CPI for Operational Efficiency in Settlement Operations

8 – 12 August 2027
Geneva

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Ref: 103600658_108690 **Date:** 8 – 12 August 2027 **Location:** Geneva **Fees:** 6200 Euro

Course Overview:

The CPI for Settlement Process Improvement and Operational Efficiency course is designed to strengthen the capabilities of managers and teams responsible for settlement operations, trade exchange, clearing, reconciliation, and financial operations. The course focuses on applying Continuous Process Improvement CPI principles to analyze the settlement lifecycle—from transaction capture and data validation through reconciliation, exception handling, settlement completion, and performance monitoring.

Participants explore the relationship between operational processes and financial flows, recognizing that effective settlement management depends on accurate data, standardized instructions, liquidity availability, clear responsibilities, and coordinated communication among stakeholders. The course addresses post-trade operations including transaction validation, confirmation, matching, settlement instructions, cash forecasting, and settlement fails management.

A strong emphasis is placed on operational process analysis, root cause analysis, exception and discrepancy management, settlement cycle improvement, and the redesign of inefficient settlement procedures. Participants also examine the role of standard operating procedures, workflow standardization, reconciliation automation, operational controls, and key performance indicators in reducing settlement errors and improving efficiency.

The program also connects settlement improvement with working capital management, financial flows, trade operations, and Supply Chain Finance, highlighting how better integration of operational and financial processes can improve liquidity, transparency, collaboration, and overall operational resilience.

Target Audience:

- Settlement and Trade Exchange Managers
- Settlement Operations Managers
- Clearing and Settlement Managers
- Financial Operations Managers
- Post-Trade Operations Managers
- Reconciliation Managers and Supervisors
- Continuous Improvement Managers
- Process Improvement Managers
- Trade Finance Managers
- Treasury and Cash Management Managers
- Operational Risk Managers
- Internal Control and Compliance Managers
- Digital Transformation and Operations Automation Professionals
- Senior Analysts and Supervisors involved in settlement and reconciliation activities

Targeted Organizational Departments:

- Settlement and Trade Exchange
- Clearing and Settlement Operations
- Financial Operations
- Post-Trade Operations
- Reconciliation and Exception Management
- Payments and Collections
- Treasury and Cash Management
- Trade Finance
- Operational Risk Management
- Internal Controls and Compliance
- Process Excellence and Continuous Improvement
- Digital Transformation
- Data Management
- Internal Audit
- Supply Chain and Supply Chain Finance

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Targeted Industries:

- Banks and Financial Institutions
- Capital Markets and Securities Firms
- Clearing Houses and Settlement Institutions
- Central Securities Depositories
- Payment Services and FinTech Companies
- Asset Management and Investment Companies
- Insurance Companies
- Trade and Commodity Companies
- Import and Export Organizations
- Logistics and Supply Chain Companies
- Telecommunications Companies
- Energy and Utilities
- Large Industrial and Commercial Organizations
- Government Authorities and Public-Sector Organizations
- Development Funds and Financial Agencies
- Organizations managing high-volume financial and commercial transactions

Course Offerings:

By the end of this course, participants will be able to:

- Explain Continuous Process Improvement CPI principles and their application to settlement operations
- Analyze the end-to-end settlement lifecycle and identify operational inefficiencies
- Map financial and trade settlement processes from transaction capture to closure
- Improve settlement procedures related to validation, matching, reconciliation, and confirmation
- Differentiate between reconciliation, clearing, settlement, and exception management activities
- Identify the causes of settlement delays, discrepancies, and recurring operational failures
- Apply root cause analysis to settlement errors and process breakdowns
- Establish structured approaches to exception and discrepancy management
- Improve reconciliation accuracy and reduce settlement errors
- Develop approaches for accelerating settlement closure without weakening controls
- Redesign inefficient settlement workflows using CPI principles
- Standardize operational processes and strengthen Standard Operating Procedures
- Identify suitable opportunities for settlement and reconciliation automation
- Establish settlement operations KPIs and operational efficiency measures
- Strengthen settlement controls and operational risk management
- Connect settlement process improvement with liquidity and working capital management
- Build a measurable Continuous Process Improvement roadmap for settlement operations

