

ProcessLab: Research in the Field of Bank-related Process Management



Agenda

1. How ProcessLab works and what it delivers
2. Example of a current research project

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Agenda

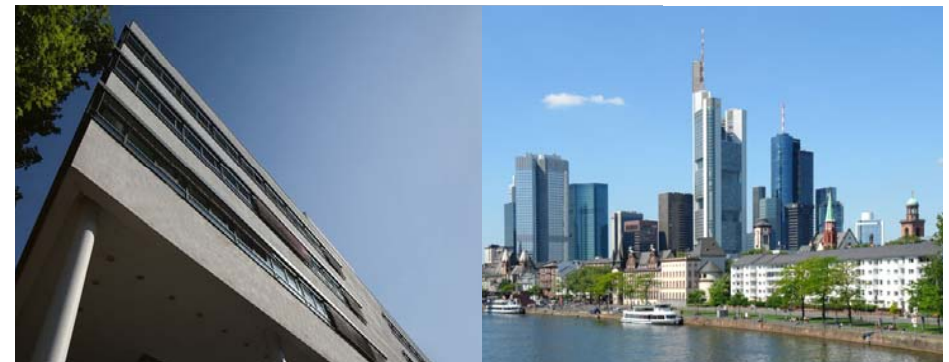
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Introducing ProcessLab

ProcessLab is a research center of Frankfurt School of Finance & Management. We are very active both in science and practice. We are specialized in offering scientifically founded solutions to practice-oriented research questions on topics in business process management for financial service providers.

Delivering scientific solutions in close cooperation with business experts.



Prof. Dr. Jürgen Moormann
Head of ProcessLab



Dr. Diana Heckl
Research Fellow



René Börner
PhD Student



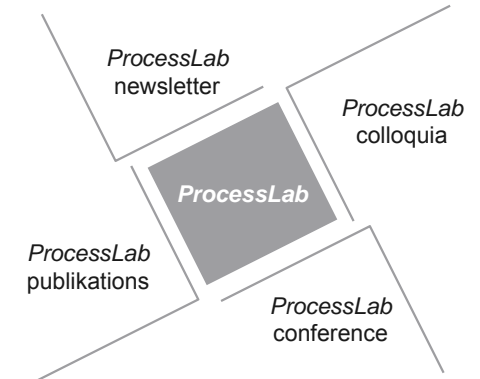
Michael Leyer
PhD Student



Anne Dohmen
PhD Student

Close cooperation with partners from the financial services industry

Connecting research and industry ...



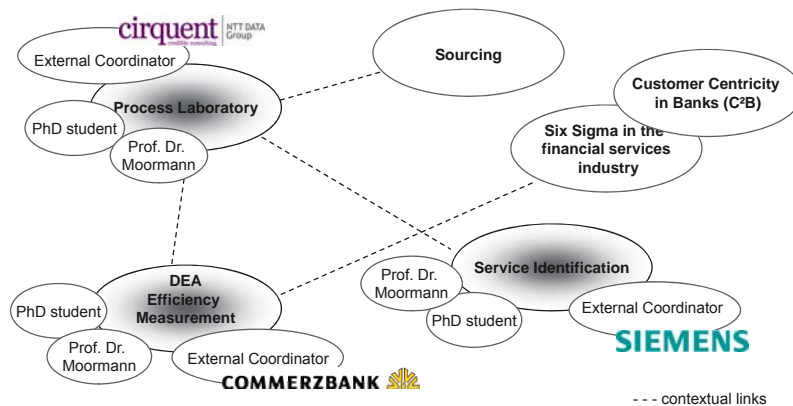
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How we run research projects

