

Innovations in Business Banking

InterAction

Project management
> continued

Morris also points out that Scotiabank applies standard project management principles to monitor and control the process.

"Implementation is not just about new products and services; it is a project to be managed," she says. "We create a cross-functional team, with all key players on both sides of the border involved right from the beginning, that works together."

Those project management techniques, combined with Scotiabank's access to local services, are enabling Linamar to get the job done, says Albert.

"Scotiabank has a knowledge base that spans all aspects of this implementation process," he says. "And that has made the process run much smoother."

Tips for treasury implementation
abroad:**Embrace the culture:**

Research how the implementation country conducts business, let your partner bank be your guide, and enjoy a cultural learning experience.

Build the implementation team:

All departments affected by the new products/services should be represented.

Cultivate the team environment:

Start with an in-person meeting to ensure that goals are understood. Involve the team in defining the scope, work breakdown structure, and development of the overall project plan.

Regular communication is essential:

At weekly meetings, review the project plan and communicate the impact of any variances on the project.

Ensure you understand and are understood:

Help overcome the language barrier by asking open-ended questions such as, "How is this report generated?"

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