



# Relationship and Resource Management in Operations (Securities Institute Operations Management)

*David Loader*

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'Relationship and Resource Management in Operations' explains in practical terms the importance of the business relationships with internal and external counterparts while demonstrating how things can go wrong and what causes the situation. The authors examine the need to instil cultures in the team focusing on client service, risk and cost effectiveness. The text covers, via practical examples, the kind of scenario managers or supervisors might face in their role and shows what decisions could and should be made.

The operations function in a financial organization is crucial to the success of the business. It drives both profitability and reputation as well as contributing to business development and support. It is also a complex part of a business and one that is treated differently in different types of organizations. The complexity of operations and the diverseness of the teams and the people they interact with create a need for a high degree of relationship and resource management.

For instance a bank that is involved in both retail and investment banking will have hundreds of different relationship situations, but so too will a small private client broker. Some situations may be common to all types of organizations; others common to particular types of organizations and a few will be very specific to an organization. These relationships may be very open or highly discreet and confidential.

Whatever the type of relationship, whether problematic or successful, it is likely that any problems will have an impact of the business. For operations managers their role is a key one. Charged with managing resources and the numerous relationship issues, it is neither a simple task nor, because of the variety and frequency of the issues that might arise, one that is easy to find solutions for. This book, however, explores some of the situations that managers might find themselves in and puts forward some solutions.

Relationships and resources are the energy source that makes operations work and managed well they will provide the means to grow and to attain success. The central aim of this book is to provide knowledge and guidance on this important and key area of operations management. Successful operations teams are built on talented resource and effective management - let this book be your guide.

The definitive series of professional references for those finance professionals concerned with "Back office" or operations management unique to this industry. Shows in practical terms the importance of the business relationships for financial operations management teams. A comprehensive resource from a leading financial management consultant for global banks and institutions.



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