

# **Service Operations of Prime Bank PLC**

Pritom Kanti Saha

This report is submitted to the school of Business and Economics, United International University as a partial requirement for the degree fulfillment of Bachelor of Business Administration

# **Internship Report On Service Operations Of Prime Bank PLC**

## **Submitted to:**

Name: Dr. Saad Hasan

Designation: Associate Professor,

School of Business and Economics (SoBE)

## **Submitted by:**

Name: Pritom Kanti Saha

ID:111 193 081

Major: Supply Chain Management

Registration Trimester:



**School of Business and Economics**  
**United International University**

**Date of submission: March 10 , 2025**

## Letter of Transmittal

March 10, 2026

Dr. Saad Hasan

Associate Professor

School of Business & Economics

United International University

Subject: Submission of Internship Report

Dear Sir/Madam,

With due respect, this is to submit my internship report, my services operations of prime bank PLC upon which I am preparing as a part of completing my Bachelor of Business Administration (BBA) degree program.

This report will be founded on my internship work at Prime Bank PLC in the Human Resource (HR) Recruitment Team. The experience that I got during this time taught me the practicals in the servicing details, recruitment and the general banking operations. I have made my best to engage in your instructions and guidelines in writing this report and have tried my best to make it accurate and relevant.

It is my hope that this report will satisfy your expectations and offer valuable knowledge about the service operations in Prime Bank PLC. I would like to receive your important feedback and suggestions about this report.

I want to thank you so much for the help and guidance during the internship time.

Yours sincerely,

Pritom kanti Saha

ID: 1111930815454

BBA Program, United International University

# Certification of Similarity Index

## Service Operations of Prime Bank PLC

### ORIGINALITY REPORT

<b>6%</b> SIMILARITY INDEX	<b>5%</b> INTERNET SOURCES	<b>2%</b> PUBLICATIONS	<b>3%</b> STUDENT PAPERS
-------------------------------	-------------------------------	---------------------------	-----------------------------

### PRIMARY SOURCES

<b>1</b>	<b>dspace.uiu.ac.bd</b> Internet Source	<b>1%</b>
<b>2</b>	<b>Submitted to United International University</b> Student Paper	<b>1%</b>
<b>3</b>	<b>Submitted to University of Essex</b> Student Paper	<b>1%</b>
<b>4</b>	<b>Submitted to University of Wales Institute, Cardiff</b> Student Paper	<b>&lt;1%</b>
<b>5</b>	<b>Elizabeth A. Cudney, Sandra L. Furterer. "Design for Six Sigma in Product and Service Development - Applications and Case Studies", CRC Press, 2019</b> Publication	<b>&lt;1%</b>
<b>6</b>	<b>dspace.uiu.ac.bd:8080</b> Internet Source	<b>&lt;1%</b>
<b>7</b>	<b>ijosi.org</b> Internet Source	<b>&lt;1%</b>
<b>8</b>	<b>www.coursehero.com</b> Internet Source	<b>&lt;1%</b>
<b>9</b>	<b>Submitted to Glyndwr University</b> Student Paper	<b>&lt;1%</b>

trustedinstitute.com



## **Declaration of the Student**

I would like to confirm that this internship report known as Service Operations of Prime Bank PLC is my original work and has not been copied and/or submitted before to any other institution or any academic degree, or otherwise under any academic or other reason.

This report is written using my experience in the internship, observations, and the knowledge acquired during the internship. All the information sources utilized in this report have not been mentioned without adequate references.

Pritom kanti Saha

ID: 111193081

BBA Program

United International University.

# Corporate Evidence



**Human Resource Division**

HO (HRD)/4943/2026

25 March, 2026

**To Whom It May Concern**

This is to certify that Mr. Pritom Kanti Saha, a BBA student of United International University has done Internship from 5 November, 2025 to 3 February, 2026 at Human Resources Division, Prime Bank PLC. The intern demonstrated satisfactory performance during the 90 days internship program.

We wish Mr. Pritom Kanti Saha great success in all future endeavors.

A handwritten signature in blue ink, appearing to read 'Mahmudul Hasan Akhand', written over a vertical line.

**Mahmudul Hasan Akhand**  
EVP & Head - Human Resources

## Acknowledgement

To begin with, I would like to say that I would not be able to write my internship report as I did without the strength, patience, and ability bestowed upon me by the Almighty Allah.

It is my pleasure to wish to acknowledge my noble academic supervisor, Dr. Saad Hasan, Associate Professor, School of Business and Economics, United International University, with his precious guidance, sustained encouragement and helpful recommendations in the development of this report. His guideline and support assisted me to finish the report in the appropriate and structured way.

I also have the greatest appreciation that Prime Bank PLC granted me an opportunity to have my internship in such a highly reputed organization. This is to appreciate the assistance of the officials and personnel members of the Human Resource Recruitment Team; the support they have provided me during my internship period is professional and invaluable knowledge to me. Their real-life examples educated me on how the banking industry operates in its services and recruits people.

I owe the HR department particularly my colleagues and seniors, who helped me by ensuring that they shared their knowledge with me, clarified various processes, and left me to learn through the day to day activities. Their help helped make my experience of an internship more valuable and productive.

Lastly, I would like to thank my family, friends and the teachers who would encourage, inspire and support me even in the academic process. I have always been very strong in regards to my motivation

## Executive Summary

This report is primarily aimed at examining the service operations of one of the most successful private commercial banks in Bangladesh which is Prime Bank PLC. This report will be informed by my experience under an internship program where I served in the Human Resource (HR) Recruitment Team.

This report gives overall insight of Prime Bank PLC, its introduction, history, SWOT analysis, service operations and service processes. It records the way the bank performs with systematic procedures of front-office and back-office works that are required to be efficient, accurate and customer-satisfying.

The report also evaluates the workflow of the bank operations work activities, service processes and integrating digital systems in the working of the banks. Another type of analysis is the Failure Mode and Effects Analysis (FMEA), which has been done to assess the risks that are possible in the processes recruitment and service provision, and suggested remedies to enhance efficiency.

In my internship years, I was exposed to the workings in the recruitment process through screening the resume, interview organisation and data management. This experience also taught me to engage in professional skills related to communication, teamwork, and organizational ability and also gain insight into the functioning of the corporation.

The report emphasizes the fact that Prime Bank PLC possesses robust operation capacities that are aided by the digital transformation process, its human resources, and efficient risk management systems. Nevertheless, some potentials to improve it further can be suggested in the form of automation, improved data analytics, and optimization of the processes.

Generally, this internship process has enabled me to bridge the differences between theoretical understanding and practical use of such a knowledge and improved my knowledge of the operations of a service in the banking segment.

