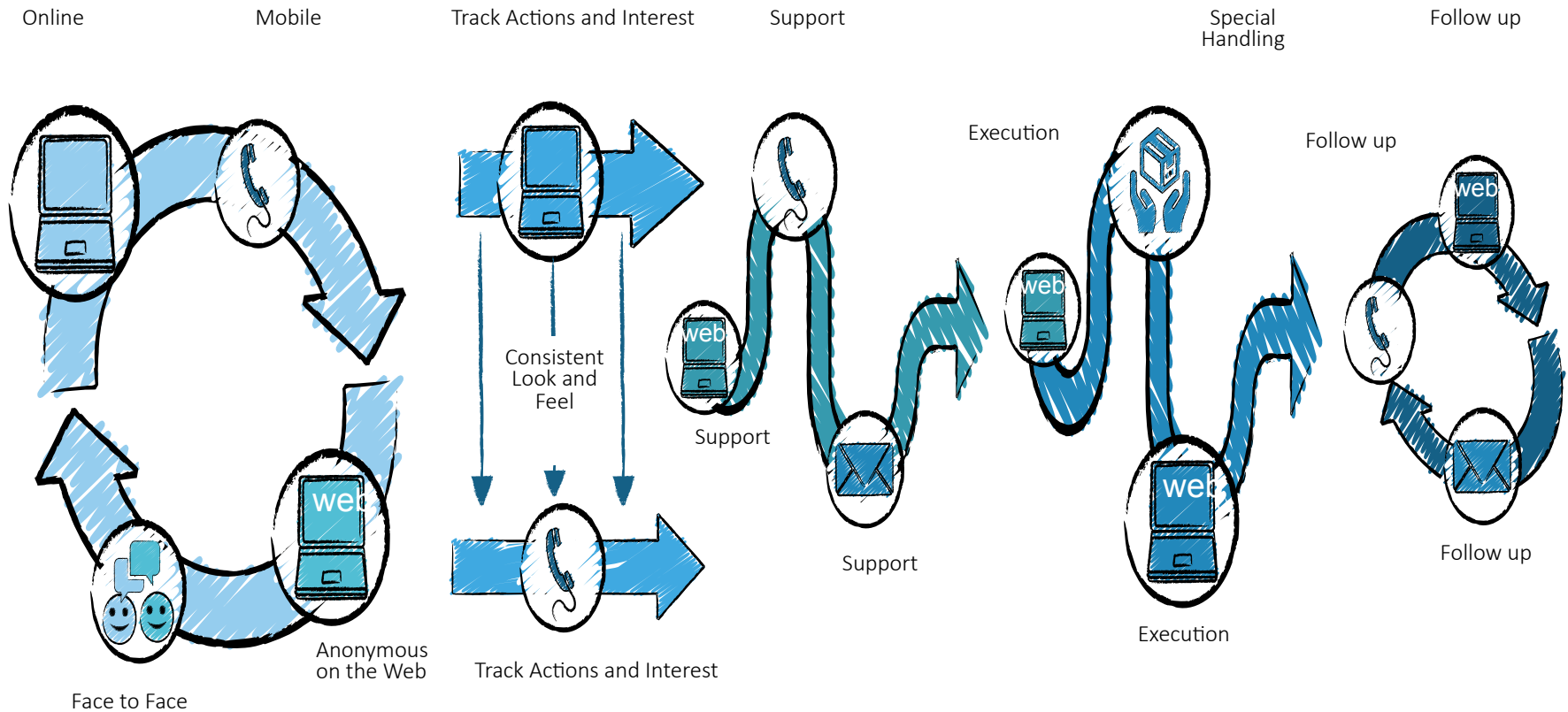




PROCESS DISCOVERY, MONITORING, MEASUREMENT AND CONTROL

