



# CREATING A BREAKTHROUGH IN CASH CENTRE PERFORMANCE

**PSM is probably the most experienced consulting business in helping clients to deliver significant efficiency and effectiveness improvements in Cash Centres and associated logistics operations.**

Below we provide a summary of expertise, examples of our work, the benefits and our way of working with our clients.

## EXAMPLES OF TYPICAL PROGRAMMES:

- **Retail Bank** - mapped and implemented Best Practice Processes for the (then) four UK Cash Centres, then delivered more than 10% FTE savings
- **Outsourced UK Cash Centre** – resolved process issues, saved significant financial contract penalties and improved working relationship with the Bank
- **Retail Bank** - improved cash processing efficiency and delivered 15% FTE savings
- **Foreign currency supplier** – delivered a Business Continuity Plan to safeguard the future operation of the cash centre
- **Retail Bank** – delivered significant improvements to cash processing efficiency
- **Manufacturer of Banknote sorting machines** – completed studies to identify the ability of a range of banknote sorting machines to detect tears and defects in used banknotes
- **Retail Bank** – completed a project delivering improvements in CSI machine processing performance across their network



## THE BENEFITS OF OUR APPROACH:

- **Quick Wins** immediately, then improved efficiency, typically in excess of 20%.
- **Best-practice insight** and focus into those areas of most benefit
- **Innovative solutions** imported from other sectors, such as Engineering and Manufacturing and tailored to your needs in cash processing.
- **Real ownership of the changes** by your people resulting from their involvement in the project and their contribution to the solutions.
- **New skills transferred to your people** so that they can continue the improvements.
- **Solutions implemented and benefits delivered!** We don't just write reports.....

## WORKING WITH CLIENTS

We recognise that some clients require different levels of support or involvement from the consultants. This ranges from relatively light involvement where we provide training, through to heavy involvement and commitment where we take full responsibility for the delivery of the improvement.

**Level 1 - Training:** We train your people in the use and application of the tools and methods to create a breakthrough in Cash centre performance

**Level 2 - Coaching and mentoring:** We help your staff to apply these tools and methods in live projects

**Level 3 - Project participation:** We become an active member of the project team and take responsible for elements of the project as well as guiding and mentoring the project leader

**Level 4 - Project management.** We take full responsibility for the project and the delivery of the benefits and our fees are taken from the benefits that are created.