## Table of Contents

Letter of Transmittal.....	3
Certification of Similarity Index.....	4
Declaration of the Student.....	6
Corporate Evidence.....	6
Acknowledgement.....	7
Chapter: 1.....	12
Prime Bank PLC.....	12
1.1 Introduction.....	13
1.2 History of Prime Bank PLC.....	13
1.3 SWOT Analysis of Prime Bank PLC.....	14
1.4. Service Operation of Prime Bank PLC.....	20
1.5 Service Process of Prime Bank PLC.....	24
1.6 The other recommendation is the Failure Mode Effects Analysis (FMEA).....	28
Chapter: 2.....	34
Prime Bank Service Operations.....	34
2.1 Work.....	35
2.2 Activities.....	35
2.3 Process.....	35
2.4 Services.....	36
Chapter: 3.....	37
FMEA and Process Map.....	37
3.1: Process map (HR Recruitment Process).....	38
3.2: Failure Mode and Effects Analysis (FMEA).....	40
Chapter: 4	
Internship (HR Recruitment Team).....	43
4.1 Introduction.....	44
4.2 Roles and Responsibilities.....	44
4.3 Learning Experience.....	45
4.4 Skills Developed.....	46
4.5 Understanding of HR Operations.....	47
4.6 Challenges Faced.....	47
4.7 Overall Reflection.....	48
Chapter 5: Recommendations and Conclusion.....	49
5.1 Recommendations.....	50
5.2 Conclusion.....	52
References.....	54



# **Chapter: 1**

## **Prime Bank PLC**

## 1.1 Introduction

Prime Bank PLC is among the most successful commercial banks in Bangladesh which is privately owned and has been operating under the control of Bangladesh Bank. Since its inception, the bank has been great as a financial intermediary where it helps in mobilizing savings amongst individual and institutions and in the process directing them into productive economic sectors. The banking industry is important in the economic growth, industrial development and financial inclusion in a developing country such as Bangladesh. At this more akin financial system, Prime bank PLC has established a framework as a technology-seeking customer-focused and rule of law-seeking institution.

The bank is operating under a very challenging and controlled environment where precision, efficiency and customer trust are the key factors to success. Its philosophy of operation is based on great corporate governance, ethical practices, innovation, and transparency. Throughout the years, the bank has implemented modernized digital banking platforms, centralized databanks, and organized risk management platforms to make them efficient in their operations and minimize adverse changes in the regulatory and technological platforms.

Prime Bank PLC has enormous variety of services such as retail banking, SME banking, corporate banking, Islamic banking, treasury services and digital financial services. The service is supported by internal functions like risk management, compliance, internal audit and human resource management. Its human resource strategies are combined with operational objectives and it has been playing a major role in the service excellence and competitive advantage of the organization.

## 1.2 History of Prime Bank PLC

In 1995 the financial liberalization took place in Bangladesh and Prime Bank PLC came into existence. The 1990s were a revolution in the banking industry, where the rise of the private commercial banks was to bring about efficiency and competition in the industry, as well as bringing about modernity in banking. Since its founding, Prime Bank aligned itself to a strategic vision which is technology and customer oriented service provision.

The bank had to focus on corporate banking and trade financing first to create a good platform of industrial and business clients. The compounding financial environment led it to expand its operations to retail and SME banking which assisted in the dispersal of risk concentration to boycott its customer base. This market expansion with a strategic diversification boosted financial stability and US market range.

Prime Bank over the years had invested a lot in the infrastructure technology. With the introduction of ATMs, core banking systems, internet banking, and mobile banking applications, the access to services and efficient work were greatly enhanced. Moreover, the bank enhanced its risk management processes according to the Basel regulations and international financial reporting standards.

Over the last few years, digital transformation is one of the top priorities. The bank has also implemented cybersecurity, digital onboarding systems and centralized HR information systems to enhance its operational efficiency and minimize operational risks. Having a large number of employees, about 3,000, and a network of branches, Prime Bank will have to keep up with economic shifts, technological developments, and the competition.

### 1.3 SWOT Analysis of Prime Bank PLC.

SWOT analysis is a key strategic tool that helps to analyse an organisation's internal strengths and weaknesses, along with of its external opportunities and threats. For a financial institution like Prime Bank PLC, it is very important to prepare the SWOT analysis because the banking sector works and functions in an atmosphere of strong competition, control and dynamic. And this gives us a good idea about the current position of Prime Bank PLC in banking industry Of Bangladesh.

Strengths

Prime Bank PLC has multiple strengths which give it a strong position in the banking sector of Bangladesh. It is one of the most impressive strengths which includes its own strong brand image and reputation. The bank has been different in terms of delivering reliability, trust and professionalism from its establishment in 1995. This solid reputation has allowed the bank to foster long-term client relationships with its customers and stakeholders, which is vital in the banking sector where trust plays a major role.

A strength: the bank's diversified portfolio of banking services. With the corporate and retail offering, covering corporate lending, SME finance, Islamic banking products, credit cards, remittance services to digital banking product suites, Prime Bank PLC is one of the most diversified Financial Services players. This diversification lowers the reliance on a single source of income and increases financial stability. It also enables banks to serve various customer segments, ranging from individuals to multinational corporations.

The bank is also mindful of the importance of sound corporate governance and risk management policies. Even further, in a financially regulated atmosphere with international directives. This is a reflection for and Prime Bank PLC handles under close regulation frameworks defined by Bangladesh Bank and other regulators. The risk management system is designed to help identify, evaluate, and reduce financial and operational risks for improved organizational stability.

One of the greatest strengths of Prime Bank PLC is its technological advancement. It has also invested heavily in digital banking infrastructure such as online banking, mobile banking, ATM (Automated Teller Machine) networks, and electronic payment systems. These technologies facilitate faster, more efficient transactions that enhance convenience for customers. Digital platforms also lower operational costs and increase the speed of service delivery, an important consideration in today's fast-paced banking business model.

Besides, Human resources development is the main focus of Prime Bank PLC. The bank harvests its own gems of purchased data up to October 2023. HR policies are created with the intention of enhancing employee performance, motivating them and increasing retention. A qualified workforce leads to high-quality service, improved customer satisfaction and increased efficiency in the organization.

The bank's large branch network and customer base also are key strengths. Prime Bank caters to both urban and semi-urban areas, thanks to its extensive branch network. Such geographical covers help the bank explore different market segments and establish a monumental presence in financial markets.

## Weaknesses

While the bank has its advantages, it also possesses a number of internal weaknesses that could hinder operational efficiency and blanket competitive edge. One of the major weaknesses is a complex system of compliance with regulatory requirements. The bank, as a financial institution, has to follow several rules and regulations of Bangladesh Bank and other regulatory authorities. These are certainly necessary norms, which maintain the stability of the system but often lead to more workloads and inflexibilities in operation. This can lead to slow decision-making processes and inhibit innovation.

