

People's Trust Company

Syracuse Consultants

What is the Peoples Trust Company?

- First depositor's deposit to Peoples in June 1, 1970
- Started as a small business in a small city in western
- Recently provided such services to customers
- Expanded their work towards the metropolitan area in
- Since
- FDIC to have a reputation for expertise in regional and
- Have a history of being a successful and successful

Visuals

The Major Complaints

- First major complaint by customers in 1970
- Second major complaint by customers in 1975
- Third major complaint by customers in 1980
- Fourth major complaint by customers in 1985

Peoples Trust Company

The objective of our analysis was to determine the problem in this complex and old group of consultants, suggest solutions to correct the issue.

Assessment of the Organization's Structure

- The organization's structure is based on a
- The organization's structure is based on a
- The organization's structure is based on a
- The organization's structure is based on a

Possible Alternatives

- The first alternative is to
- The second alternative is to
- The third alternative is to
- The fourth alternative is to

Our Courses of Action

People's Trust Company

Syracuse Consultants

What is the Peoples Trust Company?

- First quarter's drop in deposits in June 1, 2010
- Failed to make sufficient loan and right investments
- Recently provided such services to customers
- Reported their own services to be superior to other banks
- FDIC to have provided for deposits being held at risk
- Have a history of being a subsidiary and ownership with its managers

Visuals

The Major Complaints

- First quarter's drop in deposits
- Failed to make sufficient loan and right investments
- Recently provided such services to customers
- Reported their own services to be superior to other banks
- FDIC to have provided for deposits being held at risk
- Have a history of being a subsidiary and ownership with its managers

Peoples Trust Company

The objective of our analysis was to determine the problem in this complex and used group of consultants, suggest solutions to correct the issue.

Assessment of the Organization's Situation

- First quarter's drop in deposits
- Failed to make sufficient loan and right investments
- Recently provided such services to customers
- Reported their own services to be superior to other banks
- FDIC to have provided for deposits being held at risk
- Have a history of being a subsidiary and ownership with its managers

Possible Alternatives

- First quarter's drop in deposits
- Failed to make sufficient loan and right investments
- Recently provided such services to customers
- Reported their own services to be superior to other banks
- FDIC to have provided for deposits being held at risk
- Have a history of being a subsidiary and ownership with its managers

Our Courses of Action

Peoples Trust Company

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The objective of our analysis was to determine the problem in this company and as a group of consultants, suggest solutions to correct the issue.

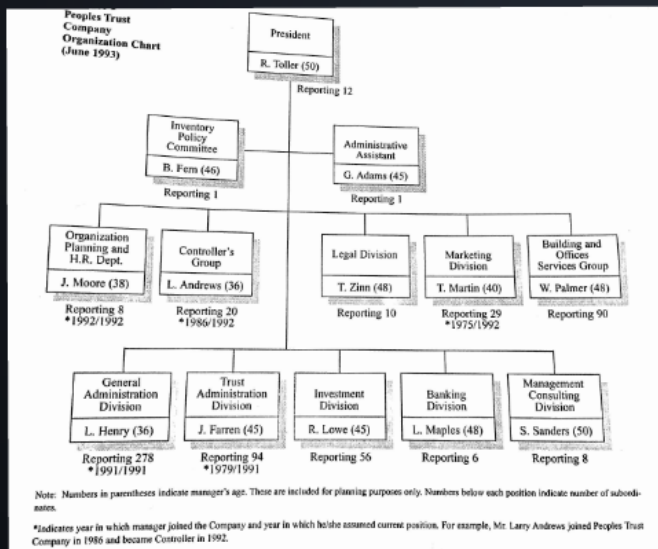


What is the Peoples Trust Company?

- First opened its doors to the public on June 1, 1875
- Started small, with a staff of only eight members
- Primarily, provided vault services to customers
- Expanded from vault services to wider range of banking services
- 1990: outside consultant to appraise its original structure
- Has a history of having a satisfactory relationship with its employees



