



THE CASE STUDY ON FACTORS THAT CONTRIBUTE TOWARDS THE  
EFFICIENCY OF TRADE DEPARTMENT IN STANDARD CHARTERED  
SCOPE INTERNATIONAL (M) SDN BHD

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- This project paper is the result of my independent work investigation, except where otherwise stated
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## ABSTRACT

This research is to know the factors that contribute towards the efficiency of trade department of Standard Chartered Scope International (M) Sdn Bhd. Efficiency in banking industry is important because the service is consumer orientation. This includes customers' money. That is why it is very important to satisfy customer first. This research view include international department introduction, efficiency in banking industry and the achievement of Standard Chartered Scope International (M) Sdn Bhd that leads towards their efficiency which trade department of Scope International (M) Sdn Bhd is one of the contributor of the achievement. Hence, this research is to know the factors that lead towards the achievement of trade department of Scope International that they just receive recently.

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