



First Time Pass – a Measurement Tool for Driving Profits Throughout Your Bank

First time pass (FTP) yield is defined as the amount of satisfactory products or services available after the completion of a given set of operating processes expressed as a percentage of the total amount produced. In other words, the first time pass yield is the measure of products or services that a system can produce without errors. In a manufacturing system it is relatively straight forward to measure FTP, FTP in a bank is much more difficult. Yet as an improvement measure, FTP is key to understanding the wasted effort due to rework, which in many administrative systems exceeds 50% of the overall effort exerted throughout the system. It is a key indicator of improvement. In fact, many times just implementing an effective FTP system results in significant cost savings while increasing customer satisfaction.

This course is designed to help the leaders in banking understand the principles behind First Time Pass and how it can be used to drive down costs and drive up profits.

Topics include:

- The bank as a system
- The definition of First Time Pass (FTP)
- FTP in a series of operations
- Using FTP to uncover hidden waste

Workshop Objectives:

Participants completing the course will understand:

- How First Time Pass can work in banking
- Fundamental steps needed to implement a FTP system
- How to reduce costs and improve customer satisfaction using FTP

Course Format:

This is an 4-hour workshop. Participants bring in their real-life operational issues and learn ways to deal with them using FTP. The workshop is very interactive using participant work groups to reinforce learning.

Who Should Attend:

The course is designed for community bankers, corporate bank executives, department managers, and branch managers.

Prerequisites: None

Equipment Requirements:

U-shaped table in main room with breakout areas with flip charts available for teams.

Scheduling Information:

To schedule a workshop contact Anna Vanwagner at avanwagner@mca or telephone (810) 232-9797.