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Nota di contenuto	COVER; CONTENTS; PREFACE; ABOUT THE AUTHOR; Chapter 1: THE CHALLENGE; THE PROFILE OF OPERATIONS; OPERATIONS IS A BUSINESS; THE CHALLENGE OF CHANGE; THE CHALLENGE OF MANAGEMENT STYLE; THE CHALLENGE OF GLOBAL MARKETS; THE CHALLENGE OF PERSONAL GOALS; THE CHALLENGE OF DEALING WITH EVENTS; Chapter 2: THE MANAGEMENT PHILOSOPHY; REPORTING LINES; Chapter 3: THE MANAGEMENT OF RISK; MARKET RISK; CHARACTERISTICS OF THE PRODUCTS USED; MANAGEMENT RISK; INADEQUATE PROCEDURES AND CONTROLS; INFORMATION OR REPORTING RISK; MARKET OR PRINCIPAL RISK; CREDIT OR COUNTERPARTY RISK; OPERATIONAL RISK MEANS OF REDUCING SETTLEMENT RISKPERSONNEL/HR RISK; LIQUIDITY RISK; SYSTEMIC RISK; FINANCIAL OR TREASURY RISK; TECHNOLOGY RISK; SYSTEMS FAILURES; TECHNOLOGY AWARENESS; LEGAL RISK; REGULATORY RISK; REPUTATION RISK; OTHER RISKS; Malicious risk; Country risk; Understanding risk; Controlling risk; Strategic controls; MANAGEMENT RESPONSIBILITY; ROLE OF RISK MANAGEMENT; The risk management process; Risk management departments; Staff training; Chapter 4: SECURITIES FINANCING; WHAT IS SECURITIES FINANCING?; STOCK LENDING; SECURITIES LENDING PROCESS FLOWS; LOAN

## INITIATION

DELIVERY OF COLLATERAL AND SECURITIES MANAGEMENT OF BENEFITS AND COLLATERAL; RETURN/RECALL OF SECURITIES; PAYMENT OF FEES; LENDING AGREEMENT; REPURCHASE AGREEMENTS (REPOS); COLLATERAL; SECURITISATION; Chapter 5: TREASURY AND FUNDING; CASE STUDY; UNSECURED BORROWING; SECURED BORROWING; Money market instruments; Derivatives; Foreign exchange; Treasury settlements; Cash management; Risk in treasury settlement; Chapter 6: RESOURCE MANAGEMENT; PRESSURES ON RESOURCE; DEFINING RESOURCE; TRAINING AND DEVELOPING PEOPLE; CONTINGENCY PLANNING; RESTRUCTURING; TRAINING AND PERSONAL DEVELOPMENT SUCCESSION PLANNING DEALING WITH PEOPLE; THE WORKING ENVIRONMENT; MANAGING SYSTEMS; TECHNICAL PERFORMANCE; OPERATIONAL PERFORMANCE; DIFFICULT PEOPLE; MOTIVATION; NO MOTIVATION MEANS TROUBLE IS BREWING; PERFORMANCE MEASUREMENT; MANAGEMENT OF PEOPLE; Chapter 7: TECHNOLOGY IN OPERATIONS; TIMING AND RESOURCING; LOSS OF KEY PERSONNEL; MANAGING THE OPERATIONS FUNCTION THROUGH THE PROJECT; POST-IMPLEMENTATION; TECHNOLOGY AND THE FUTURE; Chapter 8: PROCEDURAL DOCUMENTATION - CAPTURING THE KNOWLEDGE BASE; THE HISTORICAL PERSPECTIVE; THE BENEFITS OF GOOD DOCUMENTATION

WHAT IS GOOD PROCEDURAL DOCUMENTATION? IN-HOUSE OR OUTSOURCE?; 1 Skill; 2 Time; 3 Cost; MAINTAINING, CONTROLLING AND DISTRIBUTING THE DOCUMENTATION; Chapter 9: CLIENT MANAGEMENT; CUSTOMER RELATIONSHIPS; THE APPROACH TO CUSTOMER RELATIONSHIPS AND THE 'CLIENT CULTURE'; KNOW YOUR CLIENT; General guide to account opening and customer identification; MONEY LAUNDERING; DEFINING THE SERVICE AND ESTABLISHING RELATIONSHIPS; What is considered as client service?; ESTABLISHING RELATIONSHIPS; THE MANAGER'S ROLE IN RELATIONSHIP MANAGEMENT; STRUCTURE OF THE OPERATIONS FUNCTION; RESPONSIBILITY MEASURING SERVICE LEVELS

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### Sommario/riassunto

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 c

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