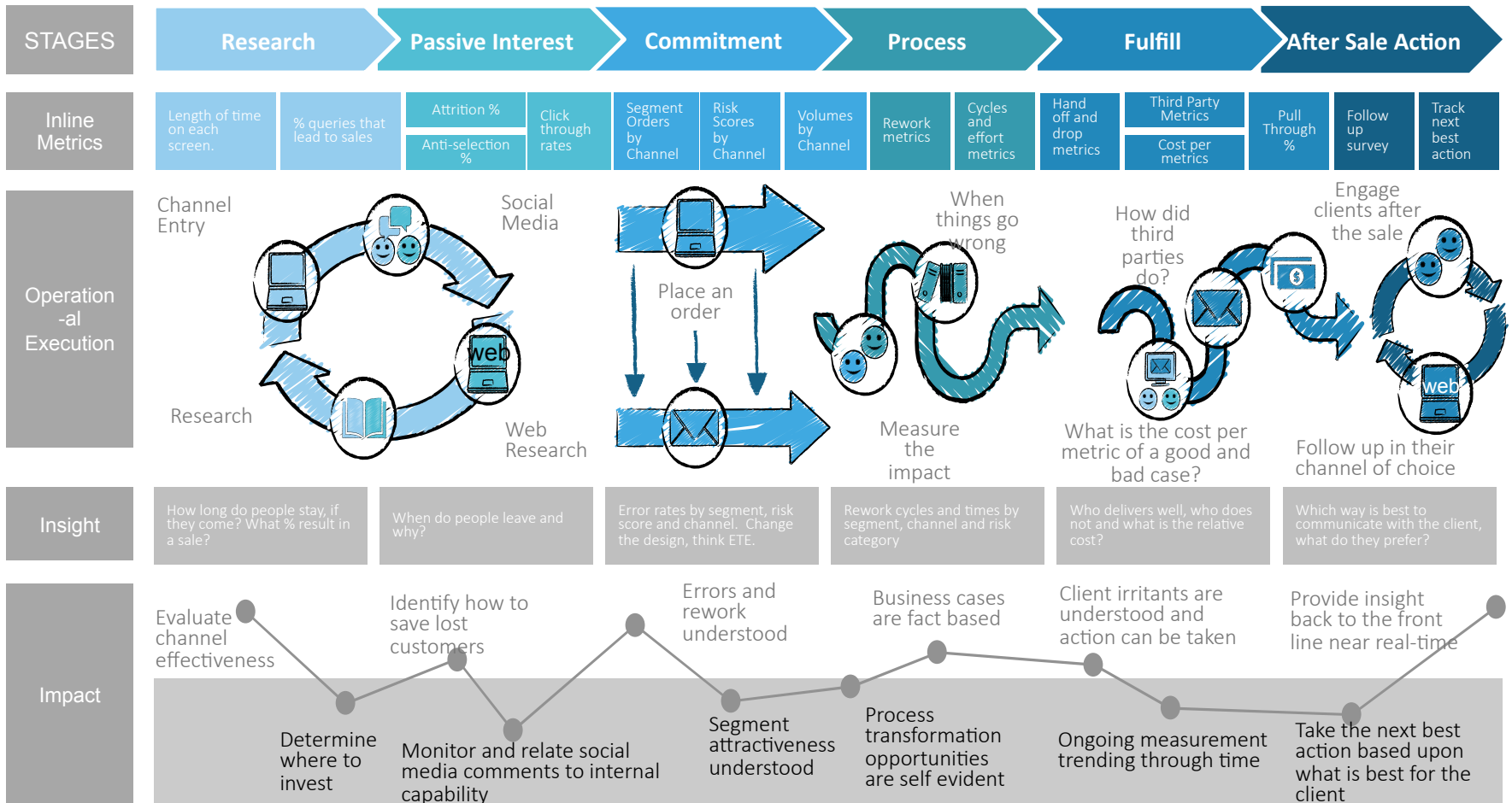
Neal Oswald CA, CPA, CFA.
Co-founder Wanilah Advisors Inc.