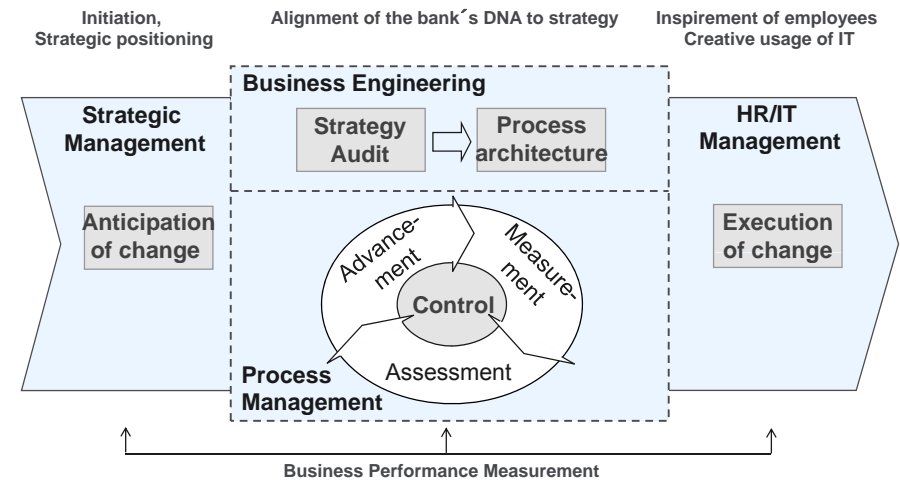


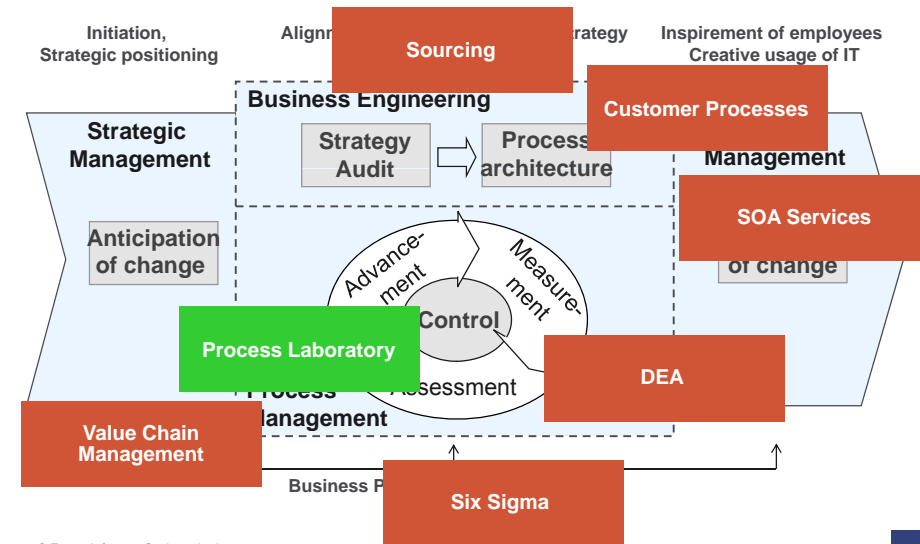
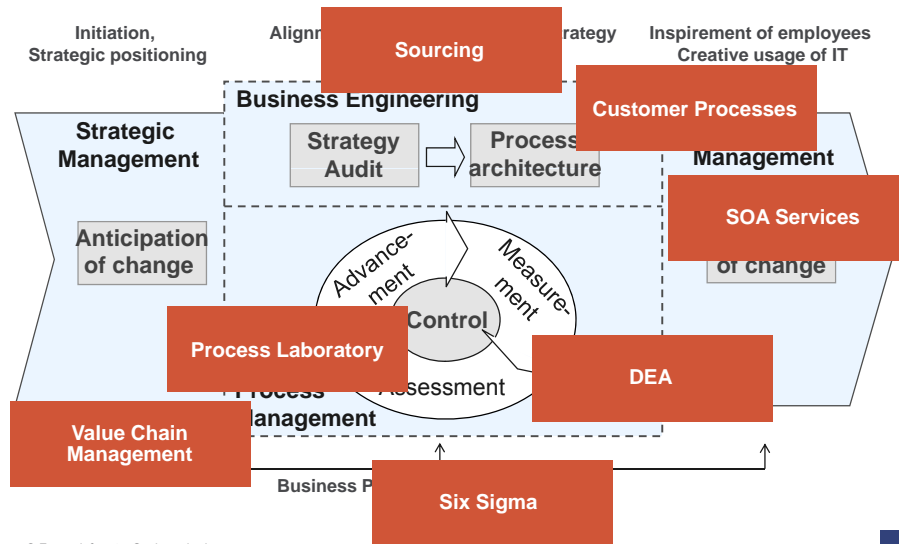
--- contextual links

Our academic partners:



