

SAMPLE · MTW-P06

# Operations Transformation · Bespoke Simulation — sample pages

The Transformation Simulation Lab configures your transformation priorities on MTWAFIQ's simulation engine — ending in a tested backlog and a pilot.



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SAMPLE · MARKED ON EVERY PAGE

## WHAT IS INSIDE

6 real pages from 2 current titles

## SHARE SHOWN

Up to 10% of each title (6 of 72 pages)

## FORMATS

Full titles: PDF and PPTX

## CONTACT

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# 6 of 72 pages (8%) from the titles below — every page is real and marked SAMPLE

| TITLE                                              | PAGES SHOWN | PAGES IN TITLE | SHARE |
|----------------------------------------------------|-------------|----------------|-------|
| Transformation Simulation Lab — Pre-Sales Kit v1.0 | 3           | 31             | 10%   |
| Transformation Simulation Lab — Delivery Kit v1.0  | 3           | 41             | 7%    |

- A few pages from the Pre-Sales Kit and the Delivery Kit of the Transformation Simulation Lab.
- Business effects are measured in the client's own pilot, never promised.
- Internal seller notes are not part of the kits shown.

# Transformation Simulation Lab — Pre-Sales Kit v1.0

**MTWAFIQ**  
Structured Thinking · Integrated Transformation · Clear Decisions

EXECUTIVES ADVISORY · BANKING

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# Transformation Simulation Lab

Turn your transformation priorities into a realistic management simulation — and leave with an executable backlog.

PRE-SALES KIT · EXECUTIVE CONVERSATION · DEMONSTRATION · PROPOSAL · V1.0 · SEPTEMBER 2026

|                                                                           |                                                                     |                                                                |                                                                 |
|---------------------------------------------------------------------------|---------------------------------------------------------------------|----------------------------------------------------------------|-----------------------------------------------------------------|
| <b>MEETING 1</b><br>Executive conversation: the problem between functions | <b>MEETING 2</b><br>Live demonstration on Al-Qimma Bank (fictional) | <b>MEETING 3</b><br>Proposal: packages, commitments, next step | <b>LEAVE-BEHINDS</b><br>Fit self-check and Discovery invitation |
|---------------------------------------------------------------------------|---------------------------------------------------------------------|----------------------------------------------------------------|-----------------------------------------------------------------|

QIMMA\_LAB\_PRESALES\_KIT\_v1.0 · MTWAFIQ · September 2026

THE PROBLEM

Transformation stalls at four seams, where each function is right and the bank still loses



Growth × credit capacity

Business pushes volume; the credit queue fills; cycle times and customer drop-off rise weeks later.



Speed × controls

Operations removes steps; risk sees control gaps; findings arrive after the change is live.



Cost × service

Finance cuts capacity; complaints and rework consume the saving in another lane.



Technology × adoption

IT delivers the system; the people who must use it were told, not involved.

Workshops and slide reviews discuss each seam from one side of the table. People misjudge delays and feedback even with long management experience — so the consequences are argued, not seen.

Evidence: dynamic decision experiments (Sterman, 1989, Management Science 35(3)).

WHAT YOU LEAVE WITH

Every observation in the room becomes a backlog row with an owner, a hypothesis and a KPI

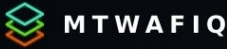


EXAMPLE ROW · SME FINANCING

◇ ILLUSTRATIVE

| Field                    | Content                                                                                   |
|--------------------------|-------------------------------------------------------------------------------------------|
| Observation              | Team pushed SME growth in round 2; the SME lane overflowed in round 3                     |
| Insight / root cause     | Credit analysts are the binding constraint; incomplete documents cause rework loops       |
| Opportunity → hypothesis | Document completeness check at intake cuts rework loops and shortens time to decision     |
| Experiment · owner       | Six-week pilot in two branches · Head of SME Banking with Credit Operations lead          |
| KPI · result             | Time to decision, first-time-right, approval rate, early arrears · filled after the pilot |

# Transformation Simulation Lab — Delivery Kit v1.0



Structured Thinking · Integrated Transformation · Clear Decisions

EXECUTIVES ADVISORY · BANKING

## Transformation Simulation Lab — Delivery Kit

Every client-facing template, briefing and gate from kick-off to the scale decision.