Then there is the bank's exposure to credit risk and non-performing loans (NPLs), another major weakness. Prime Bank is not unaccustomed to challenges, just like many other Bangladeshi banks when it comes to loan defaults. It is a factor that can affect profitability, liquidity as well as the overall financial health. Despite the bank having risk management systems, managing credit risk in a developing economy where business uncertainties are normal is a process.

Operational inefficiencies, due to partial reliance on manual processes. Although the bank has implemented digital systems in many respects, some internal processes

remain reliant upon manual coordination and paperwork. This results in delays, errors and inefficiencies in service delivery. Different level of automation among departments also can lead to communication gap and lowered overall performance.

Also, the bank might not be able to maintain a consistent quality of service across branches. Uniformity in service quality is more difficult to maintain when operations are spread over various areas. Different levels of staff training, workload and management practices can lead to differences in customer experience which ultimately can have an impact on the overall reputation of the bank.

Another downside is lack of innovation compared to some of the competitors, especially in terms of fintech integration. Though Prime Bank has started its journey in digital banking, other players are progressing quicker and embracing technology such as artificial intelligence-supported customer service software, Unified Payments Interface systems, blockchain solutions and complete electronic banking. In the long run, this could create a competitive disadvantage.

## Opportunities

Opportunities External environment provides numerous opportunities for the bank to expand and make its mark in the banking industry Digital banking in Bangladesh is one of the most promising opportunities as this trend has witnessed explosive growth. As internet penetration and smartphone usage rise, a growing number of customers are moving towards online and mobile banking solutions. Digital banking has become one of the latest trends in this century, thanks to COVID-19 that forced people to turn towards online resources which also included their banking services. Prime Bank can take the opportunity from this trend by developing and enhancing its digital platforms and improving user experience along with implementing innovative financial technologies.

On the financing side of things, another big opportunity is financing for small and medium enterprises (SMEs). Bangladesh's economic development depends heavily

on SMEs and the sector needs financial support. The Bank can expand its clientele and sources of revenue, all while facilitating economic growth by providing this specific segment with required financial products and services.

Data analytics and artificial intelligence (AI), for example, also create huge opportunities. By using Customer Data by analyzing it, the bank can get a clear view of customer behavior. It enables personalized services, better decision-making, and enhanced risk management. AI-driven tools can also help in automating repetitive tasks, improving efficiencies, and lowering operational costs.

In addition to this, the increasing middle class in Bangladesh provide new opportunities for retail banking. Higher income levels lead to higher banking product penetration. And in this context, Prime Bank can leverage on this by offering customer centric products and expanding its retail banking portfolio.

A boon to automating & digitalizing HR processes. HR management systems, online recruitment platforms and performance tracking tools help to streamline processes and lower administrative demands. This is in line with the bank's objective of improving organizational effectiveness.

Moreover, government initiatives and regulatory bodies pushing for financial inclusion offer growth avenues as the bank can focus on providing services to underbanked segments. This new banking initiative can help Prime Bank to expand its market in the rural and semi-urban areas with people from all walks of life, making easier banking solutions that are within reach for entrepreneurs.

Threats

However, Prime Bank PLC is also subject to multiple external threats that could affect its performance and sustainability. The fiercest competition in the banking industry is one of the greatest threats to service. Way before private commercial, state and foreign banks played active roles in competitive areas. This intense competition forces pricing, service quality and innovation.

A second serious risk is the changing regulatory environment. In response to economic conditions, banking regulations are constantly changing to maintain stability in the financial sector. These changes are necessary but can generate uncertainty and force banks to constantly change their policies and operations. Adherence to new regulations can also raise operational costs.

Economic instability is another major threat. Economic conditions like inflation, currency exchange rates and changes in the global economy can impact the banking system as well. Recessions strike a blow to lending, heightening defaults and lowering profitability.

As the world enters a digital age, cybersecurity risks have gained significant importance. As Prime Bank deepens its digital offerings, it is increasingly exposed to risks from cyber threats such as hacking, data breaches and fraud. Data security{,} ensuring the protection of customer information, these are just some critical challenges which have to be overcome, and that require constant investment in advanced systems.

Another risk is the threat of technological disruption from these fintech companies. This has allowed them to deploy faster, cheaper, and more diverse services than traditional banks; thus attracting customers from them. In the fast-paced world of financial services, Prime Bank will need to innovate and adjust regularly to maintain industry competitiveness.

Conclusion of SWOT Analysis

It was discovered that Prime Bank PLC is a well-established and consolidated financial institution with extensive internal capabilities, such as brand value, diverse services, and advanced digital infrastructure. But it is also challenged from within by operational inefficiencies and credit risk. Digital transformation is reshaping customers' banking expectations, while changes in the external environment continue to present significant opportunities (primarily around digital banking and SME financing) as well as challenges, including competitive pressures, shifts in regulatory approaches, technological change (including cyber risk).

In order to establish long-term sustainability, Prime Bank PLC should utilize their strengths, overcome weaknesses, seize new arising opportunities and adequately address external threats. Ongoing focus on technology, people and innovation will be critical to staying competitive in the implementation of the future of banking.

#### 1.4. Service Operation of Prime Bank PLC

In the context of Prime Bank PLC, service operations involve systematization of several components including customer interactions, compliance with regulations and financial intermediation conducted under risk management parameters.

Manufacturing Organizations produce tangible goods while banking organizations offers intangible services. As a result, the stature of service operations in a bank is predominantly driven by trust, reliability, accuracy and efficiency. Such factors are vital since banking services deal with customer finances and personal details directly — they are part of two of the most prominent activities of human beings producing service quality as one of the leading influencers determining customer happiness and organizational sustainability.

Enjoy additional wide-ranging functionalities Having a well-integrated system of front office operation, back-office functions and centralized monitoring systems is at the heart of Prime Bank's service operations. Together, these components enable the bank to deliver services optimally and securely. Although each component fulfills a unique purpose, they are deeply interwoven both at the operational and strategic level, enhancing the effectiveness of the bank's service delivery model.

The front-office operations are the visible and customer facing side of the bank where direct interaction with clients happens. These operations consist of account opening, deposit and withdrawal transactions, loan processing, customer inquiries, and relationship management. Front office staff includes employees whose main point of contact at the bank is immediate service for customers through front desk service, answering queries and handling needs, providing a good banking experience. Front-office operations represent a critical way to shape customer perception, satisfaction and (ultimately) long-term loyalty because these engagements are typically an initial point of contact between the bank and its customers.