Framework for process-based transformation of financial institutions



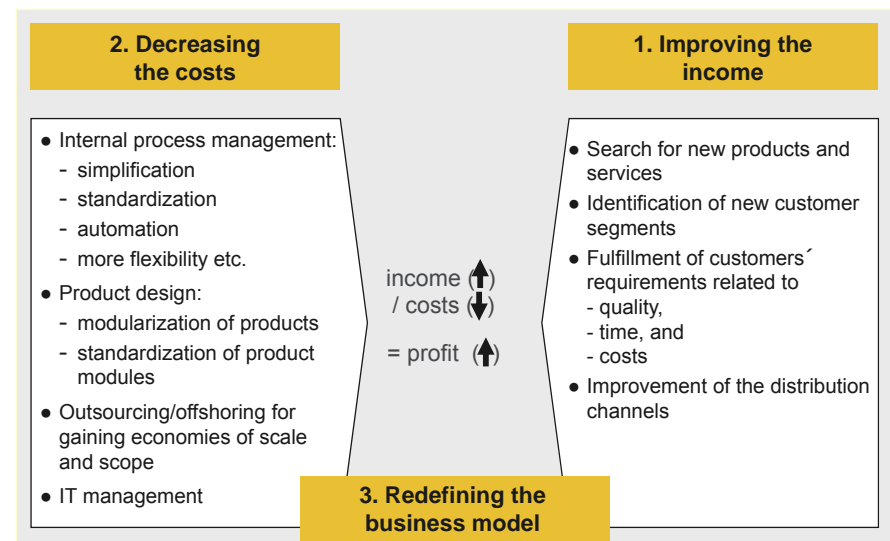


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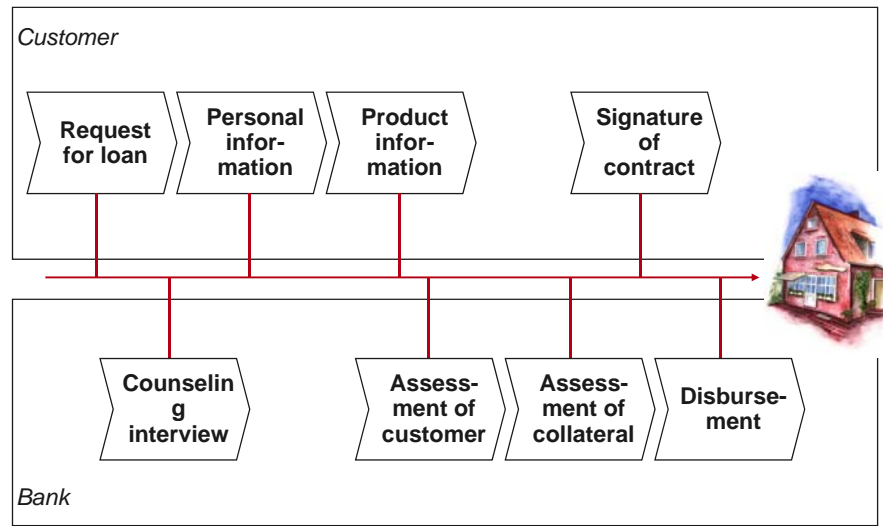
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**Design of a Process Laboratory
for Financial Service Processes**

Three triggers to answer to the enormous pressure in the banking industry



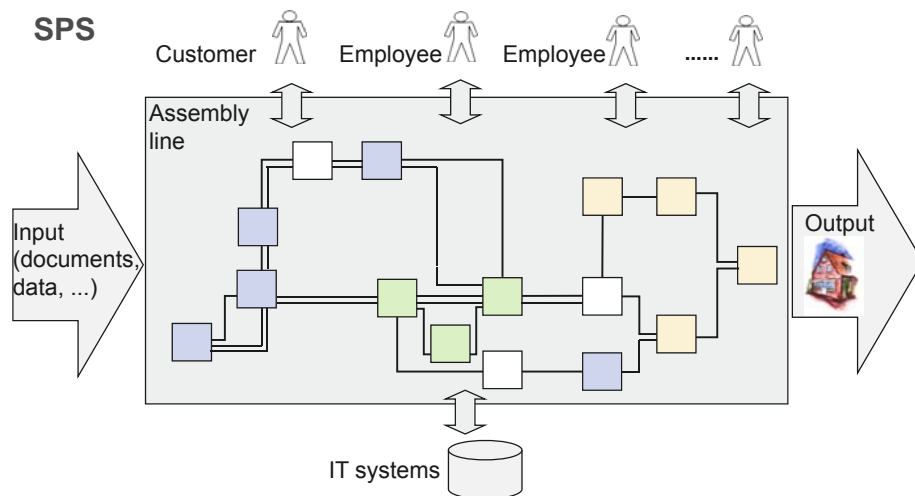
Improvement of service production (example: home loan financing)



