

What went well?

What should we keep doing?
What should we celebrate?
Where did we make progress?

THE BANKING
SECTOR PAYS ITS
EMPLOYEES WELL

WE SHOULD
ABLE TO
DEPOSIT SOME
SAVINGS
FREQUENTLY

TOPIC

Workstation
engineering team
Sprint 10

BALANCE
ENQUIRIES &
LOAN
APPLICATIONS

WHAT
THEY
HATE

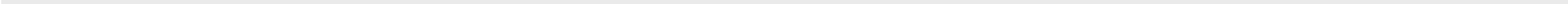
OUTDATED
PRODUCT
DESIGNS &
POOR BANKING
CUSTOMER
EXPERIENCES

WHAT
THEY
LIKE

LOWER
TRANSACTIONS
COSTS &
EDUCATIONAL
LOAN SYSTEM

GIVING YOU
EASY
ACCESS TO
YOUR
MONEY

UNRESPONSIVE
ATTITUDE OF
BANK
EMLOYEES



What ideas do you have?

What ideas do you have for future work together?
Where do you see opportunities to improve?
What has untapped potential?

DEPLOY
FINTECH

THE FINTECH
REVOLUTION DOES
NOT NEED TO END
WITH THE DEVICES
TO THE
CUSTOMERS HOLD
IN THEIR HAND

OFFER NEW
SERVICES LIKE A
CLASS DESIGNED
TO INCREASE
THEIR FINANCIAL
LITERACY

CUSTOMERS CAN
ENTER THEMSELVES
IN A LINE FROM
THEIR SMART
DEVICES BEFORE
THEY EVEN ARRIVE
AT THE BRANCH

OFFER A
QUEUEING
APP

How should we take action?

What do you believe we should do next?
What specific things should we change?
What should extend beyond this meeting?

CUSTOMER
PERCEPTION
OF THE
SERVICE
RECEIVED

CUSTOMER
EXPECTATION
OF SERVICE



CUSTOMER
SATISFACTION

PROVIDE
CUSTOMERS
WITH SELF--
SERVICE
OPPORTUNITIES

QUALITY
CUSTOMER
SERVICE