SPRINTS 0-8 · DISCOVERY · SIMULATION · SYNTHESIS · PILOT AND SCALE · V1.0 · SEPTEMBER 2026

| SECTION 1                         | SECTION 2                            | SECTION 3                          | SECTION 4                              |
|-----------------------------------|--------------------------------------|------------------------------------|----------------------------------------|
| Kick-off and Discovery (Sprint 0) | Simulation session (Sprints 1 and 4) | Synthesis and design (Sprints 2-4) | Pilot, measure and scale (Sprints 5-8) |

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KIT INDEX

Thirty-two working deliverables, each tied to the sprint and meeting where the client sees it

| Section                    | Deliverables (slide)                                                                                                                                                                                                                                                | Sprint  | Client audience                                      |
|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|------------------------------------------------------|
| 1 Kick-off and Discovery   | Governance (4) · Engagement plan (5) · Workshop agenda (6) · Pain capture (7) · KPI baseline (8) · Constraints and stakeholders (9) · Data request (10) · Canvas (11) · Customisation sign-off (12)                                                                 | 0       | Sponsor, product owner, 6-10 leaders, process owners |
| 2 Simulation session       | Participant briefing (14) · Rules of engagement (15) · Roles and table setup (16) · Round in seven steps (17) · Decisions (18) · Client event cards (19) · Session run-sheet (20) · Observer log (21) · Decision log (22) · Debrief guide (23) · Pre/post test (24) | 1 and 4 | 12-16 participants, observers                        |
| 3 Synthesis and design     | Pain and root-cause register (26) · Evidence check (27) · Transformation backlog (28) · Option comparison (29) · Prioritisation map (30)                                                                                                                            | 2-4     | Product owner, risk co-owner, decision forum         |
| 4 Pilot, measure and scale | Pilot design canvas (32) · KPI tree (33) · Pilot tracker (34) · Prediction vs actual (35) · Sprint review (36) · Scale gate (37) · Close-out and consent (38)                                                                                                       | 5-8     | Sponsor, pilot owners, PMO                           |

DISCOVERY TEMPLATE · PAIN CAPTURE

Pain goes on the journey where it happens, in the client’s own words

|                       | Apply | Documents | RM review | Credit analysis | Approval | Offer | Contracts | Disbursal |
|-----------------------|-------|-----------|-----------|-----------------|----------|-------|-----------|-----------|
| Customer pain         |       |           |           |                 |          |       |           |           |
| Employee pain         |       |           |           |                 |          |       |           |           |
| Process pain          |       |           |           |                 |          |       |           |           |
| Frequency (H / M / L) |       |           |           |                 |          |       |           |           |

Stages are the SME financing default — edit to the client journey. One note per pain, in the words people used.

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Transformation Simulation Lab · Delivery Kit v1.0

007

**This sample shows real pages. The full titles come with a proposal — and five library titles are yours free when you register.**



P01

**Applied Executive MBA**



P02

**Professional Knowledge Library**



P03

**Certified by MTWAFIQ (MCC)**



P04

**General Management Challenges**



P05

**Banking Accelerator · Lite Simulation**



P06

**Operations Transformation · Bespoke Simulation**

### 1 · Ask for a proposal

Tell us who it is for, how many people and by when — we reply with the title list and a proposal.

### 2 · Take the five-minute checklist

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**For more info**

**[contact@mtwafiq.com](mailto:contact@mtwafiq.com)**

## ABOUT MTWAFIQ

# Between consulting, executive education and professional information design.

MTWAFIQ is a content design house for business transformation and executive learning.

We turn complex business, industry, technology and transformation subjects into structured, practical, visually clear knowledge products — so executives, professionals and organizations understand faster, decide better, and build stronger capabilities.

The work spans executive advisory, professional training, transformation programs and awareness campaigns. The common thread is not content creation. It is the design of decision-ready and learning-ready business content, connecting strategy, operating models, process, technology, risk, finance and organizational capability.

## THE FOUR QUESTIONS THE PORTFOLIO ANSWERS

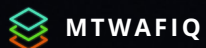
- 01 What industry am I operating in?
- 02 How does the organization actually work?
- 03 What can we learn from what has already happened?
- 04 How do we build the people who must make the change happen?



***MTWAFIQ does not begin with a presentation format. It begins with the question the audience needs answered.***

## THE METHOD

- Understand the context
- Structure the knowledge
- Make relationships visible
- Translate insight into action



Structured Thinking · Integrated Transformation · Clear Decisions

For Executive Support · Transformation Programs · Training & Awareness

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