

wbs

WARWICK BUSINESS SCHOOL
THE UNIVERSITY OF WARWICK

**For the
Open
Minded**

Week 2: Northwest Bank Case Study questions

Case Study North Western Bank

Agenda: North West Constructive Bank

- ◎ Process Design
- ◎ Layout
- ◎ Flow

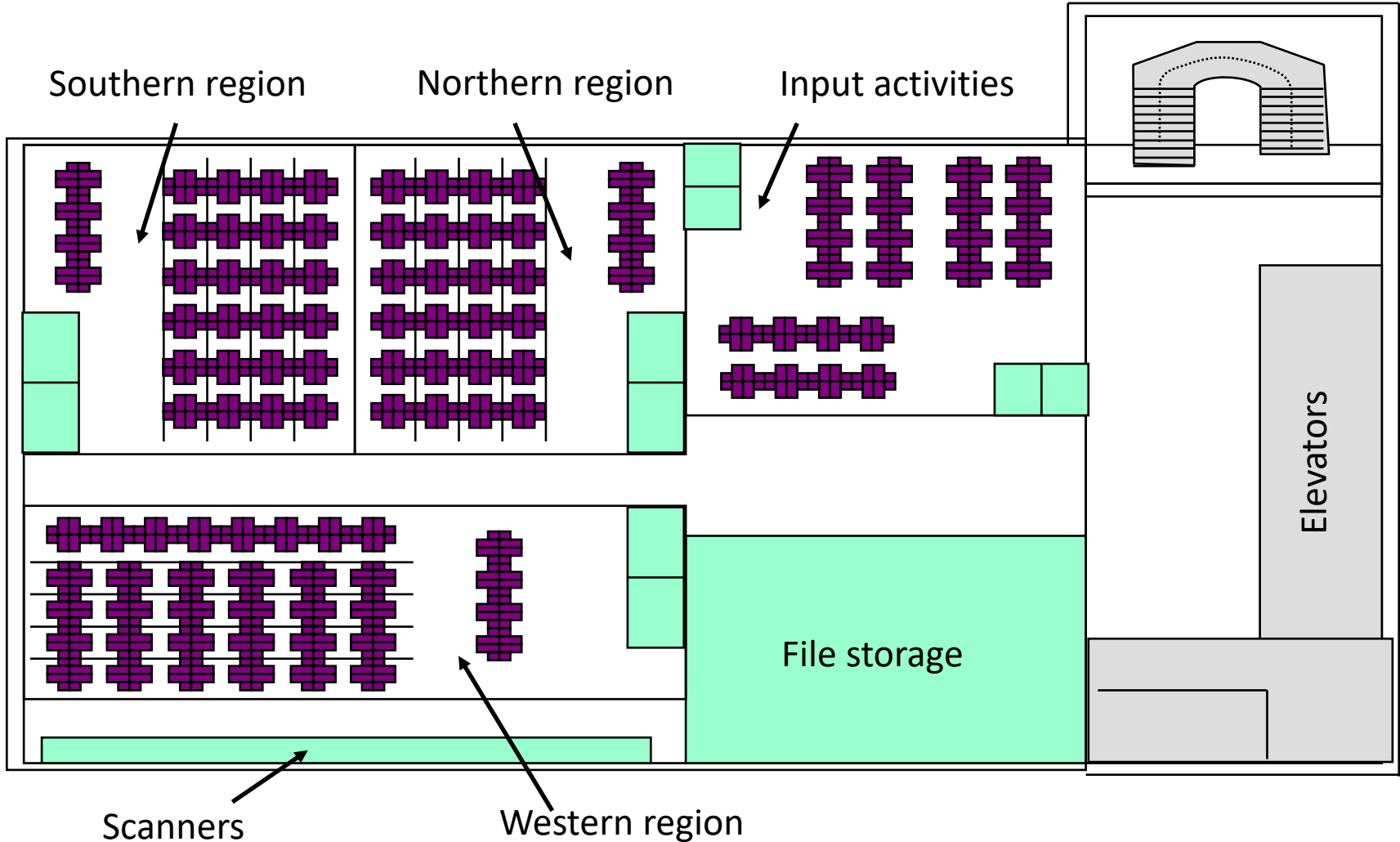


Source: Slack et al (2013). Please see the post on myWBS detailing the case.

