MTWAFIQ متوافق

MTWAFIQ supports enterprise transformation. We help an organization take a business problem to an approved Business Case, a delivery plan and a verified result, and we provide the programs, sector references and tools to do the work.

For Enterprise Clients

The problem

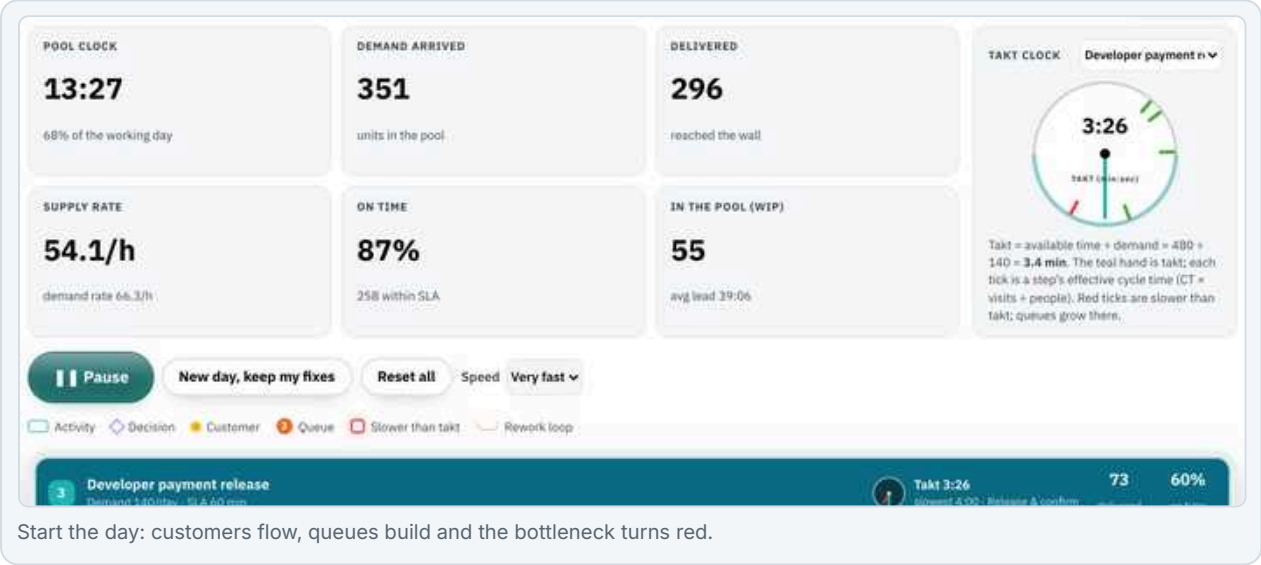
A bank cannot fix what it cannot see.

The Operations Pool

See the bottleneck before you fix it

Teams pick any of 999 bank operations processes and watch them run, with their queues, takt time, bottlenecks and missed service levels, then simulate them as teams, with forms and live Operations and COO dashboards.

Who it is for: Operations, process excellence and service-level owners, and the COO's team.



Start the day: customers flow, queues build and the bottleneck turns red.

What you get

- **From the bank to one process**
  Three steps: an operations stage, a department and a unit.
- **Simulate as teams**
  Each team has its own instance, with manual or automated steps and forms.
- **Live dashboards**
  Demand against supply, queues, bottlenecks and service-level flags, for operations and for the COO.
- **A one-day workshop**
  A workshop mode with a facilitator guide.

How access works

For Enterprise Clients
By a demo request, for your organization.

Watch it:
www.mtwafiq.com/ops-pool.html
#video-ops-pool

Your next step

Request a Demo www.mtwafiq.com/contact.html

Send a demo request with your work email and name the operations you want to simulate.

What happens next. You give your name, organization, role and intended business use. The MTWAFIQ team reads every request and answers by email. Sending a request commits neither side. Access starts only after approval.

How it works

Step by step, as it looks on the screen. The cases and banks are fictional, and their figures are illustrative.

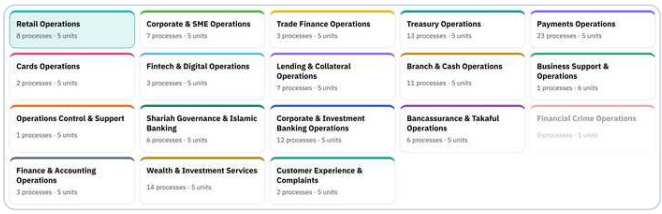
The Operations Pool, from the whole bank to a running simulation



1 Start from the whole bank: its value chain.



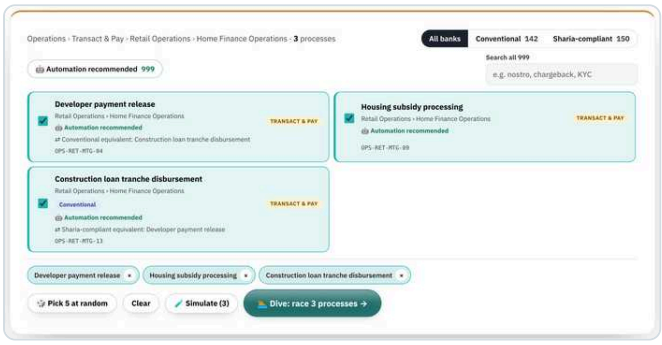
2 Pick an operations stage.



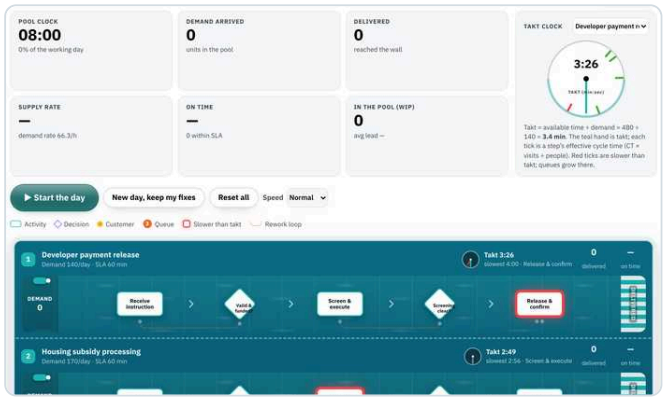
3 Pick a department.



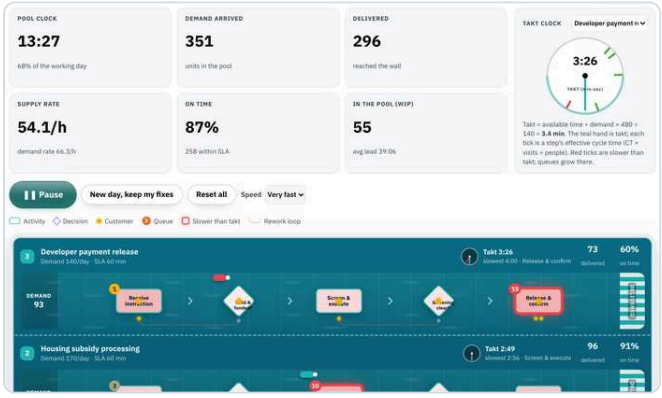
4 Pick a unit.



5 Tick up to six of its processes, then dive into the pool.



6 The processes wait side by side: steps, queues and takt time.



7 Start the day: customers flow, queues build and the bottleneck turns red.



8 The bottleneck advisor names the step to fix first.