See The Process in The Context of The Customer Journey



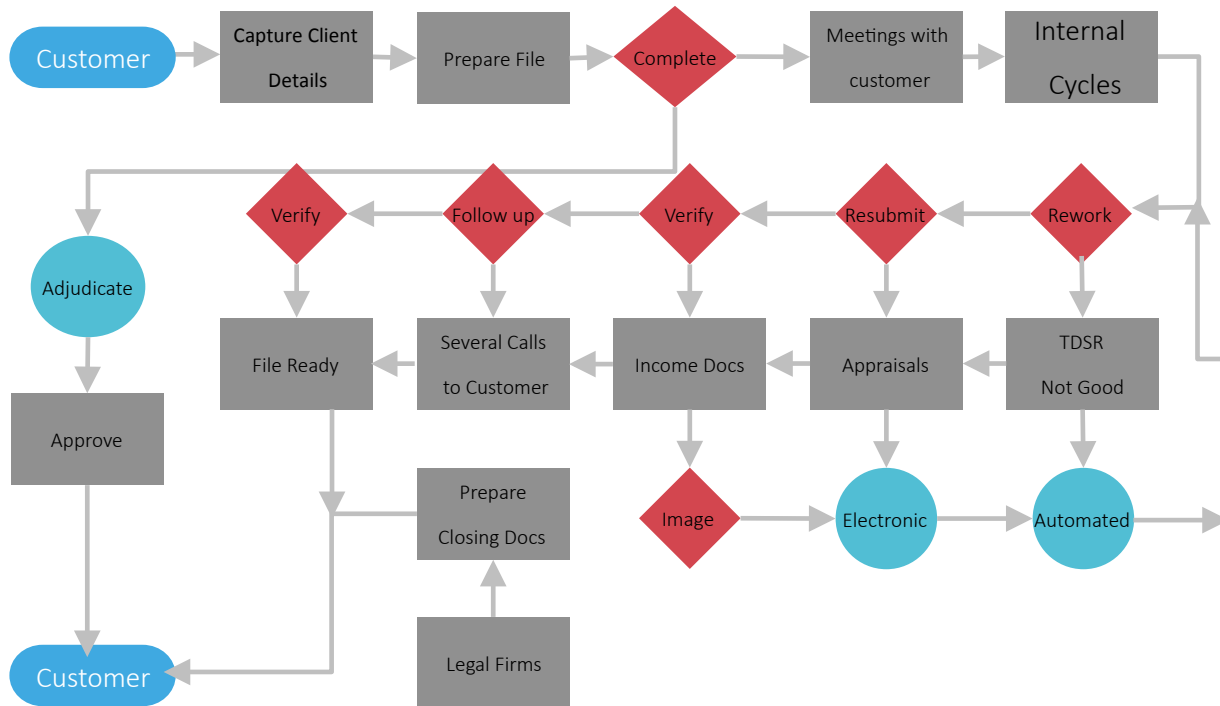
Make the Processes Transparent, Visible and Measurable