As an example, the process of opening an account includes directing customers through what documents are needed, how they will verify your identity and compliance with Know Your Customer (KYC) regulations. Deposit and withdrawal services should also be conducted quickly and accurately to keep customers happy. Effective Communication Will Be Key: Servicing Loan customers is about communicating and guiding them in a way that they completely understand the benefits, features, terms & conditions. Overall the quality of front office services plays a major role in customer retention and overall market positioning for bank.

Behind the front office, back-office operations provide essential support functions that enable smooth and secure service delivery. These operations do not involve direct customer interaction but are critical for maintaining operational integrity. Back-office activities include credit analysis, compliance checks, document

verification, transaction processing, treasury management, and internal auditing. These functions ensure that all banking activities comply with regulatory requirements and internal policies.

For instance, before approving a loan, the back-office team conducts a thorough credit assessment to evaluate the borrower's financial capability and repayment capacity. Compliance checks are performed to ensure that transactions adhere to anti-money laundering (AML) regulations and other legal requirements. Document management systems are used to store and retrieve customer information securely, while internal audit functions monitor operational processes to identify risks and ensure accountability. These back-office operations play a vital role in minimizing errors, preventing fraud, and maintaining the overall stability of the bank.

In addition to front and back-office functions, Prime Bank utilizes centralized systems for monitoring and decision-making. These systems integrate data from various departments and provide real-time insights into operational performance. Centralized platforms are used to assess creditworthiness, monitor portfolio risks, and ensure capital adequacy in line with regulatory standards. By using advanced data management and reporting systems, the bank can make informed decisions, respond quickly to changes in the financial environment, and maintain effective risk control.

The integration of digital banking technologies has further enhanced the efficiency of service operations at Prime Bank PLC. The bank has introduced a range of digital services, including online banking platforms, mobile banking applications, automated clearing systems, and real-time transaction processing technologies. These innovations have significantly reduced reliance on manual processes, minimized human error, and improved service speed.

Customers can now perform a wide range of banking activities remotely, such as transferring funds, checking account balances, paying bills, and applying for financial products. This not only increases convenience for customers but also reduces operational pressure on physical branches. Digital systems also enable faster communication, better data accuracy, and improved service consistency across different channels.

Internally, the bank has implemented systems such as Human Resource Information Systems (HRIS) and centralized data management platforms. These systems streamline administrative processes, improve employee management, and enhance overall organizational efficiency. HRIS helps in recruitment, performance evaluation, and employee record management, while centralized databases ensure that accurate and up-to-date information is available across departments.

Prime Bank PLC utilizes several key performance indicators (KPIs) to measure the success of its service operations. These include transaction processing speed, customer satisfaction levels, error rates and employee productivity. The speed of service delivery is measured by transaction processing time, and customer satisfaction indicates the quality of service received. Error rates show the accuracy and reliability of operations, while employee productivity measures how efficiently human resources are utilized.

Monitoring these performance indicators will help the bank in identifying areas of development so that corrective actions can be taken. For instance, if there are delays in processing transactions, the bank can decide to build efficiency into its processes process automation or retrain staff members. Similarly, customer feedback can be used to improve service quality and correct any issues.

Overall, the episode service operations of Prime Bank PLC can be summarized as a structured and holistic framework that encompasses customer touchpoints, regulatory requirements, risk management practices, and technology adoption. It streamlines the service delivery by unifying the front-office, back-office, and centralized systems. Overall, Prime Bank is on track to leverage dig

## 1.5 Service Process of Prime Bank PLC

We are up to October 2023. It maintains a structured and standardized service process throughout its functional horizon to ensure both operational efficiencies, continuity in service level of commitment, accuracy in serving customers & compliance. The banking sector is a particularly sensitive area where processes, however intangible they may be, are critical for building trust and minimizing risks while maximizing customer satisfaction.

Service processes at Prime Bank PLC are well structured, each stage complies with a standard procedure that is backed up by manual verification and digitized systems. Such processes follow regulatory guidelines like Know Your Customer (KYC), Anti-Money Laundering (AML) policies, and resemble central banks regulations. Ensuring transparency, accountability and operational reliability by embedding compliance checks at each step.

### Loan Service Process

Process of providing loan or credit service is one of the very important operational activity of Prime Bank PLC, since it influences profitability and risk exposure. Starting from customer inquiry, where prospective borrowers reach out to the bank for inquiries regarding available loan products, eligibility criteria, interest rates and repayment terms. At this point, bank uses guidance to ensure customers select the right financial products for his or her needs.

After the inquiry phase is application submission and documentation. Some of provide customer data, including ID papers, income statements, business records, bank statements and collateral information. These documents provide the groundwork for further assessment and must meet regulatory standards.

The first step is preliminary screening, where bank officials check to see if the application meets basic eligibility criteria. This stage filters out incomplete or ineligible applications and stream lines the efficiency of processing, reducing turn-a-round time. If the application passes the initial screening it moves to credit risk analysis.

Credit Risk Analysis refers to detailed evaluation of the borrower's financial position, ability to repay and past credit history. Credit scoring models, financial ratio analysis, cash flow and other tools the bank uses to assess the degree of risk the loan represents. Collateral analysis, in parallel, determines the value and security of the collateral pledged for a loan. This aids in reducing potential losses upon default.

The application is then sent for approval to authorized officials after completing risk and collateral assessments. The purpose of this stage is to guarantee accountability, transparency, and impartiality in decision-making by adhering to a hierarchical approval flow. Once both parties have reached an agreement, the process will then lead to legal documentation, where formal contracts are prepared, reviewed and signed.

After the completion of documentation, when the bank disburses the loan and credits funds to the borrower's account by means of secure and automated systems. This results in the last step of the process, which is repayment monitoring, i.e., checking installments paid and sending reminders to make payments or managing overdue accounts. This creates a much-needed incentive for borrowers not to default and automated systems help in this process, ensuring that the money is repaid on time.

## Account Opening Service Process

Customer account opening is another basic service process of Prime Bank PLC as it is the first contact with customers for their bank. It starts with customer identification, which involves prospects filling out a personal and financial information statement accompanied by valid ID documents.

Next up is identity verification ( Know Your Customer) that is a regulatory requirement to prevent money laundering, fraud or other financial crime. At this phase, the bank confirms that the customer's identity is genuine and assesses possible risks related to the account.

After completing KYC verification, the next step is to verify your documents by thoroughly checking each document submitted for accuracy and completeness. These discrepancies need to be sorted before taking the next steps. This ensures that the account-opening process complies with internal policies as well as regulatory standards.

After verification, the bank creates and activates an account in its core banking system. This involves providing an account number, setting up transaction capabilities and connecting the account to digital portals. Customers are then signed up for digital banking features like online or mobile banking apps, which enable them to access banking services conveniently at their own pace.

The account opening process includes compliance checks at each and every point. Such checks prevent regulatory violations, promote transparency and protect customers and the bank from their effects. Therefore, the processes create trust and ensure a good customer experience.

