SERVICE QUALITY & BOEG

ABOUT US

Finarya is a smart technology platform for end-to-end Integrated Governance, Risk and Compliance. Over the last few years, industries across the board are witnessing fast paced and wide-spread digitization, heightened focus around remote working, stricter regulatory environment and rapidly growing size and complexity of global financial system. These issues underscore the significance of strengthening governance standards around Operational Risk, Compliance Risk, Financial Reporting Risk, Reputation Risk & Governance.

Our product, **"Ethical"**, is designed with a mission to enhance the level of governance and empower organizations to promote transparency in managing the stakeholders for ushering an era to **Reimagine Governance**. **Ethical** platform provides smart configurable dashboarding & reporting capability to review performance metrics across the organization.

SERVICE/PROCESS QUALITY ASSESSMENT AND BRANCH OPERATIONS, EXCELLENCE & GOVERNANCE [BOEG]

This module facilitates performing an assessment (both by assessors and self-assessment) of the success criteria laid down by the management for managing the Branch/ Retail Operations. It is an end-to-end Parameter/ KPI assessment of processes operating on ground to improve productivity, assess effectiveness & efficiency of all the processes. Parameters/ KPIs are classified into Regulation, Customer Experience & Business for evaluating score. Our software provides a seamless workflow to manage the assessment from Planning, Perform, Evaluation, ATR to publishing of Reports. It also provides dashboards with functionality to review the same on a Pan-India, Region, Cluster or Circle Level.

FEATURES

- Functionality to plan and schedule periodic assessments
- Strong visualization for better planning
- Parameter/KPI driven functionality for various entity type
- Stakeholder mapping function to effectively manage resources.
- Digital assessment facilitating upload of evidence and samples.
- Efficient workflows to manage the interaction between assessor and assessed.
- Notification & escalation functionality to track timely closure of observations.
- Quality dashboarding capability with scoring model to manage reporting across the organization with drill down feature to track the last mile details of the reported issue.

BENEFITS

- Centralized repository of assessment information for better decision making
- Ease of use with enhanced UI/UX
- Measurably improve preventive governance to enhance Customer Experience
- Strong usage of tech to create better visualization for decision making.