Characteristics of service processes with *heterogeneous customer integration*

1. Customers are directly involved in the production process (*integration*).
They have to deliver
 - external *production* factors like information and physical goods
 - external *non-impacting* process information (e.g. passport)
 - external *process-impacting* information (e.g. type of collateral)
2. Customer integration differs between customer groups and service offers (*heterogeneity*).
3. Services, in contrast to physical goods, cannot be stored.

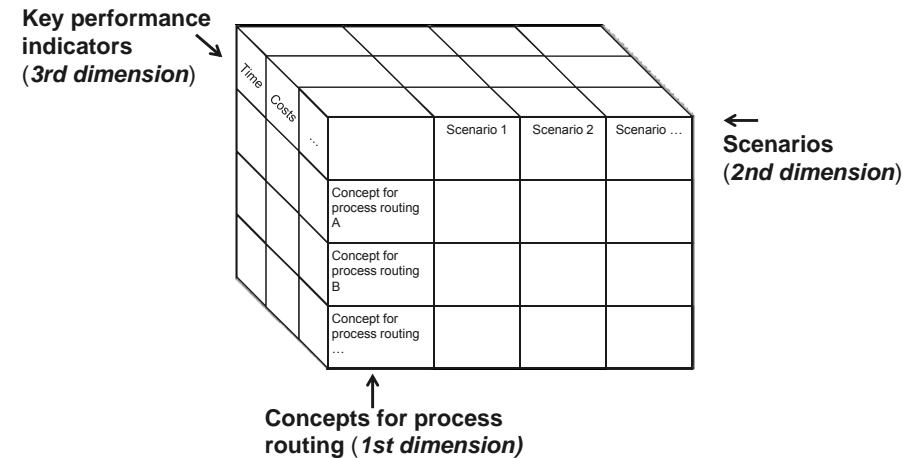
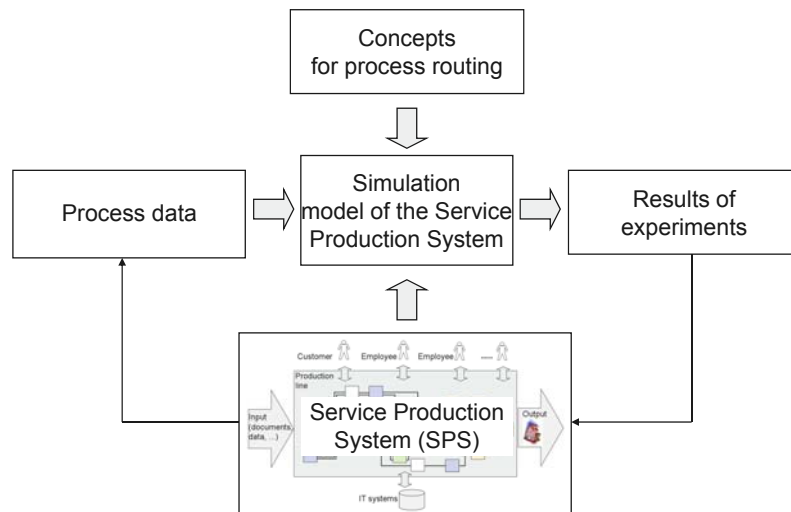
Production system for services with heterogeneous customer integration



Simulation of processes in a laboratory – how can this be done for service processes?



magic LAB®



Research questions related to a laboratory for service processes, e.g.

- How can the assembly line for service processes be **modularized**?
- Can **software agents** be included into the production system?
- How to **simulate processes** with high customer integrativity while running the operative IT systems?
- How can **production control methodologies** from manufacturing industry be used in the banking industry?
- Integration of **knowledge management** into the service production system.
- How to **train/educate employees and managers** (awareness, motivation, workers councils, ...)?
- How can a process chain run by **several service suppliers** (e.g., in transaction banking) be controlled?

...

Contact



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