Training Methodology:

The course uses an applied learning methodology that progresses from understanding current settlement operations to process analysis, redesign, performance measurement, and continuous improvement. Concepts related to Continuous Process Improvement CPI are introduced through focused interactive sessions and immediately connected to settlement operations, financial reconciliation, clearing, trade exchange, and exception management.

Participants review realistic business cases involving transaction mismatches, delayed confirmations, incomplete settlement instructions, settlement failures, recurring exceptions, inaccurate reference data, and delayed settlement closure. Financial Markets Operations Management identifies trade capture, validation, confirmation, settlement instruction matching, cash forecasting, securities forecasting, and settlement fails as core elements of post-trade processing.

Group discussions and collaborative exercises are used to examine workflow bottlenecks, handoff failures, duplication of effort, operational waste, and control gaps. Participants analyze root causes and consider how responsibilities, escalation paths, Standard Operating Procedures, and reconciliation practices can be strengthened.

The methodology also incorporates case-based discussion of working capital, liquidity, operational-financial integration, and Supply Chain Finance. Participants receive structured feedback throughout the course to help translate CPI concepts into measurable settlement process improvement initiatives that can be adapted to their own organizational environments.

Course Toolbox:

No software, physical tools, templates, or proprietary toolkits are provided as part of this course. Instead, participants are introduced to practical insights, examples, and approaches relevant to:

- Settlement process mapping
- End-to-end workflow analysis
- Root cause analysis
- Bottleneck identification
- Exception classification
- Settlement discrepancy analysis
- Standard Operating Procedure development
- Operational control design
- Escalation workflow design
- Settlement cycle-time measurement
- Operational efficiency measurement
- Settlement KPI development
- Reconciliation automation opportunities
- Process standardization
- Continuous improvement roadmaps

Course Agenda:

Day 1: Settlement Operations and Continuous Process Improvement

- **Topic 1:** Continuous Process Improvement CPI Principles in Settlement Operations
- **Topic 2:** Roles of Settlement, Trade Exchange, Clearing, and Operations Teams
- **Topic 3:** Transaction Lifecycle from Trade Execution to Settlement Closure
- **Topic 4:** Operational, Data, and Financial Flows Across the Settlement Cycle
- **Topic 5:** Reconciliation, Clearing, Matching, and Settlement Fundamentals
- **Topic 6:** Stakeholder Responsibilities and Operational Handoffs
- **Reflection & Review:** Reviewing the Settlement Lifecycle and Identifying Key Operational Challenges

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Day 2: Settlement Process Analysis and Improvement Opportunities

- **Topic 1:** Mapping the Current Settlement and Reconciliation Process
- **Topic 2:** Operational Process Analysis and Value-Adding Activities
- **Topic 3:** Identifying Bottlenecks, Delays, and Process Duplication
- **Topic 4:** Reference Data, Counterparty Data, and Settlement Instruction Quality
- **Topic 5:** Settlement Error Classification and Sources of Mismatches
- **Topic 6:** Root Cause Analysis of Settlement Fails and Discrepancies
- **Reflection & Review:** Analyzing Settlement Delays and Recurring Error Patterns

Day 3: Exception, Discrepancy, and Operational Risk Management

- **Topic 1:** Designing an Effective Exception Management Process
- **Topic 2:** Prioritizing Exceptions by Value, Age, and Operational Risk
- **Topic 3:** Managing Settlement Discrepancies and Data Corrections
- **Topic 4:** Settlement Failures Management, Follow-Up, and Escalation
- **Topic 5:** Settlement Controls and Reduction of Recurring Operational Errors
- **Topic 6:** Operational Risk Indicators for Settlement Activities
- **Reflection & Review:** Reviewing High-Risk Exceptions and Delayed Settlement Scenarios

