



## Asian Productivity Organization “The APO in the News”

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### HNB recognised at National Productivity Awards

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Janaka Epasinghe, Head of Process Improvement & Change Management of HNB accepting the award.

Hatton National Bank (HNB), received the highest honour at the 'National Productivity Awards 2014' held recently as the only award winner in the 'Service Sector - Large' category.

New evaluation criteria was introduced to the competition this year to elevate it to the standards of productivity awards in Japan, China, South Korea and other member states of the Asian Productivity Organization. HNB emerged as the only applicant in its category which was deemed eligible for an award under these new internationally accepted standards.

The awards ceremony was held at the BMICH, with r Ranil Wickremasinghe, Prime Minister of Sri Lanka as chief guest, with the participation of over 100 reputed companies and organisations. The National Productivity Awards was organized by the National Productivity Secretariat (NPS) of the Ministry of Public Administration and Management under the direction of the Ministry of Public Administration, Local Government and Democratic Governance.

The journey for transformational improvements in productivity at HNB commenced in 2012 during the banks Strategic Planning Sessions where it was recognized that real efficiencies were hidden within the traditional banking channels, systems and processes. Consequently it was decided to challenge the business model and processes to realize quantum improvements in productivity and efficiency. The initiative commenced by establishing an Operational Excellence committee in 2012, followed by forming a Process Improvement and Change Management (PICM) unit in 2013. A decision was made to approach this transformation with internal resourcing without the services of external consultants initially, stated Dilshan Rodrigo-Chief Operating Officer at HNB.  
**(HNB)**