productivity, and Morale in Financial Offices can give more knowledge and also the precise product information about everything you want. So just why must we leave a very important thing like a book Lean for Banks: Improving Quality, Productivity, and Morale in Financial Offices? Several of you have a different opinion about e-book. But one aim this book can give many details for us. It is absolutely suitable. Right now, try to closer with the book. Knowledge or details that you take for that, it is possible to give for each other; you may share all of these. Book Lean for Banks: Improving Quality, Productivity, and Morale in Financial Offices has simple shape but you know: it has great and massive function for you. You can seem the enormous world by open and read a reserve. So it is very wonderful.

Tara Winston:

Playing with family in the park, coming to see the ocean world or hanging out with buddies is thing that usually you could have done when you have spare time, then why you don't try issue that really opposite from that. One particular activity that make you not feeling tired but still relaxing, trilling like on roller coaster you have been ride on and with addition details. Even you love Lean for Banks: Improving Quality, Productivity, and Morale in Financial Offices, it is possible to enjoy both. It is excellent combination right, you still need to miss it? What kind of hangout type is it? Oh come on its mind hangout guys. What? Still don't obtain it, oh come on its called reading friends.

Hector Medlin:

You may get this Lean for Banks: Improving Quality, Productivity, and Morale in Financial Offices by check out the bookstore or Mall. Just viewing or reviewing it might to be your solve issue if you get difficulties to your knowledge. Kinds of this guide are various. Not only by means of written or printed but can you enjoy this book by e-book. In the modern era like now, you just looking because of your mobile phone and searching what their problem. Right now, choose your current ways to get more information about your publication. It is most important to arrange you to ultimately make your knowledge are still change. Let's try to choose appropriate ways for you.

Download and Read Online Lean for Banks: Improving Quality, Productivity, and Morale in Financial Offices By Bohdan W.

Oppenheim, Marek Felbur #ZIQ5T3PGOUV

Read Lean for Banks: Improving Quality, Productivity, and Morale in Financial Offices By Bohdan W. Oppenheim, Marek Felbur for online ebook

Lean for Banks: Improving Quality, Productivity, and Morale in Financial Offices By Bohdan W. Oppenheim, Marek Felbur Free PDF d0wnl0ad, audio books, books to read, good books to read, cheap books, good books, online books, books online, book reviews epub, read books online, books to read online, online library, greatbooks to read, PDF best books to read, top books to read Lean for Banks: Improving Quality, Productivity, and Morale in Financial Offices By Bohdan W. Oppenheim, Marek Felbur books to read online.

Online Lean for Banks: Improving Quality, Productivity, and Morale in Financial Offices By Bohdan W. Oppenheim, Marek Felbur ebook PDF download

Lean for Banks: Improving Quality, Productivity, and Morale in Financial Offices By Bohdan W. Oppenheim, Marek Felbur Doc

Lean for Banks: Improving Quality, Productivity, and Morale in Financial Offices By Bohdan W. Oppenheim, Marek Felbur Mobipocket

Lean for Banks: Improving Quality, Productivity, and Morale in Financial Offices By Bohdan W. Oppenheim, Marek Felbur EPub

ZIQ5T3PGOUV: Lean for Banks: Improving Quality, Productivity, and Morale in Financial Offices By Bohdan W. Oppenheim, Marek Felbur