

**APPLICATION OF LEAN MANAGEMENT SYSTEM FOR THE IMPROVEMENT OF
THE BANK ACTIVITY**

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SUMMARY

63 pages, 5 charts, 13 pictures, 75 references.

The main purpose of this Master's thesis is to determine Lean management system impact for the improvement of the bank's daily activity and results and evaluate the benefits of its implementation. The work consists of three main parts: the analysis of Lean in literature, the research and its results, conclusions and recommendations.

Literature analysis has disclosed, that Lean techniques were first developed – and are generally best known – in a manufacturing context. But nowadays it is adopted in many service sectors with often astonishing impact, and there is a wide scope to follow suit in the financial services industry. Banks that apply the Lean approach has the ability to work effectively, to improve consistently and continuously their activity and achieving sustainable results. For the research the electronic survey was submitted for employees in one of acting banks in Lithuania.

Based on the analysis of the literature and research, it is provided Lean management system impact model for the improvement of the bank activity as a result of research. The main results included into the model are as follows: the most improved bank's activities, depending on Lean culture and employee engagement in certain activity; the most improved bank's operational results, depending on Lean methods and usage of principles. The survey has also revealed, that Lean management system is being used not systematically and the only Lean principle – the teamwork does not have positive impact on operational results of the bank. This was the most important place, where bank must improve the most. The following proposals have been submitted for the bank: to pay more attention for the permanent personnel training and development and also to improve the possibilities for teamwork and co-operation.