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# Commonwealth Bank

## CommWay Overview

Peter Abbott and Bruce Munro

23 September 2004

# Disclaimer

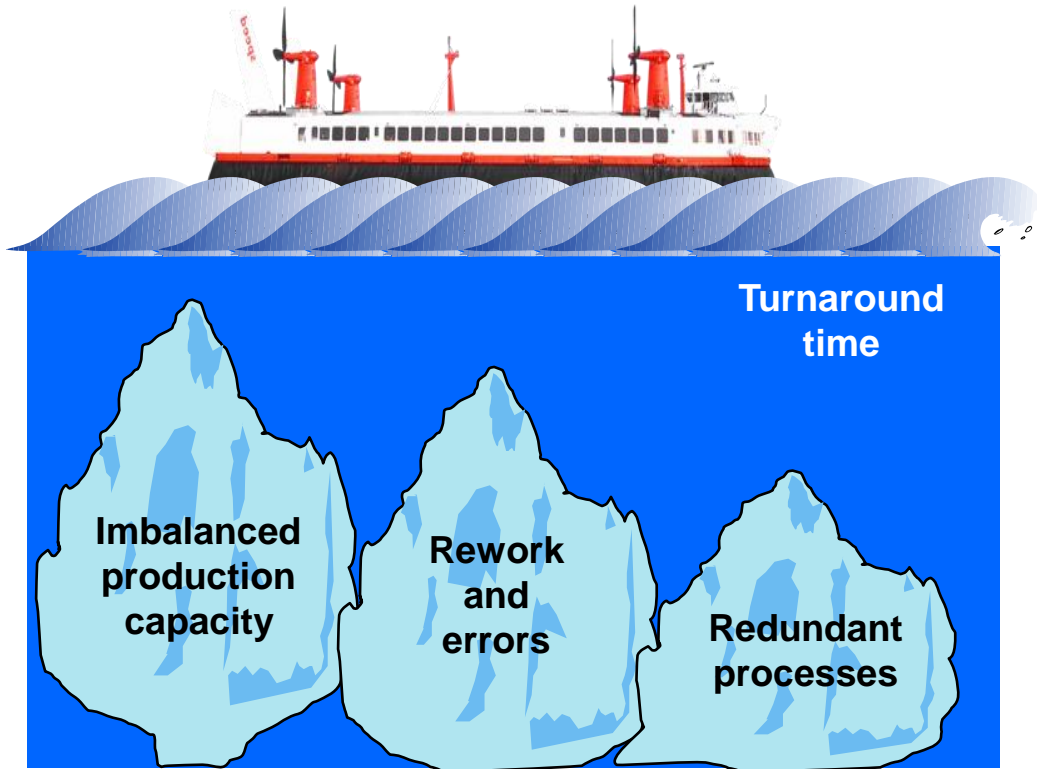
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The material that follows is a presentation of general background information about the Bank's activities current at the date of the presentation, 23 September 2004. It is information given in summary form and does not purport to be complete. It is not intended to be relied upon as advice to investors or potential investors and does not take into account the investment objectives, financial situation or needs of any particular investor. These should be considered, with or without professional advice when deciding if an investment is appropriate.