## HR Services Process (Recruitment & Onboarding)

Apart from customer-centric processes and one-off experiences, Prime Bank PLC also has standardized service processes within its Human Resource (HR) department, particularly when it comes to recruitment and onboarding. These processes are critical to ensuring that the organization hires qualified and competent employees that can contribute to its operational success.

Manpower requisition is the starting point of the HR service process, in which departments recognize staffing demands and submit recruitment requests accordingly. This is followed by job advertisement the process of posting the openings through various mediums like employment websites, company own web pages and social sites.

Once the applications are received, the next step is to screen the CV where HR filter down candidates according to qualifications and experience required for the job. The shortlisted candidates are called for interviews, which can be multiple rounds including prescreening interviews, technical round and final round with senior management.

Finally, following the interview process comes final selection: Those who performed best and seemed to fit into the culture are hired. Then you have onboarding, in which selected candidates are introduced to the organization formally, trained as necessary, and acclimated to their roles.

These HR processes are standardized and ensure that the recruitment process stays fair, transparent, and efficient. This helps to mitigate bias and eliminate superfluous views in hiring conditions.

## Service Process as Operational Workflow

The service processes of Prime Bank PLC can be considered as organised processes from an operational perspective through inputs, transformations process, controls and outputs.

Example inputs include requests from customers, applications forms and supporting documentation. Various differentiating processes like verification, analysis, approval, and entry into the system transforms these inputs. Compliance checklists, risk assessments, and authorization processes ensure regulatory and organizational compliance at every step. End goals are delivered services like approved loans, added accounts, or hired employees.

Key performance indicators (KPIs) are used to measure the efficiency and effectiveness of these processes. Examples of common KPIs are turnaround time, processing time, service speed in delivery, error rates and customer satisfaction. Turnaround time calculates how long the overall process takes to complete whereas processing time focuses on the duration of specific steps. Operations are measured in terms of error rates that determine how accurate the operations are, and customer satisfaction indicates the level of service delivery.

The bank can track any inefficiencies by constantly monitoring these indicators and thus improving their processes that contribute to service quality. For instance, if the loan processing is frequently delayed, bank could implement of automation or credit procedure are modified/rearranged. The same goes for customer feedback, which can be used to enhance service design and delivery.

## 1.6 The other recommendation is the Failure Mode Effects Analysis (FMEA).

Failure Modes and Effects Analysis (FMEA) is a systematic and proactive tool to eliminate or reduce the impact of failure modes in process design, analyze the potential failure modes within a system for their causes and effects, explore ways that these failures can be mitigated, identify possible failure points prior to launching a project or product. We're experiencing your Definition Study data according to October 2023. FMEA systems within Prime Bank PLC can be applied throughout the organization in financial services processes, human resource management processes, and digital banking systems to improve operation reliability at each stage of service.

In the banking industry even a small mistake can mean thousands of dollars lost, serious ramifications from regulators, and damage to reputation. It is thus critical to detect potential failure modes before they happen. The bank can be more proactive rather than just reactive, with foresight of the risks it has to take measures beforehand through Control.

FMEA Chart (Sample)

Process Area	Failure Mode	Effect	Cause	Severity	Occurrence	Detection	RPN	Action
Loan Processing	Incomplete documents	Compliance issue	Human error	9	6	4	216	Auto verification
Recruitment	Wrong data entry	Delay in onboarding	Manual input	7	5	5	175	HRIS automation
Digital Banking	Cyber attack	Data breach, financial loss	Weak security	10	4	3	120	Strong encryption
Account Opening	KYC error	Regulatory penalty	Poor verification	8	5	4	160	KYC automation

Application of FMEA in Loan Processing:

FMEA is a powerful tool that can be utilized in various processes within Prime Bank PLC, particularly in the loan processing system. The loan operations comprise several stages — application, document submission, processing, verification/validation of documents with the lender as well as approval/disbursement to borrower. There are risks that could impact each stage.

We have seen this behavior as a common failure mode for loan processing. A canonical example is that the documentation was incomplete and incorrect. Such lapses can have severe repercussions, leading to failure to meet regulatory standards, prolonged loan approval processes, loss of revenue, and tarnishing the bank's reputation. When such human errors occur, it can be due to bad training or lack of a verification procedures.

Various preventive strategies can be adopted to solve this problem. This includes initiating multi-layer approval systems, wherein multiple officials review documents to verify their correctness and completeness. Digital document management systems can further minimize errors by enforcing standard formats and systematized validation checks. Implementing regular compliance audits and employee training programs can also help ensure staff understand the importance of following these regulations, which can ultimately decrease the risk of errors.

For instance, failure mode and effects analysis (FMEA) can be used to identify potential process failures when approving loans.

Application of FMEA in HR Recruitment Process:

FMEA can also be utilized successfully in Human Resource (HR) recruitment process, which is one of the major functions in continuing good operations of an organization. Recruitment includes of multiple steps like job posting, CV screening, interview scheduling, candidate evaluation and onboarding. However, all these steps can have possible failures that affect the quality and efficiency of the process.

Recruitment can enter an error into the HR system (HRIS) where information is put incorrectly. Mistakes in candidate data may result in confusion, inaccurate assessment and slowing down of the hiring process. Another prevalent problem is

the lack of timeliness in conducting interviews; this can lead to a loss of promising candidates and thus create delays in the hiring process.

Onboarding can be delayed, efficiency reduced, and failure to comply with organizational policies could establish. In order to avoid such problems, bank could employ automated data validation mechanism to reduce the manual entry وقات errors. The tracking of the workflows helps in maintaining a record at every level while fulfilling time constraints. Moreover, digital scheduling tools can enhance interview coordination and facilitate effective communication with candidates.

Integrating FMEA to HR operations can lead for better efficiency, accuracy and transparency of the recruitment process at Prime Bank PLC which ultimately contributes for better organization performance.

Application of FMEA in Digital Banking and Cybersecurity:

As banks execute transactions through their digital platforms, cybersecurity risks are becoming one of the top issues in banking operation. Various types of threats such as hacking, data breaches, and fraud pose a risk to digital banking services like online banking, mobile apps, and electronic transactions.

In this domain, a frequent failure mode is vulnerability to a cybersecurity incident leading to the compromise of end-customer information and loss of customer confidence, which almost invariably incurs financial penalties. The costs of such failures can also be significant, including reputational damage and regulatory fines.

In order to reduce these risks, Prime Bank PLC may take various precautionary steps. These measures may include encryption of sensitive information, firewalls and intrusion detection systems to block unauthorized access, and periodic penetration

testing to check for system vulnerabilities. Furthermore, employee awareness and training programs are also necessary in order to ensure that staff are knowledgeable about cybersecurity threats and best practices.

