

# Benchmarking Financial Industry

Leasing Team

*May, 2004*

# Agenda

- I. Project Objectives
- II. Project Scope
- III. Project Deliverable
- IV. Organization
- V. Responsibilities
- VI. Completion Criteria

# I. PROJECT OBJECTIVES



- “Company A” (Global Auto Financial Industry) is currently implementing a benchmark effort where its approach is conducted in two ways:
  - Internal – compare current processes vs other offices from this company abroad.
  - External – compare current processes vs other financial institutions.
- This approach will bring to “Company A” recommendations for simplification of processes within “Company A”’s continuous improvement effort.

## II. PROJECT SCOPE



- Identify the core business processes -for the leasing line of business- of an automotive financial institution
- Identify current performance indicators
- Benchmark between “Company A” against “Company B” (IT financing company).
- Develop a final report.



HP Financial Services

Global Financing



DAIMLERCHRYSLER



GMAC FINANCIAL SERVICES

### III. PROJECT DELIVERABLE



Final report including:

- Executive summary
- Project Objective
- Gap analysis – (data gathering, surveys –if needed-)
- Recommendations/Best Practices
  - Action plans in order mitigate potential business risks.

## IV. ORGANIZATION



**G. Linlser**

**Sponsor “Company A”**

**Arturo Herrería**

**Team Member**

**Guillermo Trillo**

**Team Member**

**Gustavo Pastrana**

**Project Coordinator**

## V. RESPONSIBILITIES



### **Project Sponsor (G. Linsler)**

- Identify & prioritize the most important business objectives
- Approve the proposed recommendations from benchmarking team.
- Assure Project alignment with business policies and strategies

### **Project Coordinator (G. Pastrana)**

- Responsible for controlling all the information that is used for this project
- Coordinates & controls overall Project
- Monitors work plan completion
- Coordinates the communication with the involved stakeholders
- Conducts periodic project team status meetings
- Communicate and follow-up to the Project tasks and issues.
- Assign tasks to team members
- Overall project documentation control and follow-up

## V. RESPONSIBILITIES (Cont'd)



### **Project Team Member (G. Trillo & A. Herrera)**

- Analyze DCSM information
- Design “To-Be” future process model
- Conduct presentations, meetings
- Develop deliverables

## VI. COMPLETION CRITERIA



The research project will be finished once:

- The final report is completed, and
- Presented to the Business Process Management Manager (Sponsor “Company A”)

# CHAPTER I INTRODUCTION & RESEARCH



## Economic Environment

- Financing/leasing “boom” started with NAFTA agreement
- 94-95 recession stopped development
- Later the economy became stable and fixed rates were very attractive
- Financing for cars was very expensive, now is cheaper, since the culture grew.
- Leasing gives fiscal and planning benefits

# CHAPTER I INTRODUCTION & RESEARCH



(Cont'd)

## Main Players

- VW Financial Services, Ford Credit, GMAC, Daimler Chrysler Services, and Banks,.
- IT main Leasing groups
  - IBM Global Financing, HP Financial Services, CSI, CIT, and GE Capital.
- Oriented to individuals mainly
- Companies are starting leasing for crews
- Processes start homologating, due to customer needs
- Financing/leasing brand new programs are taking the market, banks are losing popularity.
- Manufacturers are taking the market, financing make