# CommWay focuses on reducing turnaround time

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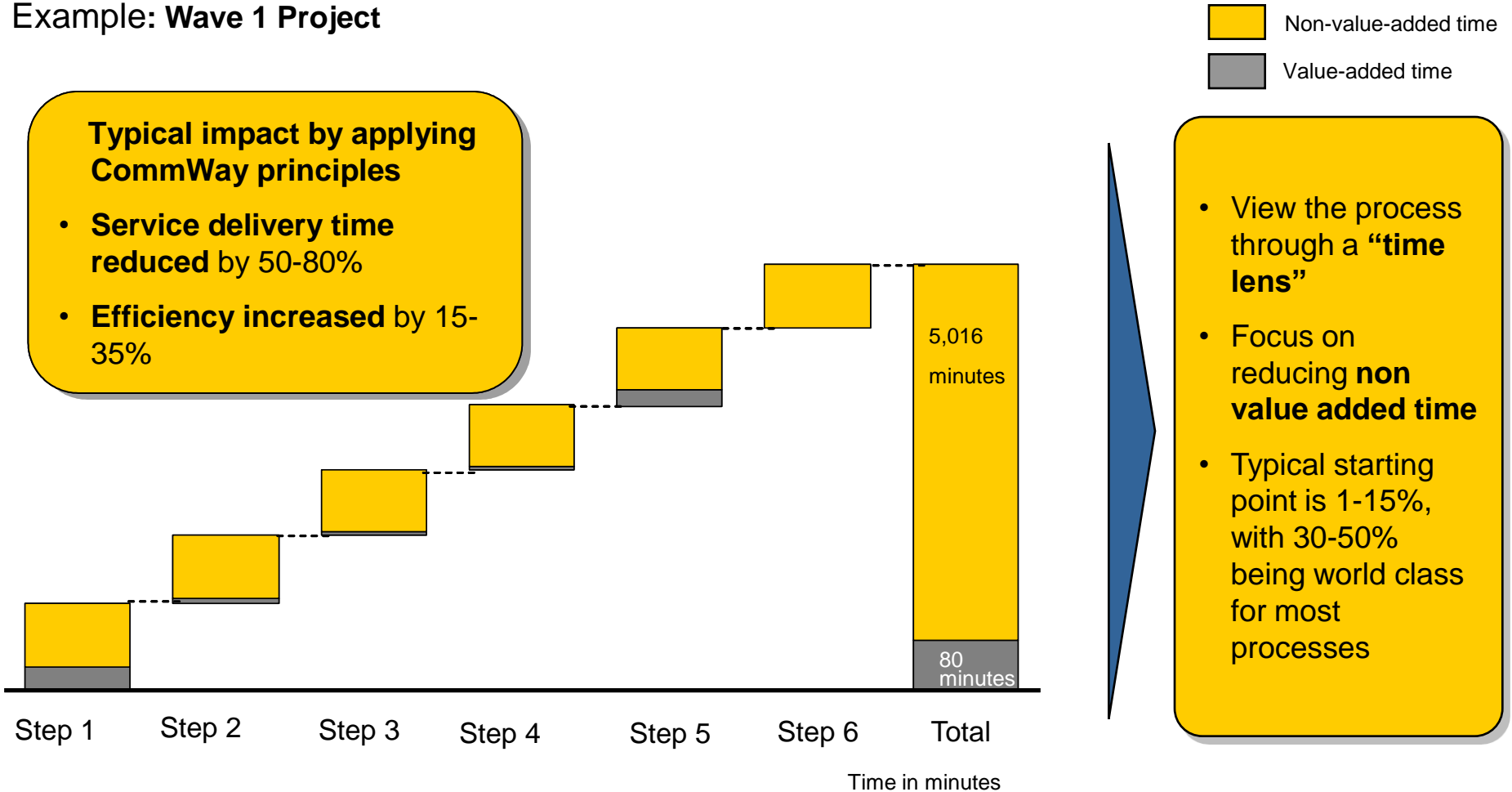


Turnaround time is the "water line" that **hides the root cause of inefficiencies and frustrates customers**

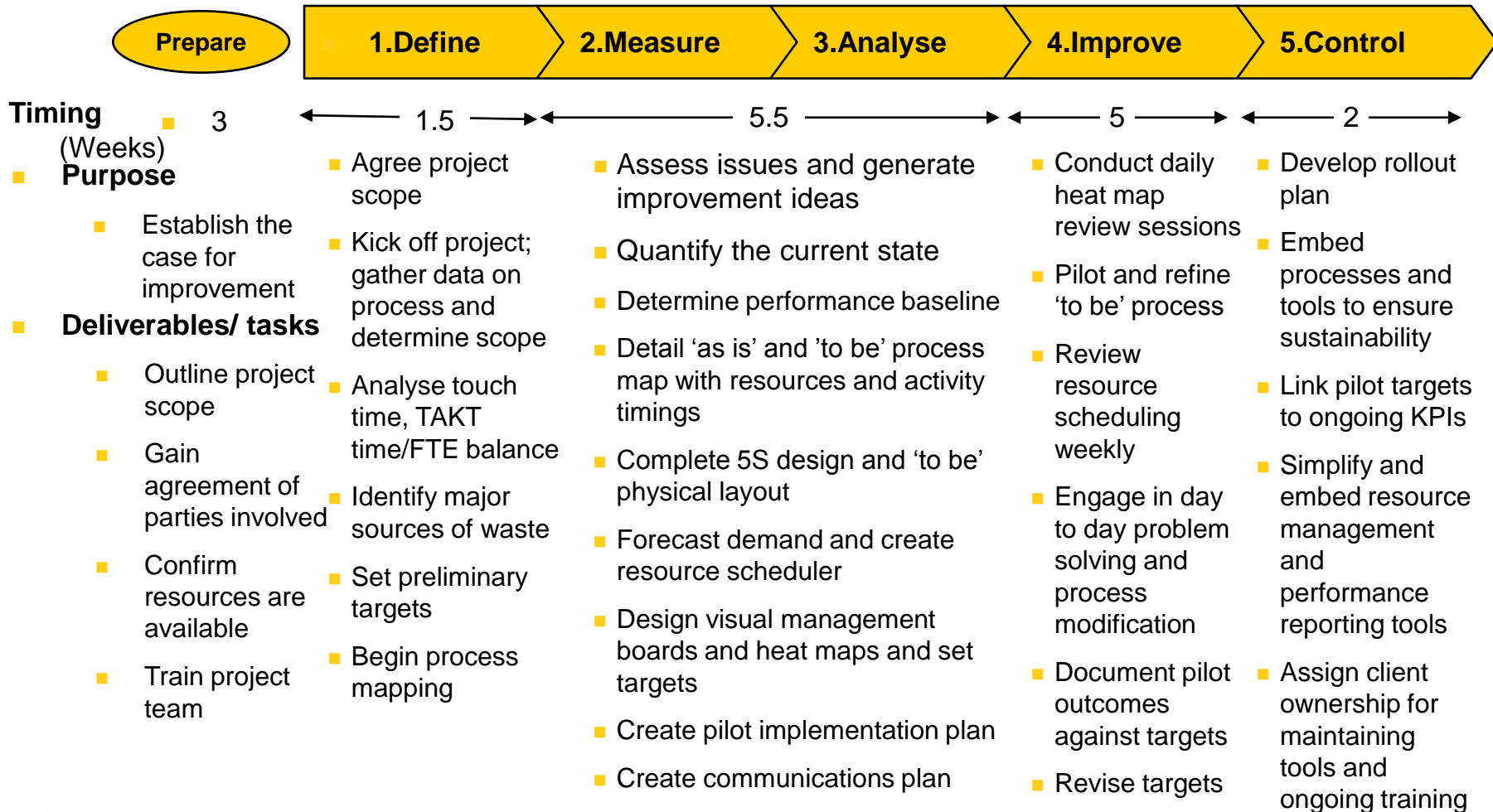
CommWay provides an approach to **recognising and reducing** these inefficiencies