Implementing FMEA in Digital Banking Operations: How This Will Help Software Delivery If the bank applies FMEA to their service delivery, they can point out factors where predictive analysis can be used.

FMEA Methodology and Risk Evaluation:

Essentially, the FMEA method rates each potential failure mode by three parameters: Severity (S), Occurrence (O) and Detection (D). Severity is the effect of the failure on organizations, occurrence is how often the failure may occur, and detection is the possibility to identify that failure before it causes damage.

A numerical value, usually on a scale from 1 to 10, is assigned for each parameter. The Risk Priority Number (RPN) is then calculated by multiplying these ratings:

$$\text{RPN} = \text{Severity} \times \text{Occurrence} \times \text{Detection}$$

The RPN helps to prioritize risks by determining which failure modes need immediate attention. The higher the RPN value, the more critical the risk that requires immediate corrective action; conversely, the lower it is, the less relevant it is.

Using this approach, Prime Bank PLC can direct its resources toward areas of risk and create appropriate prevention efforts. Such strategy minimizes the exposure to operational bottlenecks, as well as enhances the reliability and efficiency of workflows.

## **Chapter: 2**

# **Prime Bank Service Operations**

## 2.1 Work

Prime bank PLC focuses on offering efficient, reliable, and customer-focused financial services in the context of the service activities of the bank. The major activity of the bank is taking care of the financial transactions, credit services, mobilization of deposits and compliance with regulations. Being a service organization, the work of this bank is an intangible one and aims at customer satisfaction, building trust and accuracy in operations. Departmental workers liaise with each other to facilitate the smooth flow of service delivery, both frontline in dealing with the customer and the back end in processing and making decisions. The digital technologies also become a part of the bank to simplify working processes, to minimize the number of manual mistakes, as well as to enhance efficiency of the services.

## 2.2 Activities

Prime Bank PLC also carries out a very broad spectrum of operational undertakings which help it to deliver its services. Such operations are opening accounts, collection of deposits, loan application, customer service administration, verification of compliance and processing of transactions. The bank also undertakes risk assessment, internal auditing, treasury and data management. The HR department has activities such as recruitment, training, performance evaluation and employee engagement. Online transactions, automated clearing systems, mobile banking services among other digital banking activities are gaining significance. These activities are intertwined and lead to smooth running of the operations of the bank.

## 2.3 Process

Prime Bank PLC has operational processes that are structured and standardized to give efficiencies, consistency and adherence to various regulation standards. All processes are sequential whereby there is the collection of inputs, verification of inputs, processing, approval, and the delivery of the output. To illustrate, under the loan processing system, the customer would submit his application form, which would be followed by document authentication, credit risk evaluation, approval and

disbursement. On the same note, in HR recruitment, it is required to have manpower requisition, job posting, candidate screening, interview, selection, and onboarding. Digital systems and workflow management tools facilitate these processes so that they are accurate and decrease delays.

## 2.4 Services

Prime Bank PLC provides a wide variety of services to its customers, to satisfy their various customer needs. These are retail banking where they deal with savings, current accounts, fixed deposit and personal loans. Corporate banking services comprise trade financing, working capital loans and project financing. Small and medium enterprises is another major service that the bank offers through its SME banking services. They provide Islamic banking services which are done according to the Shariah precepts. Also, digital banking, like internet banking, mobile banking, and automated teller machines as well as wire transfer of money among others, is used to increase customer comfort. Such services are planned to deliver value, quickness as well as availability to consumers.

## **Chapter: 3**

# **FMEA and Process Map**

### 3.1: Process map (HR Recruitment Process)

The HR(rec) process of Prime Bank PLC is a methodical and standard work stream that ends with an efficient, transparent and compliant selection of qualified candidates. It is no secret that in a banking organization, recruitment is one of the critical functions as it has a direct impact on performance, quality of service and operational efficiency. Hence, the bank has a well-structured step-by-step process in place to reduce biases, accomplish tasks without delays and avoid compromising professionalism.

The first step of the process is to identify how many people need to be hired and by which department, based on ongoing work, company growths or resignations. Formal requisition requests serve as the vehicle for communicating these requirements to the HR department. Its aim is to make sure recruitment is in alignment with the bank's strategic and operational goals.

Once the requirement gets approved, it goes to the next step of job advertisement where vacancies are posted in different channels like online portals, company website and social media outlets etc. The post contains details regarding job responsibilities, required qualifications and experience etc. This is a vital step in attracting the right candidates and ensuring that the correct talent pool is being targeted.

After the advertisement, the bank collects CVs and stores candidates in a structured database. The next step is to organize, sort and categorize applications according to the job role and eligibility criteria. This step requires proper documentation and record management to keep the efficiency going for later steps in the process.

CV screening is done in the next stage, where Human Resource Department employees compare candidates against certain predefined criteria (such as educational qualifications, relevant experience, skills of a candidate). This is how the right candidates get shortlisted from thousands of applicants. So much detail is needed in screening, as a mistake will leave you with incompetent candidates or, on the contrary, qualified ones are rejected.

Shortlisted candidates will be invited to the interview stage after screening.

Interviews may consist of adjacent rounds, including preliminary interviews, technical assessments as well as final interviews carrying out elderly management. The stage is the vital process for assessing the candidates' abilities, communication skills, and cultural alignment with the organisation.

After the five stages of the interviews, the clients select those most suitable candidates for them when their journey ends. Higher usually reviews this decision to maintain transparency and accountability.

After being selected, you go to the metrics of approval and offer letter issuance. After getting clearance from management, offer letters are created and distributed to chosen candidates which specify terms of employment, compensation and other terms. Candidates who are accepted into the process become officially inducted members of the organization in a formal onboarding process that includes orientation, training and being integrated into their respective roles.

In conclusion, the HR recruitment process conducted at Prime Bank PLC can be described as:

This is the high level Manpower Requirement → Job Posting → CV Collection → CV Screening & shortlisting → Interview → Final Selection to Approvals → Offer Letter Process Stage of Onboarding.

With this methodical approach through the risk assessment process it maximizes efficiency and effectiveness while also ensuring that organizational and other regulatory requirements are adhered to. It induces transparency and fairness, which are also necessary for maintaining the bank's reputation.

### 3.2: Failure Mode and Effects Analysis (FMEA) The FMEA methodology involves an analysis of the possible outcome(s) of a failure within the system.

