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| Livello bibliografico   | Monografia   |
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| Nota di contenuto       | COVER; CONTENTS; PREFACE; ABOUT THE AUTHOR; Chapter 1: OPERATIONS MANAGEMENT; Chapter 2: MARKETS; EQUITY SECURITIES; DEBT SECURITIES; DERIVATIVE MARKETS; FOREIGN EXCHANGE AND MONEY MARKETS; RETAIL AND OTHER PRODUCTS; Other products; MARKET AND PRODUCT KNOWLEDGE; Market structure and membership; Products traded; Structure and characteristics of the products; Clearing mechanisms, membership and the clearing house role; Structure of securities clearing and settlement conventions; Regulation, accounting and tax issues; Policy, procedures and controls Chapter 3: BANKING, BROKING AND INSTITUTIONAL CLIENTSWhat are the issues for the operations managers in these scenarios?; Chapter 4: CONCEPTS OF RISK; Settlement risk; System risk; Counterparty and agent risk; Personnel risk; Regulatory risk; Legal risk; Reputational risk; Infrastructure risk; Financial risk; Disaster risk; Chapter 5: CLEARING AND SETTLEMENT; Fixed rate bonds; Floating rate notes; THE ROLE OF THE CLEARING HOUSE; The concept of margining, collateral and |

treasury management; Margin; Collateral; Treasury management; OTC derivatives; Products; Swaps; OTC options  
Settlement of OTC products  
Event calendar;  
Communication/Information; Other settlement issues; Accounting and regulatory issues; SwapClear; SwapsWire; Summary; Suggested further reading; CHECKLISTS; Chapter 6: CUSTODY; Chapter 7: TECHNOLOGY; Chapter 8: REGULATION AND COMPLIANCE; Basel II, Sarbanes-Oxley and UCITS Directive; Chapter 9: CLIENT SERVICES; The approach to customer relationships and the 'client culture'; Structure of client services within the operations team; Responsibility; Measuring performance; Escalation procedures; Client liaison programmes; Front-office client team  
Industry issues  
Analysing the competition; Developing the service; What are the potential problems in customer relationships?; Managing risk within the customer relationship; Client visits; Chapter 10: OPERATIONS IN THE FUTURE; Appendix A: UCITS III: INTRODUCTION; AGGREGATE LIMITS; TRANSFERABLE SECURITIES AND MONEY MARKET INSTRUMENTS; BANK DEPOSITS; FINANCIAL DERIVATIVES INSTRUMENTS; FUNDS OF FUNDS; INDEX TRACKING FUNDS; USE OF SUBSIDIARIES; PERMITTED ACTIVITIES OF MANAGEMENT COMPANIES; EU PASSPORT FOR MANAGEMENT COMPANIES; SIMPLIFIED PROSPECTUS; CAPITAL ADEQUACY REQUIREMENTS  
FURTHER INVESTOR PROTECTION MEASURES  
Appendix B: EXTRACTS FROM SARBANES-OXLEY ACT OF 2002; Appendix C: THE G30 TWENTY RECOMMENDATIONS; CREATING A STRENGTHENED, INTEROPERABLE GLOBAL NETWORK; MITIGATING RISK; IMPROVING GOVERNANCE; Appendix D: SOUND PRACTICES FOR THE MANAGEMENT AND SUPERVISION OF OPERATIONAL RISK (February 2003); Introduction; Background; Industry trends and practices; Sound practices; Developing an appropriate risk management environment; GLOSSARY; USEFUL WEBSITES AND SUGGESTED FURTHER READING; INDEX

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## Sommario/riassunto

Fundamentals of Global Operations Management, 2nd Edition provides an overview of the fundamentals of the operations functions and is suitable for people working in any organization in the financial markets. Key issues affecting the industry are covered, such as operational risk management, traditional and new market environments, mergers and alliances, and integration across clearing and settlement. It also looks at how globalisation is presenting new challenges in operations and the new regulatory environment. David Loader takes the reader through the many issues that are important in

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