# Focus on turnaround time

## Example: Wave 1 Project



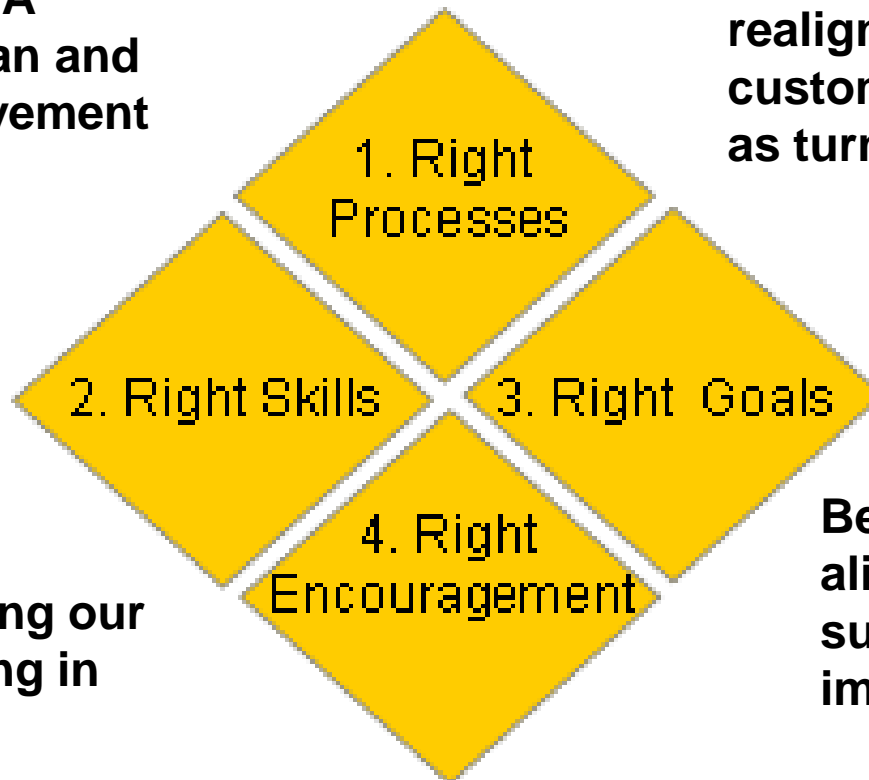
# CommWay uses a structured 14 week improvement program



# The CommWay approach has been designed to build sustainable improvement capability

A suite of tools tailored for use within CBA incorporating Lean and Six Sigma improvement methodologies

Performance measures realigned to focus on customer outcomes such as turnaround time



Focus on upskilling our people and building in house capability

Behaviour and cultural alignment to embed and sustain process improvements

CommWay is a common operating system for the Bank based on a toolkit comprising Lean and Six Sigma methodologies



# WnB Profile for CommWay

Customer focus

Low ————— ★ High

Resulting impact

Slow ————— ★ Fast

Capability built

Low ————— ★ High

Investment

Low ★ ————— High

Strategic

Low ————— ★ High

Sustainability

Low ————— ★ High

## Comments

- Focus on customer turn-around time as the key metric
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- Designed for internal capability build
- No IT investments
- Right balance of near term and strategic requirements
- Knowledge transfer is inherent in CommWay

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