

SKILLS FRAMEWORK FOR FINANCIAL SERVICES SKILLS MAP- BUSINESS PROCESS IMPROVEMENT EXECUTIVE				
Sector	Financial Services			
Track	Digital and Data Analytics			
Occupation	Innovation and Process Excellence Executive			
Job Role	Business Process Improvement Executive			
Job Role Description	<p>The Business Process Improvement Executive is responsible for providing operational support to enable the execution of cross-functional process improvement projects. He/She assists in managing process improvement projects and facilitates in the identification of process gaps between the current and desired process states to support cost reduction and efficient operations. His duties include providing support to analyse and measure the effectiveness of existing business state processes, develop and implement system improvements to ensure business continuity and ensure processes meet organisational quality standards.</p> <p>The Business Process Improvement Executive is a detail-oriented person who is accountable and maintains accuracy in his work. He is able to follow through on processes and verbalise the changes with his strong interpersonal and communication skills. He is committed to work alongside his team in ensuring process consistency. He is able to manage competing demands and deal with frequent changes.</p>			
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions		Key Tasks	
	Identify and drive business process improvement and innovation solutions		Consolidate benchmark data and organisational goals for business process analyses	
			Support process improvement by developing robust business cases for initiatives	
			Gather data and analyse the effectiveness of current operations, identifying issues and determining financial impact to develop actionable opportunities	
			Conduct research for the range of prototype methods and systems and facilitate cross-functional meetings between stakeholders on various end-to-end processes	
			Review resource flow, scheduling, production capacity and restrictions and draft root cause analyses	
			Adopt an Agile approach when developing solutions for business improvement	
	Implement innovation and business process improvement initiatives		Map process flows across business operations and services, analysing and identifying process gaps	
			Provide support in executing pilot programmes for testing modified process improvements	
			Collect documents underlying best practices and governance frameworks	
			Measure and compare current processes with identified procedures and policies, and assist in providing recommendations for ideal future state	
	Monitor process improvement and innovation implementation outcomes		Record data regularly to monitor and analyse newly implemented processes for faults	
			Capture and record outcomes of improved processes according to defined metrics	
			Draft report and analyse process improvement outcomes with reference to factors of cost, quality and time in comparison to current processes	
			Conduct regular monitoring and reporting of quality and status of business process improvement outcomes	
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Benchmarking	Level 3	Communication	Intermediate
	Business Environment Analysis	Level 3	Problem Solving	Intermediate
	Business Performance Management	Level 3	Teamwork	Intermediate
	Business Process Re-engineering	Level 3	Computational Thinking	Intermediate
	Business Requirements Mapping	Level 3	Digital Literacy	Intermediate
	Change Management	Level 3		
	Continuous Improvement Management	Level 4		
	Data Analytics and Computational Modelling	Level 3		
	Data Mining and Modelling	Level 3		
	Ethical Culture	Level 3		
	Information Technology Application Support and Monitoring	Level 3		

	Project Management	Level 3		
	Technology Application	Level 3		
Programme Listing	For a list of Training Programmes available for the Financial Services sector, please visit: www.skillsfuture.sg/skills-framework/financial-services			

The information contained in this document serves as a guide.