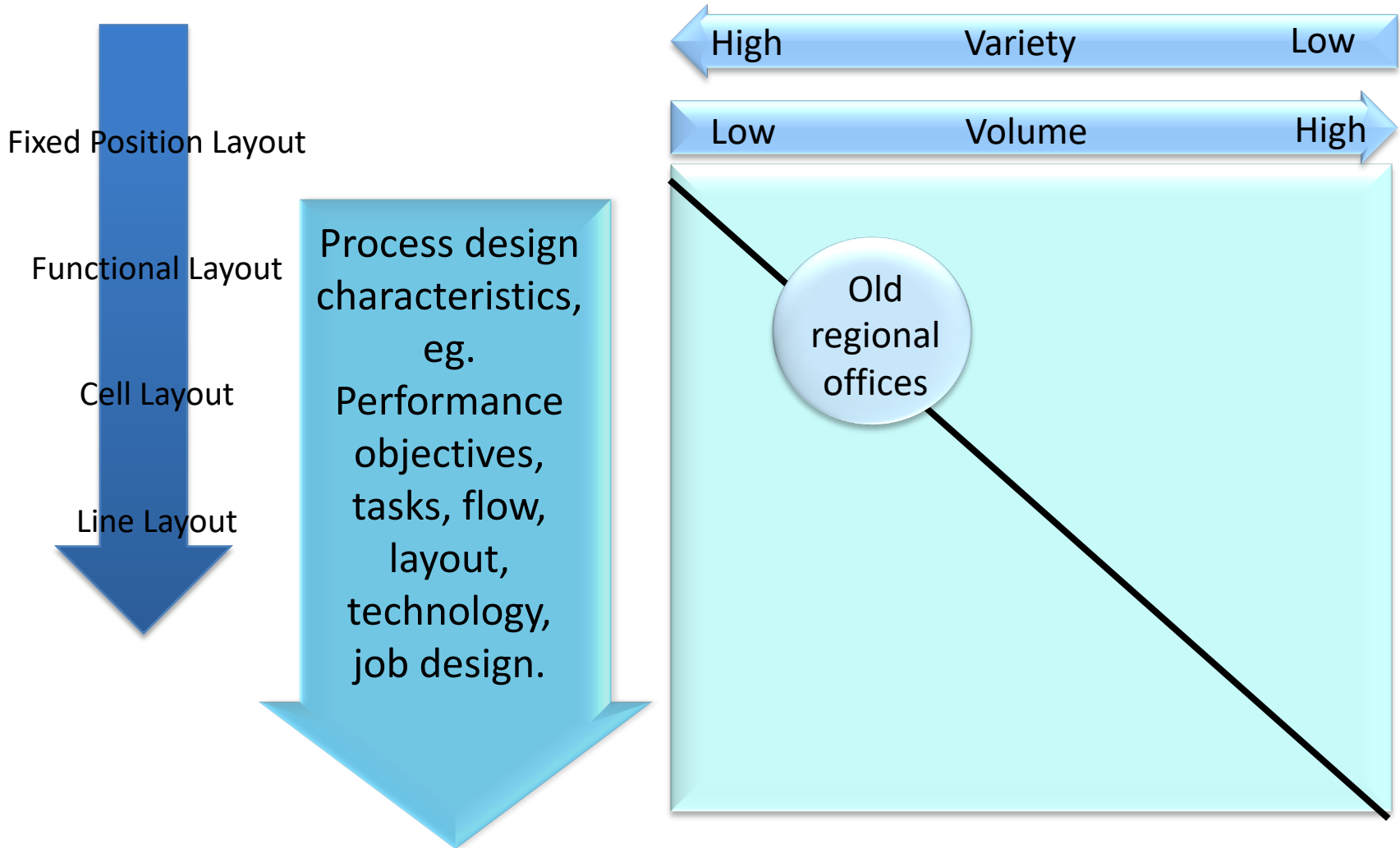
Questions for All Groups

1. *What were the reasons of the move and what are the problems with the current design?*
2. *What appears to be the Volume-Variety position of the current centre? Is it different from the old centres?*
3. *Should the process be redesigned, and if so, which option should be adopted and why? You must indicate the layout type of your selected option.*

What were the reasons of the move and what are the problems with the current design?



What appears to be the Volume-Variety position of the new centre? Is it different from the old centres?



Should the process be redesigned, and if so, what option should be adopted and why?

Option 1 - Centre within centre

- Common input process
- Underwriting, offer and completion processes conducted within each region

Option 2 – Total Change

- 4 teams for 4 stages

Option 3 – Parallel processes

- 4 teams for 4 stages
- BUT underwriting and offer processes are to be done in parallel

A) Indicate the layout type for the recommended option(s)?

B) Clearly discuss its ADVANTAGES & DISADVANTAGES?

Types of layouts

