

WILSHADEB BANERJEE Prince of Certified

Project Management | Business Process Management | Quality Management | Risk Management

Project Management | Business Process Management | Quality Management | Risk Management

Project Management

Project Management is a discipline that involves the application of knowledge, skills, and tools to meet the requirements of a project. It is a systematic approach to the planning, execution, and control of a project. The project manager is responsible for the overall success of the project, ensuring that it is completed on time, within budget, and to the satisfaction of the stakeholders. The project manager must have a strong understanding of the project's goals, objectives, and constraints, and must be able to communicate effectively with the project team and stakeholders. The project manager must also be able to manage the project's risks, resources, and quality. The project manager must be able to adapt to changes in the project's requirements and to manage the project's progress. The project manager must be able to manage the project's budget and to ensure that the project is completed on time. The project manager must be able to manage the project's quality and to ensure that the project meets the requirements of the stakeholders. The project manager must be able to manage the project's risks and to ensure that the project is completed on time, within budget, and to the satisfaction of the stakeholders.

Business Process Management



Quality Management

- Quality management is a systematic approach to the planning, execution, and control of a project.
- Quality management is a discipline that involves the application of knowledge, skills, and tools to meet the requirements of a project.
- Quality management is a systematic approach to the planning, execution, and control of a project.

Business Process Management

Component	Value	Value
Process Design	100%	100%
Process Improvement	90%	90%
Process Automation	80%	80%
Process Monitoring	70%	70%
Process Control	60%	60%
Process Evaluation	50%	50%
Process Innovation	40%	40%
Process Integration	30%	30%
Process Collaboration	20%	20%
Process Transformation	10%	10%

Business Process Management

- Business process management is a systematic approach to the planning, execution, and control of a project.
- Business process management is a discipline that involves the application of knowledge, skills, and tools to meet the requirements of a project.
- Business process management is a systematic approach to the planning, execution, and control of a project.

- Championed, lead and support quality improvement initiatives**
 - Lead automation on manual reporting resulting in reduction of WFA (Non Value add) steps from 3 to 4 (3) up improvement) and process defect reduction from 4 to 3 with accuracy improvement of 2%
 - Implemented Global work allocator to ensure time saving of Approx. up 10% monthly (as per FTE release)
 - Made Procedural change, short cut keys, visual management to publishing continuous reporting checklist
- Lead CRM project (Legal Entity Name Change)**
 - Lead companywide name change project on every touch base made by MFE or CSC, with its legacy names
 - As PMO lead designed project plan and inter lock strategies with multiple departments (Legal, Treasury, supply chain, Payroll, IT & HR) to ensure requirement gathering, define activities and dependencies is done
 - Implemented Global tracker and ensured regular updates to enable effective decisions by leaders
 - Conduct project reviews to ensure we address the concerns proactively and move towards closure and test regular sessions with functional leads to obtain the latest status
- Process Stabilization projects Operations**
 - Lead multiple projects to stabilize and ensure effective implementation of quality framework, training plans
 - Developed performance metrics and ensure adequate sign-off on Process SOP, VSM (value stream mapping), risk & compliance related documents, enabled reporting templates to ensure performance visibility
 - Collaborate with asset management team to ensure workspaces is available and effective process flow is maintained
 - Designed communication plan to ensure data is reported out as required on time and every time

General Management

- Review financial records and data to enable location strategy**
 - Planned and prepare to achieve value statements under controlled operational budgets
 - Planned effective strategies for the financial well being of the process
 - Identified opportunities to perform transition work from High cost location to low cost location with a transition plan of ex rate movement and cost benefit reduction of 4.0%
 - Conduct monthly and quarterly financial review with leads to share actual vs forecast and variance
 - Reviewed resource allocation to ensure optimization and drive business efficiency
- Performed Work assessment**
 - Designed effective balanced tracker to track and ensure performance measurement can be achieved
 - In sync with "Value for fee" and "Demand capacity" operational metrics, effectively reviewed the current state of process and made required changes to KPI (key performance indicators) to enable client satisfaction
 - Introduced several performance based scorecard in sync with process objective and by fee opportunity
 - Reviewed results with "No discrimination" have resulted in an incremental process growth
- Reviewed QA documents and ensured compliance on SOP process documentation and review conclusion with "No discrimination" in the periodic SOP meeting**
- Strategic Governance Process management**
 - Collaborate with top management and developed process dashboard to enable leaders business reporting
 - Introduced reporting tools to record all operational activities for all governance purpose: People, process and risk. Create and manage operational plans

Operational Management

- Data analysis - QA & Quality control**
 - Performed and engage team to do a deep diving and analyse trends and highlight exceptions. Review and do root cause analysis of quality variance and assess scope of improvements. Implemented action plan with effective remediation plan
 - Review the OPR (Operational Risk Metrics) to assess the delivered output is aligned with the S.A agreement, any performance variation is controlled by one on one or group training
- Governance Module Process review conducted periodic business review to check the process health and address any potential operational risk which impacts the overall business performance. Conduct internal risk reviews to ensure "Zero" findings during Core audit. Introduced mitigation plan and process to ensure risk is controlled.**
- Process Opportunity assessments to leverage technology towards automation efficiencies**
 - Performed periodic reviews to assess efficiency opportunity and transform the current stage of the process to simplified or automated version. Reviewed the as is process steps, VSM (value stream mapping), defined solution feasibility and built PACE (Future made effective analysis)
- Team meeting and One on One meetings** Conducted regular team meetings and periodic 1:1s with team to ensure check in on goals and clearly align on progress and next actions to attain goals, deliver meaningful, personalized feedback, boost productivity and cut wasted time, strengthen relationships and create bond