

## **Executive Summary**

Central Finance Company PLC (CF) is a registered finance company under the Central Bank of Sri Lanka (CBSL) engaged in providing Leasing and Hire Purchase facilities for motor vehicles. Though the company maintains a strong profile in the industry, signs of rising non-performing loan category are surfacing which will lead to profitability issues. Upon identifying this trend the author was instrumental in drawing up this project to enhance the cash collection efficiency in the company.

After establishing the statistical evidence for the case, internal and external environments were scanned and industry was analysed using appropriate tools. Diagnosis was made using selected analytical tools revealing causes leading to cash collection efficiency issues. Through interviews, discussions and brain storming sessions processes that needed improvement were identified.

The project was developed to increase cash collection by Rs.105Mn by end of March 2015 through stream lining Call Centre and Field Recoveries operations. The Author based on the literature review carried out developed a theoretical background to address the issues using Process Management, Automation and Training techniques.

The project was managed in 4 components with a Project Team formed covering Recovery team members, Call Centre and Training Department. The project components were implemented by the team within a pre-determined time frame and a plan of actions. The project had to be carried out with inclusion of certain changes to the project plan due to some unforeseen circumstances.

During implementation process the project team was faced with challenges preventing successful execution for which necessary management decisions were taken to minimise deviations from plan and to deliver the expected results within time, cost and resource budgets. All expected outputs were successfully achieved apart from the alternate payment mode, which was delayed to due to reasons beyond the author.