Measure Inline Client Experience and Process Performance



To Monitor and Continuously Improve

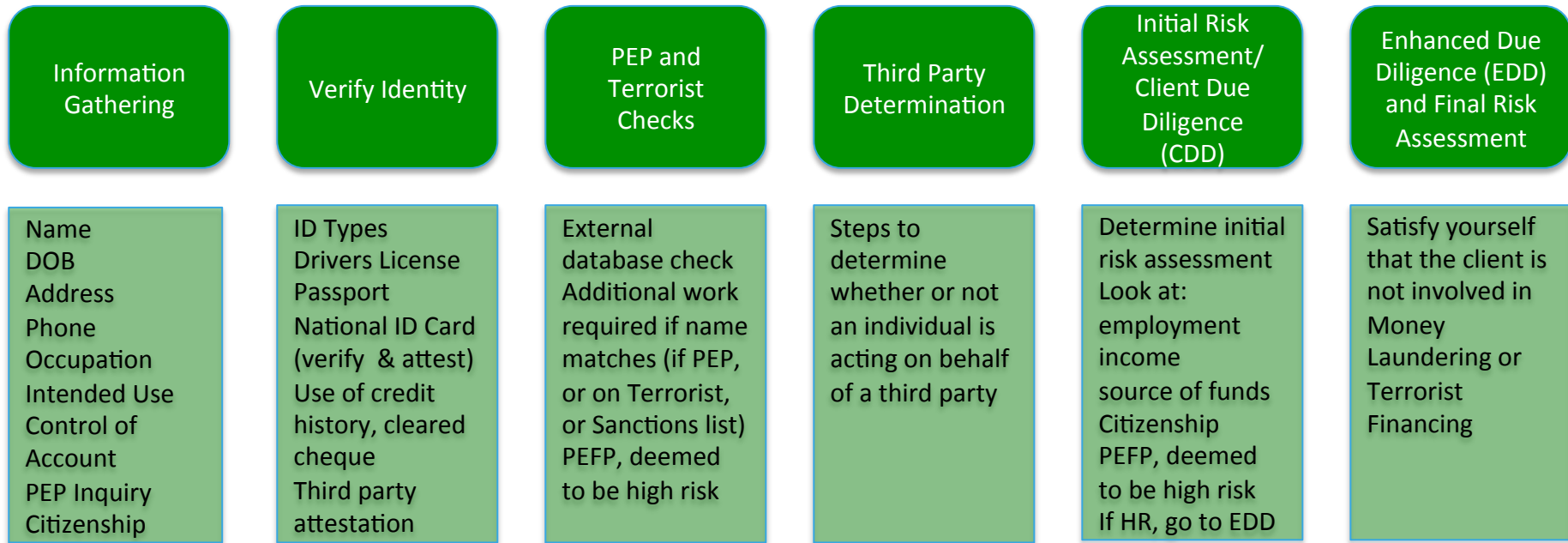
Enabling a Focus on What to Fix, Automate or Digitize



- Did the process work as intended?
- Was the data captured as planned?
- What does it cost us to execute this process?
- Where can we automate?
- Can we stop the rework?
- Is there a better way to verify?
- Can we eliminate paper?
- What docs are we moving that we don't need to move?
- What upstream changes would reduce downstream work?
- What should I digitize?
- If I were the customer would I like and engage in this process?

Provide Metrics for the Business Case and Process Insight About What to Change

For Example: Make AML/KYC Process Performance Transparent and Visible – Process for Individuals¹



Verify key fields, make sure the process is followed, track time spent on the process

¹Wanilah Advisors use Stereologic software as part of our delivery methodology

Typical Client Benefits

Less Effort and Faster	Fact Based Insight	Process Improvements
5x reduction in current state documentation and 10x reduction in measurement effort	3 month ROI payback (time metrics and transparency highlight waste and rework)	Reduce errors, better training, ongoing monitoring, ETE process transparency
80% reduction in time to document current state processes	Builds the business case for change that is fact based and can be seen by all (change the dialogue)	Improve control, identify missed or incomplete process activities. Assists with “Post Transformation Recovery”.
Better quality documentation, screen shots with narrative at the press of a button	Assists in BPO structuring, setup and ongoing monitoring – don’t give away value and also track SLA performance (local and remote)	Quick wins are obvious as practice and process comparisons are easily prepared and demonstrable

Establish a Baseline, Build a Business Case and an Execution Plan

Discover, measure and document your processes and build a fact based business case



Tools and Analytics

Measure Operational Processes



Evaluate Client Irritants



Determine the Baseline

Build the Business Case



Identify Corrective Action

Address Process or Customer Issues and Rapidly Document Processes



Identify Opportunities for Improvement

Refine and Improve Operational Processes, Shorten the Execution Cycle and Improve the Bank's Value Proposition

Benefit and Value Of a Proof of Concept

End to End Process Transparency
 Measure What Actually Happens
 Build the Baseline (Business Case)

Identify Where To Fix the Process
 Determine Where to Automate
 Determine the Implementation Plan

Benefits of Process Discovery, Documentation and Insight

Analyze Client Issues
 Analyze Employee Issues
 Analyze Third Party Issues

Rapidly Document Existing Processes
 Screenshots and Time Stamp Details
 Determine the Sequence of Process Automation

Value Delivered		
Faster	Fact Based	Insight
Process Documentation	Analysis of What Actually Happens	Transparency, Issue Identification
Issue Resolution	More Rigor With Less Effort	Change the Client Dialogue
More Focused Implementation of Fixes	Unambiguous Baseline	Identify Waste/Value And Actions to Be Taken