



Ms Patsy Quek
Executive Director, DBS Bank
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Patsy Quek is Head of Project Management Centre and Lean IT at DBS Bank, where she oversees a portfolio of projects, project management competency and drives project transformation to solve business problems through the continuous improvement of business, operations and technology processes for effective delivery. She also leads the Operational Excellence team.

Prior to joining DBS, Patsy spent 15 years in various roles in PwC Consulting, Hewlett-Packard Consulting & Integration, The Capital Markets Company, EDS Ltd and other large consulting and systems integration organisations. She was responsible for providing business process re-engineering, project management, business solutions and system integration services to financial services organisations and for growing the consulting business in the Asia Pacific region.

Synopsis:

Moving from Triple 'Constraints' to Triple 'Opportunities'

- DBS Customer Experience journey – focus on customers, outside-in mind set
- Lean IT journey
 - Focusing on Fit For Purpose, Speed to Market
 - Drivers – Clear Biz Problem, Shift Left, Waste Reduction, Breaking in smaller deliverables, Build Capability
- How focusing on customer and applying Lean thinking is improving project outcomes
- Share some examples of what we have introduced
 - Obeya (Structured workshop on scope and project plan alignment)
 - Current Best Ways (Best practice on project management and process quality)
 - Last Mile (Project review process for tracking of business benefits and stability criteria)