



**Juergen Moormann**

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QUT, 126 Margaret Street, Level 4, Meeting room 408-409**

**ABSTRACT**

Banks and other financial institutions respond to the constant stress of competition with three main activities: redesigning the business model, cost cutting, and increasing revenues. Business process improvement is appropriate for the last two. The presentation gives an overview on the research activities of ProcessLab at Frankfurt School of Finance & Management. The talk comprises different approaches - Six Sigma, process management in loan processing, efficiency analysis in securities processing based on data envelopment analysis, evaluation of cuts within interorganizational process, and the integration of customer processes and business processes of banks.

**SPEAKER**

Professor Dr Juergen Moormann is a Professor of Banking, and a Director of ProcessLab at Frankfurt School of Finance & Management. He received a Doctorate (Dr. sc. pol.) from University of Kiel in Germany in 1989, and an MBA (Dipl.-Kfm.) from University of Kiel in Germany in 1985. He has 5 years of consulting experience in German banks from 1990 to 1994. He was a visiting Professor at the UNSW, University of New South Wales, Sydney, Australia, 2004/2005, a visiting professor at the UCCS, University of Colorado at Colorado Springs, USA, 1999/2000, and a lecturer in European Business School in Oestrich-Winkel, Germany, from 1991 to 1993. His research interests include Business Engineering, Six Sigma in the Financial Industry, Process Performance Measurement, Efficiency and Productivity of Banks, Integration of Customer Processes into Business Processes (Customer Centricity).