



THE PROCESS PROS ■ your gateway to process improvement

Banking

Overview Practices



ING – major international bank



Results

- ITIL implementation with the Service Desk of the Testing Center
- Increased customer satisfaction (from 5.2 to 7.5 on a 10 point scale)
- Shorter cycle time of the testing process

Goals

- Increase customers satisfaction
- Raise the quality of the testing services
- Realize a well managed testing process by implementing ITIL
- Realize a better performance of the test environments

Working method

- We did the project management
- A one-year project with customers and projectmanagers was done.
- Process simulations were a key transformation tool

Process simulation



RABO – major national bank



Results

- Increased customer satisfaction (8 on a 10 point scale)
- Efficiency on a OPEX level
- Operational savings for more than € 5 ml.

Goals

- Reduce fall out and waiste in the equity delivery processes
- Realize a well managed service and delivery chain

Working method

- We did the project management, but all senior managers implemented their own processes
- OPEX was introduced as a strategy and process management as the tool to meet the OPEX goals
- A three-year project was done in which process management was implemented, based on Lean thinking
- Process simulations were a key transformation tool

Process simulation