FMEA is applied in order to determine possible failures in recruitment process and analyze the consequences. It assists in reducing the risk and enhances efficiency of the process. FMEA Chart (HR Recruitment Process)

Process Step	Failure Mode	Effect	Cause	Severity	Occurrence	Detection	RPN	Recommended Action
Job Advertisement	Incorrect job details	Wrong candidates apply	Lack of review	7	5	5	175	Approval before posting
CV Screening	Poor screening	Unqualified candidates pass	Human error	8	6	4	192	Automated filtering
Interview	Delay in scheduling	Recruitment delay	Poor coordination	6	5	5	150	Digital scheduling system
Data Entry	Wrong data input	HR record errors	Manual entry mistake	7	4	5	140	Data validation tools
Onboarding	Missing documents	Compliance issue	Lack of checklist	9	4	4	144	Checklist system

#### Explanation:

The Risk Priority Number (RPN) is computed as  $Severity \times Occurrence \times Detection$ . The greater the values of RPN, the greater the risk areas that are in immediate need. The RPN values of CV screening and job advertisement errors are high in this instance suggesting that they need to be automated and reviewed appropriately.

#### Analysis of FMEA Results

Figure 6: FMEA analysis of HR recruitment process — risk areas sourced from the list endangers operations at varying levels. In their analysis, they show that the most critical stage in need of improvement is CV screening (with a RPN = 192). If screening is done poorly, it can result in unqualified candidates being chosen which could hinder organizational performance and raise recruitment costs.

Likewise, wrong job ads (RPN=175) lead to attracting the wrong people which results in more workload at HR and prolongs hiring. Job postings can pose a substantial risk but they are often the subject of little review and approval before they are published.

RPN = 150 Only few educated and active candidates apply for the interviews. Trained on data until October 2023, Digital scheduling can help to ease this process and improve coordination.

Concerns like errors in data entry (RPN=140) and issues in onboarding (RPN=144), can lead to compliance risks, along with affecting HR records accuracy. These problems can be mitigated by using automation, validation tools and standardized checklists.

### What is the Importance of FMEA in Recruitment Process

So, to elaborate the applications of failure mode and effects analysis (FMEA) in the HR process especially recruitment process; let us start with: Interpretation of rear condition data after the incident can also help to identify areas where there is a risk before it occurs. It also increases process efficiency by minimizing errors, delays and inefficiencies. In addition, it strengthens adherence to organizational policies and regulatory requirements which is vital for the banking industry.

This will enhance its decision making, improve candidate selection, and ensure that high standards of professionalism is maintained by Prime Bank PLC, by undertaking a systematic analysis of each stage in the recruitment process. Through regular review and process improvement, FMEA also promotes ongoing development.

# **Chapter: 4**

## **Internship (HR Recruitment Team)**

## 4.1 Introduction

My internship was with Prime Bank PLC, a commercial bank in Bangladesh where I worked on the Human Resource (HR) Recruitment Team and obtained some decent practical knowledge of life in banks. The experience allowed me to see firsthand how one of the largest financial institutions handles its internal human resource functions in an organized, systematic and methodical way. While theoretical learning provides a general framework, it was this exposure to real-life organizational processes that made me appreciate the nuances of HR functioning in banks.

HR helps in hiring the right people for performing lethal operations relevant to organizational design. I was involved in different stages of the recruiting team as I learned about how significant workforce planning, candidate evaluation and efficient coordination is. This experience not only enhanced my technical capabilities, but also fostered the development of non-technical skills.

## 4.2 Roles and Responsibilities

My main tasks included aiding in the recruitment process during my internship. One of my favorite tasks was to collect and organize the CVs submitted by applicants. Duties included organizing CVs by positions, maintaining an organized database for logging and filing purposes.

In addition, I engaged in shortlisting candidates based on their education and experience to match the job description. This task involved meticulousness and understanding of the parameters defined by the organization. This process taught me how recruiters screen through hundreds of applicants to find suitable candidates.

Another key responsibility was scheduling interviews. I helped arrange interview sessions, liaised with candidates, and made sure that everything was in order. This encompassed setting up interview schedules, verifying candidate availability, and issuing important instructions. I assisted with preparing and managing any documentation required for an interview.

I also assisted in recruitment record keeping, being responsible for the data entry and updating of information within the Human Resource Information System (HRIS). This played an integral role in a sensitive process requiring accuracy and confidentiality about candidates and hiring decisions. From this experience, I learned how critical proper documentation and data management is in the HRF process.

### 4.3 Learning Experience

I learned so much through this internship which vastly helped me in the academia versus industry transition in multiple aspects. Here are top three learnings from this process: One of the bigger learning was that having a systematic flow to recruitment saves time as well. And noticed that there are specific steps defined at every step in the recruitment cycle, from manpower planning to final selection.

I learnt about the identification of manpower requirement based on departmental needs and organisational goals. Analyzing workforce gaps and finding out what employees are needed to meet operational demands is the key factor in this process. I also learned how job ads are tailored to attract the right fit. These are professionally focused ad campaigns listing job duties, skills and other pertinent information to target the right people.

Another major learning in this process was about CV screening and candidate evaluation. I was directly responsible for the initial screening process and in this role learned to evaluate candidates based on academic credentials, work experience, and overall fit. This made me realize that recruitment is not limited to selecting

candidates; it involves aligning the expectations of people being brought into the organization with those already working for the organization.

I also learned how to communicate and coordinate interviews. Meeting candidates, setting up interview sessions helped me become confident with professional communication and aided in learning task management during my time there. This helped to enhance my capacity to manage tasks under pressure.

#### 4.4 Skills Developed

A few of the professional/technical skills that I acquired during my internship. So every single communication skills essential one of the most important thing I learned. Interacting with candidates and scheduling interviews taught me clarity when communicating, professionalism, and how to effectively communicate.

I focused on my organization and managing time better. Receiving and sorting through CVs, calling candidates for interviews, saving records — this list of multiple tasks needed to be planned out and prioritized. It lessened my time on social media and it made me more diligent with my work.

I also developed a skill for attention to detail. During my time working in HRIS where I took care data entry and management, I learned that accuracy is key to the proper handling of information. It made me extra careful and focused in my work as even a small mistake could turn into a massive problem.

It also gave me an opportunity to strengthen my technical capabilities by dealing with HR systems and digital tools. This helped me get adapts to technology and learn how digital systems implemented in HR processes.

I also learned valuable soft skills, including teamwork, adaptability and problem-solving. It taught me collaboration, adaptability and solved problems in a professional environment.

## 4.5 Understanding of HR Operations

However, one of the most rewarding aspects of my internship was learning about the importance of HR in regard to a successful organization. [Thus, my learning about HR not only has to do with recruitment aspect but rather managing both ends of the sticking point and help continue pushing for an efficient and effective organization as a whole, too!]

I discovered through my experience that HR operations, particularly in banking, demand compliance, confidentiality. HR involves sensitive information about employees, so maintaining privacy and ethical practices is critical. I learned how does the bank monitor compliance with internal policies and regulatory requirements throughout the recruitment process.

