

Project Details

Investo Bank is a comparatively new investment bank established in Mumbai, India. While the bank has already started the operations, the multi-year "*Project Improve*" is still going-on with an aim of improving efficiency of existing processes.

John Telford is a Six sigma black belt certificate holder with specific interest in process improvement in investment banking domain. He has recently joined "Project Improve" and has been asked to study existing processes followed by the traders, understand the pain-points, propose and implement revised processes.

While discussing with Shivam Bansal, the chief trading officer having team of 30 traders, John has come to know about a particular challenge that traders face. This challenge is regarding delay in pre-trade approval causing traders missing a preferable deal at times.

John has documented the existing process-flow for pre-trade approval as given below:

1. On identifying a preferable trade opportunity, a trader would send the proposed trade detail to Joanna Duncan's team.
2. Joanna's team of 3 people would receive proposed trade detail from all the traders on the floor similarly.
3. Joanna's team would perform "what-if" analysis on an Invensto owned-tool to verify if the proposed trade will breach any existing limit or not.
4. If the proposed trade is approved by Joanna's team, then the trader would reach out to Shivam for the final approval. During his holiday period, Shivam generally assigns one of his 3 team leads as his deputy to provide final trade approval.
5. Only after Shivam's (or one of his deputy's) approval, any trader is allowed to execute the proposed trade.

Project Task

Help John –

1. identify the bottlenecks in this process.
2. propose multiple options for each of these bottlenecks.