



Advanced Operations Management

By David Loader

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In the fast changing business and financial markets, the role of operations manager is crucially important to any organisation. As automated processes increase and settlement cycles shorten, the demands on operations managers to embrace change and to become cost effective contributors to the bottom line increases.

This book follows on from *Fundamentals of Global Operations Management, 2e* (0470026537). Author David Loader explores the challenges of being a good supervisor and manager in an environment of constant change, variable workloads and pressure to deliver quality services cost-effectively. He covers the key aspects of the role, which include managing risk, people and clients.

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Editorial Review

From the Back Cover

Operations management is a vital component of any organisation in the financial markets. Without highly efficient operational capacity any business would be vulnerable to competition and would find the overall cost of its business unviable. It is also the case that operations teams and the functions they perform have both altered radically in the last five to ten years, illustrated by the active role in risk management that operations teams perform today. Traditionally a predominantly processing function, the changes to the structure of the industry have been significant and this has fundamentally altered the operations scope. Today its functions are processing but also risk control, client service, revenue or profit protection, and in some cases revenue generation.

In this book David Loader analyses the challenges of being a good supervisor and manager in an environment of constant change, variable workloads and pressure to deliver quality services cost effectively. He also discusses the challenges and most effective ways of managing risk, people and clients.

Key business issues facing the manager are covered, including:

- Management philosophy
- Treasury operations
- Resource management
- Technology
- Procedures
- Management information
- Industry developments

About the Author

David Loader is Managing Director of the London based Derivatives and Securities Consultancy Ltd (DSC). DSC provides various consultancy and educational services to a wide range of financial institutions globally. David has over thirty years' experience in the finance industry, particularly in operations, gained in a number of major organisations including SG Warburg Group where he was Operations Director. He is heavily involved in financial education and training, as a Director of Computer Based Learning Ltd (providing e-learning solutions to the financial services industry), and as an author and presenter of training courses for The Securities and Investment Institute.

David is a member of The International Guild of Bankers, The Institute of Directors and The Securities and Investment Institute.

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