Day 4: Process Redesign, Standardization, and Automation

- **Topic 1:** Designing the Future-State Settlement Process
- **Topic 2:** Settlement Process Reengineering and Removal of Non-Value Activities
- **Topic 3:** Standardizing Settlement Procedures Across Operational Teams
- **Topic 4:** Developing Effective Standard Operating Procedures
- **Topic 5:** Automation Opportunities in Reconciliation and Settlement Operations
- **Topic 6:** Automation Controls, Data Quality, and Operational Continuity
- **Reflection & Review:** Comparing Current-State and Future-State Settlement Processes

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Day 5: Operational Efficiency Measurement and Sustainable CPI

- **Topic 1:** Key Performance Indicators for Settlement and Reconciliation
- **Topic 2:** Measuring Settlement Cycle Time, Accuracy, and Straight-Through Processing
- **Topic 3:** Transaction Cost, Backlog, and Exception Rate Measurement
- **Topic 4:** Settlement Performance and Operational Risk Dashboards
- **Topic 5:** Governance, Ownership, and Accountability for Improvement Initiatives
- **Topic 6:** Building a Continuous Improvement Roadmap for Settlement Operations
- **Reflection & Review:** Defining Improvement Priorities, Targets, and Performance Measures

FAQ:

What specific qualifications or prerequisites are needed for participants before enrolling in the course?

No specific technical qualification is mandatory. However, participants will benefit from previous experience or basic familiarity with settlement operations, financial operations, reconciliation, trade exchange, clearing, payments, operational risk, or process improvement. The course is particularly suitable for managers, supervisors, senior specialists, and professionals responsible for improving operational efficiency.

How long is each day's session, and is there a total number of hours required for the entire course?

Each day's session is generally structured to last around 4-5 hours, with breaks and interactive activities included. The total course duration spans five days, approximately 20-25 hours of instruction.

What is the difference between reconciliation and settlement, and why can reconciliation act as a preventive control?

Reconciliation compares internal records with external, counterparty, custodian, or settlement records to identify differences and verify the accuracy and completeness of transactions or balances. Settlement refers to the actual completion of the financial or asset-transfer obligations associated with a transaction.

Reconciliation becomes preventive when it is performed accurately and promptly and when recurring discrepancies are analyzed rather than merely corrected. Efficient and timely reconciliation can identify patterns, data weaknesses, and process failures before they result in settlement failures, financial losses, or larger operational issues. Financial Markets Operations Management specifically highlights reconciliation as a key operational control and discusses its potential use as a predictive mechanism for preventing problems.

How This Course is Different from Other Settlement Process Improvement Courses:

This course differs from general Continuous Process Improvement programs because CPI is applied specifically to settlement, reconciliation, clearing, and trade operations rather than being taught as an abstract process-management concept. Participants examine the complete operational chain, from transaction capture and validation to matching, settlement instructions, exception handling, reconciliation, and final closure.

The program also combines three disciplines that are often taught separately: Continuous Process Improvement, settlement operations management, and operational efficiency measurement. This creates a stronger link between process design, data quality, operational controls, financial flows, and measurable performance.

Another distinguishing feature is the emphasis on settlement failures, discrepancies, exception management, reconciliation accuracy, and operational risk. These topics reflect the practical challenges identified in financial markets operations, where efficient settlement requires coordination across trade capture, validation, clearing, cash forecasting, settlement, and reconciliation.

The course also considers the financial implications of operational improvement. Supply Chain Finance literature emphasizes the integration of operational and financial flows, working capital efficiency, liquidity, collaboration, and technology-enabled processes.

Rather than stopping at diagnosis, participants progress toward process redesign, standardization, automation opportunities, KPI development, governance, and a structured CPI roadmap for sustained settlement process improvement.