Besides, I got to learn how HR plays an important role in organizational performance by hiring eligible and efficient employees. The quality of recruitment goes a long way in relating to the level of service delivery, satisfaction and success of an organisation. This made me realise the critical role played by HR functions in enabling business operations.

## 4.6 Challenges Faced

I also faced some struggles during my internship that helped me grow and learn. Handling a huge number of CVs in such short time was one of the key challenges. It forced me to be efficient and do the right things first.

Maintaining accuracy in entering data and keeping records presented another challenge. HR data is very sensitive, so even small errors can lead to issues. It made me double check my task, and be more precise with what I am doing.

Communication was another area of struggle, especially as I had to coordinate with 4 major candidates and make sure that everything needed to be communicated. But through practice and guidance from my supervisors, I was able to exceed these challenges and advance my skills.

#### 4.7 Overall Reflection

Thus, my internship has been a very enriching and fruitful experience at Prime Bank PLC. It gave me exposure of HR operations and I realized the importance of structured processes in a corporate setup. It made me more confident, also improved my skills and prepared me well for future job opportunities.

Most importantly, through the internship, I gained a clear picture of how the human resources functional area contributes to banking activities' overall effectiveness and success. It aided in closing the gap between what I learned and how it could be applied, preparing me better for real world applications.

## **Chapter 5: Recommendations and Conclusion**

## 5.1 Recommendations

After analysing the service operations and service processes of Prime Bank PLC as well as an overview of my internship, a few recommendations can be made that would make the bank's practices more effective and sustainable in both short- and long-term. The bank has established a solid foothold in the financial sector, yet with an ever changing banking industry highly competitive climate it still needs improvement.

Among the main recommendations is to continue expanding digital transformation and automation in all operating systems. Some internal processes still remain partially dependent on manual operations and while Prime Bank PLC has implemented online banking platforms, mobile applications, automated systems. By automating more processes like document verification, workflow management or data processing; it also helps reduce human errors, leading to better accuracy and efficiency. The adoption of new technologies by banks, such as artificial intelligence and machine learning, can facilitate effective decision-making on a micro level when adopted with an approach to take into account appropriate levels of credit risk and even support better customer service which on the long run will provide return in investment.

Another key recommendation is the need for process integration between front- and back-office operations. While both functions are crucial to service delivery, lack of smooth coordination between them often results in delays and inefficiencies. The bank can launch more interconnected digital platforms which would facilitate real-time information exchange between departments. This would help in faster processing of customer requests and avoid operational bottlenecks.

You should also prioritize on improving customer experience and service quality. Such as regular feedback mechanisms through surveys and digital customer feedback systems. Studying customer feedback will allow you to find service gaps and make improvements. Training of employees, especially those in the front office is also beneficial to enhance communication skills and service delivery leading to customer satisfaction.

The other advice is to reinforce risk management and compliance systems. While the risks in banking include credit, cyber and regulatory ones, Prime Bank PLC needs to periodically review its risk management architecture. We can improve our protocol for regulatory compliance; more regular monitoring, internal audits and compliance checks will better serve the company's interest in ensuring consistency with regulations and minimizing financial liabilities from breaches. It is also imperative to invest in advanced cybersecurity systems which are essential not only for securing customer data but also maintaining trust.

HR improvement should also focus on recruitment and training. Integrating more digital HR systems, including automated recruitment platforms and performance management tools will further improve efficiencies and transparency. Additionally, if employees can continue to learn and develop professionally from the service, they will be able to provide better products or services.

Expanding on the use of analytical tools, such as Failure Mode and Effects Analysis (FMEA), across diverse service processes is needed. FMEA focuses on potential failure modes and their impact, in order to take preventive actions. The bank can enhance process reliability and decrease operational failures by communicating this tool more broadly.

Lastly, the bank will want to look at ways in which it can innovate and diversify its offerings. The emergence of fintech and digital banking presents an opportunity to tailor the new product for customer base, thus providing a better offering than competitors. Decentralisation through services like SME financing, funds transfer and financial inclusion will also help the bank strengthen its market position.

## 5.2 Conclusion

The world class policies of Prime Bank PLC ensures a very effective system of monitoring and complying with the regulatory standards set, meeting customers needs under relevant Service Level Agreement (SLA) while also managing its risks. The work of the bank is based on clear processes, advanced digital technologies and strong quality and efficiency of services. These reasons have led to its reputation as one of the top private commercial banks in Bangladesh.

An analysis of service operations reveals the key role coordination plays between front-office and back-office functions. Front-office functions are where customer interaction with a financial services company occurs, while service back-office operations support the business through compliance, risk assessment and transaction processing. This ensures the perks of seamless and dependable service delivery. It also streamlines processes, minimizing operational errors and increasing consistency across services.

The study is also invaluable for the use of analytical tools like FMEA to identify potential risks and enhance process reliability. This will improve the way they deliver their services and how they effectively plan for common cases where a failure would occur. Through digital technologies, the bank showcases its capacity to offer fast, accurate and convenient services for customers.

Internship in the HR recruitment department of the bank allowed me to know how things move within the wall. This helped me visualize the application of structured processes at a macro level in an organization and HR functions aggregate together to make valuable organisational contributions. The experience instilled in me the practical skills I would need as a professional, including communication, teamwork, time management and problem-solving. It also allowed me to connect the dots between theory and execution.

Overall, the emphasis that Prime Bank PLC gives to innovation, digitalization and operational excellence shows its strategy for reaching a sustainable growth in a very competitive banking environment. But there is still a need for improvement to meet new challenges like technological innovation, growing competition and regulatory shifts. The bank should focus on improving its operations through adopting new technologies and strengthening risk management practices, to further boost the performance and retain competitive edge.

Prime Bank PLC showcases a judicious blend of efficiency, adherence to regulations, and customer contentment in its service operations. As the bank improves its operations and take on new strategic initiatives, it is well placed to face any challenges in the future and expand as a leading financial institution of Bangladesh.

## References

(2023) *Annual Report 2022–2023*. Dhaka: Bangladesh Bank. Available at:

<https://www.bb.org.bd> (Accessed: 26 March 2026).

Prime Bank PLC (2024) *Annual Report 2023*. Dhaka: Prime Bank PLC. Available at:

<https://www.primebank.com.bd> (Accessed: 26 March 2026).

Jay Heizer, Barry Render and Chuck Munson (2020) *Operations Management*. 13th edn. Harlow: Pearson Education Limited.

Michael Armstrong (2020) *Armstrong's Handbook of Human Resource Management Practice*. 15th edn. London: Kogan Page.

Basel Committee on Banking Supervision (2019) *Basel Framework: International Standards for Banks*. Basel: Bank for International Settlements. Available at:

<https://www.bis.org> (Accessed: 26 March 2026).