Banking Process Mining Training Course

Professional Development Training Course Outline

Category	Banking Institute	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In an era of rapid digital transformation, financial institutions face unprecedented pressure to optimize operational efficiency, enhance customer experiences, and maintain bulletproof compliance. Banking Process Mining Training Course explores the transformative power of Process Intelligence (PI) and Process Mining, enabling banks to extract event logs from core banking systems (CBS), CRMs, and payment gateways. By constructing a dynamic digital twin of an organization (DTO), participants will learn to surface hidden bottlenecks, eliminate redundant approval layers, and transition from descriptive analytics to decision-grade intelligence.

As Agentic AI and fourth-generation, cloud-native banking cores reshape the sector, this training bridges the critical gap between traditional business process management (BPM) and automated execution. Participants will walk away equipped to convert fragmented transaction data into measurable financial impact, scaling straight-through processing (STP) and hardening Know Your Customer (KYC) and Anti-Money Laundering (AML) workflows.

Programme Curriculum

Banking Process Mining Training Course

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Course Objectives

- Reconstruct objective, real-time visual models of end-to-end banking workflows directly from system event logs.
- Identify and eradicate structural bottlenecks, rework loops, and manual interventions to drastically reduce cycle times.
- Audit process execution against internal compliance policies and external regulatory frameworks automatically.
- Increase personal banking and mortgage STP rates to minimize human touchpoints and cut operational overhead.
- Simulate process modifications and stress-test operational changes within a risk-free digital environment.
- Establish continuous monitoring protocols to safeguard core banking functions against unforeseen disruptions.
- Use data-validated insights to identify, prioritize, and justify high-ROI Robotic Process Automation (RPA) and Agentic AI candidate workflows.
- Uncover process deviations in payments and trade operations to intercept fraudulent claims and anomalies early.
- Shorten the "time-to-yes" for credit applications and streamline account onboarding to drive customer retention.
- Seamlessly integrate Governance, Risk, and Compliance metrics into everyday business process management context.
- Transition from basic BI dashboards to diagnostic, multi-perspective mining that pinpoints exact friction points.
- Establish clear variant governance to eliminate near-identical process silos across diverse banking jurisdictions.
- Map process intelligence insights directly to business KPIs, OKRs, and measurable full-time equivalent (FTE) savings.

Target Audience

1. Head of Operations & Operating Officers.
2. Process Excellence & Lean Six Sigma Professionals.
3. Automation Leads & RPA Solutions Architects.
4. Risk, Compliance, & GRC Managers.
5. Digital Transformation Strategy Directors.
6. Business & Process Analysts.
7. IT & Data Engineers.
8. Retail & Commercial Banking Business Unit Leads.

Course Modules

Module 1: Foundations of Banking Process Mining & Intelligence

- Demystifying process mining.
- The transition from static BPM to dynamic Process Intelligence (PI) and Digital Twins.
- Understanding the data architecture of core banking systems (CBS) and transaction logs.
- Overcoming the limitations of traditional BI dashboards through diagnostic analytics
- Evaluating the platform landscape
- **Case Study:** *How a German retail bank used process intelligence to achieve a 50% reduction in customer "time-to-yes" for loans.*

Module 2: Data Extraction, Transformation, & Event Log Engineering

- Mapping banking IT infrastructure
- Extracting data safely from secure transaction systems without disrupting production environments.
- Data cleansing protocols
- Transforming transactional databases into flat, miner-ready event logs using SQL and ETL tools.
- Establishing data privacy, tokenization, and strict data governance for sensitive financial records.
- **Case Study:** *Overcoming complex multi-system data silos across 15+ legacy platforms at a global investment bank.*

Module 3: Automated Process Discovery & Variant Analysis

- Generating objective, end-to-end visual process maps from real execution logs.
- Analyzing the "happy path" versus the messy realities of daily banking variations.
- Measuring throughput times and identifying hidden bottlenecks in account opening cycles.
- Uncovering friction points
- Analyzing peak-time transaction volumes to optimize staff allocation and shift schedules.
- **Case Study:** *??bank's deployment of UiPath Process Mining to analyze 26 processes, saving 116,000 hours by eliminating redundant review loops.*

Module 4: Conformance Checking, GRC, & Regulatory Compliance

- Configuring automated conformance checking against ideal, target execution models.
- Detecting process deviations, unauthorized workarounds, and compliance vulnerabilities in real time.
- Mapping explicit regulatory reporting guidelines directly to traceable process steps.
- Operationalizing the convergence of Business Process Management (BPM) and Risk & Control Self-Assessments.
- Building evidence-based audit trails for continuous, on-demand compliance verification.
- **Case Study:** *A top commercial US bank deploying process intelligence to slash its fraudulent claim approval rate by 21%.*

Module 5: Driving Customer Experience (CX) & Onboarding Optimization

- Mapping the digital-to-physical customer journey across web apps, call centers, and branches.
- Diagnosing the root causes of drop-outs and low conversion rates in digital account setup.
- Isolating document verification delays and Electronic Identification (EID) failures.
- Quantifying the financial impact of customer wait times on lifetime value (LTV).
- Redesigning the onboarding funnel to boost Straight-Through Processing (STP) safely.

- **Case Study:** *Genpact's use of Celonis to elevate a global lender's personal banking STP from 43% to over 60%, recovering hundreds of thousands in leaked revenue.*

Module 6: Optimizing High-Value Mortgages & Commercial Lending

- Deconstructing the complex multi-party lifecycle of mortgage and commercial loan originations.
- Identifying discrepancies in passing customers through pending, accepted, or declined stages
- Tackling the cost of variance
- Balancing aggressive speed targets (SLAs) with responsible risk underwriting standards.
- Building a prioritized improvement roadmap for credit analysts and underwriters.
- **Case Study:** *Reducing mortgage lead-time-to-offer by up to 6 days and securing over $1.1M in structural cost savings.*

Module 7: Core Payments, Trade Finance, & Fraud Detection

- Mining payment execution lines
- Spotting duplicate financial transactions, unauthorized trade amendments, and payment SLA breaches.
- Accelerating Know Your Customer (KYC) remediation cycles via process-driven automation.
- Utilizing predictive alerts to intercept operational exceptions before they draw regulatory penalties.
- Optimizing back-office operations to scale capacity without increasing headcount.
- **Case Study:** *A global investment bank utilizing Celonis to eliminate process deviations in payment processing, reducing manual workload by the equivalent of ~37 full-time employees (FTEs)*

Module 8: Synergizing Process Mining with AI, RPA, & Change Management

- Using process intelligence as the evidence-grade foundation to build a reliable automation pipeline.
- Combining generative AI co-pilots with mining tools to accelerate documentation and root-cause mapping.
- Simulating "what-if" operational scenarios using a risk-free Digital Twin of the Organization.
- Translating technical mining discoveries into clear business backlogs owned by operational teams.
- Fostering a data-driven culture that balances automated insights with human accountability.
- **Case Study:** *Building a resilient process improvement framework to scale mining across multiple global divisions while governing AI agent authentication.*

Training Methodology

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

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