

# MANAGING TRADE OPERATIONS

ICC  
ACADEMY

Level 2

Duration 5 learning hours

Language English

Price US\$200

Credits 5

Credits category CTFP Elective Course

Course code TF 201-10



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## Target audience

General practitioners working in banks, corporates, or financial institutions in functions such as Relationship Management, Credit, Compliance, etc. but with an interest in trade finance.

## Course objectives

Managing Trade Operations will provide intermediate level bank officers with an overview of the key responsibilities of Trade Operations management. It will describe the range of skills required for long term success in the position,

covering Production Management of the day to day transactions, Process Management to ensure continued improvement & efficiency of the operational processes, leading to reduced costs or greater transactional throughput.

## Lessons:

- Module 1 Production Management Overview
- Module 2 Process Management Overview
- Module 3 Implementation
- Module 4 Risk and Fraud Management
- Module 5 Human Resources – Skills and Motivation
- Module 6 Customer Service – Logistics and Support
- Module 7 Case Study



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## ABOUT THE AUTHOR

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### ROBERT BUGG

Robert has been involved with Trade services in a variety of roles for the past 35+ years, both on the Information Technology and Operations fronts.

He was involved in early Trade automation efforts at Citibank, and became interested in learning more about the business, joining operations in the eighties. His IT background allowed him to become involved in customer and Purchase Order driven initiatives. He took the opportunity to manage Citibank's Regional Trade Processing Centre in Penang, Malaysia as processing from Asian countries was being consolidated. He secured ISO9002 certification with them in 1998.

He later moved to Wachovia Bank in a similar capacity, managing their offshore Trade processing, which included an "outsourcing" group which handled trade transactions on behalf of other banks, who were starting to encounter declining staff experience levels in their primary processing location.

In 2008, he reprised the regional Trade head role for JPMorgan in Singapore and Hong Kong as they strengthened their offshore processing capabilities before retiring to the US after a stint as COO for a leading UK Insurance company in Vietnam.

### Assessment

This eLearning course will include a self-assessment tool to help you prepare for the Certified Trade Finance Practitioner (CTFP) Final Examination if you choose to obtain this Certificate. The passing grade for the Final Examination is set at 70%.

### What is an ICC Academy online course?

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