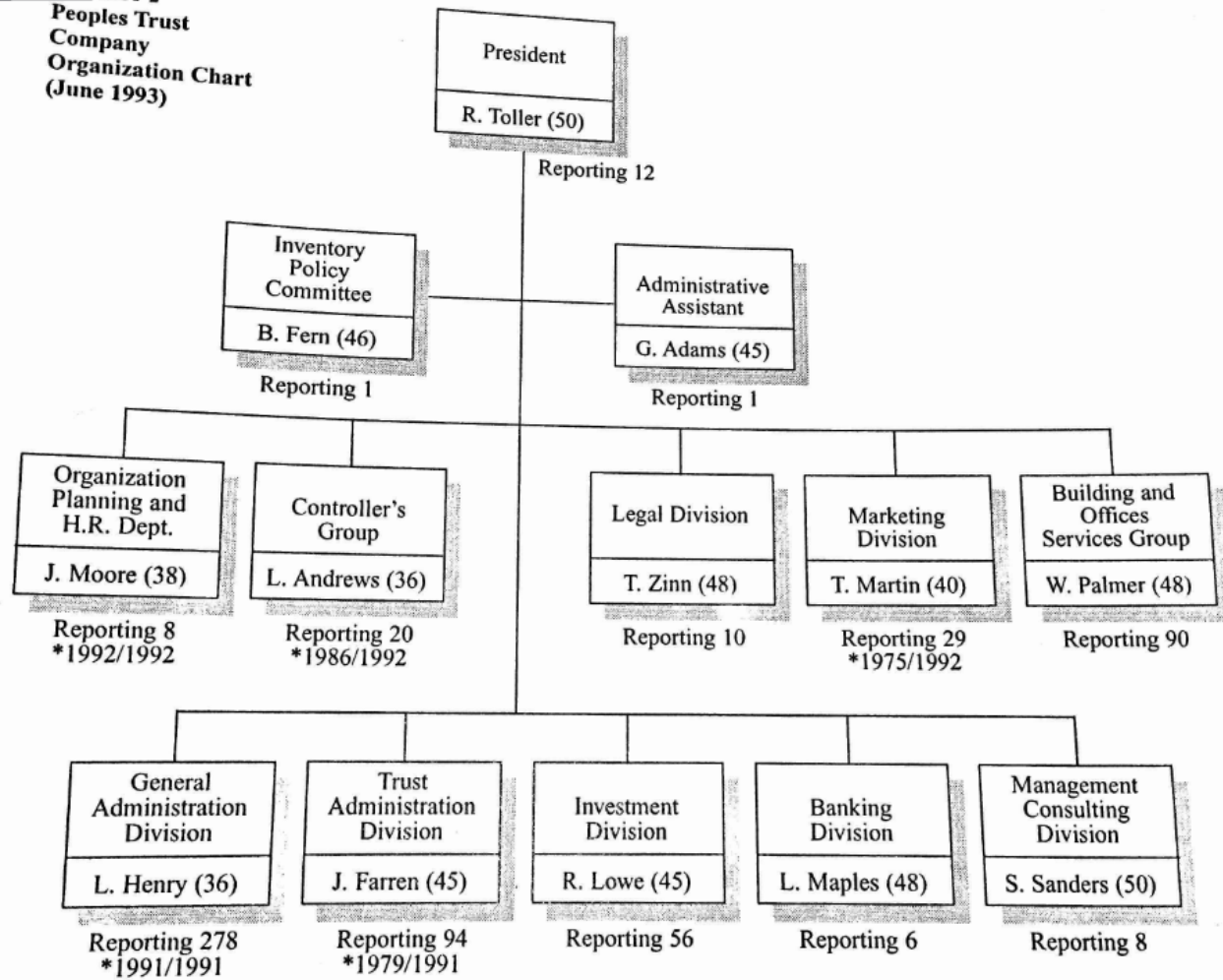
Visuals



Name	Age	Education	Date of Hire	Positions Held
Linda Horn	37	Two-year technical institute of business administration	1983	Messenger Cleaners clerk Accounting clerk Unit head (working supervisor) Section head (supervisor)
Richard Gault*	50	Two-year junior college program in 1977 in business administration	1987	Business machines operator Section head (supervisor) Operations officer
Fred James	35	B.A. degree, local university American Institute of Banking	1985	Local clerk Teller Accounting unit head (working supervisor)
Fran Wilson*	35	One year at a local university	1991	Methods analyst Operations unit head (working supervisor) Systems programmer Property accounting department head
Martha DiGiovanni*	32	Prep school	1987	Messenger Accounting clerk Section head (supervisor) Department head
James Klinger	38	B.A. degree from local university 1972	1982	Messenger Accounting clerk Records clerk Unit head (working supervisor) Administrative specialist
Kanon Krieger*	35	B.A. degree from local university 1979 on-up program	1984	Messenger Real property specialist Assistant estate officer
Charles Ferris	42	Two-year junior college program in Business Administration American Institute of Banking	1972	Messenger Deposit accounting section Head (supervisor) Unit head (working supervisor)
William Jagger	54	High school	1959	Messenger Trust liaison clerk Accounting clerk Bookkeeping section head
Thomas Goughigan*	42	Two-year junior college program in business administration	1979	Messenger Securities accountant Property custodian Office manager Assistant operations officer

*Officer

**Peoples Trust
Company
Organization Chart
(June 1993)**



Note: Numbers in parentheses indicate manager's age. These are included for planning purposes only. Numbers below each position indicate number of subordinates.

*Indicates year in which manager joined the Company and year in which he/she assumed current position. For example, Mr. Larry Andrews joined Peoples Trust Company in 1986 and became Controller in 1992.

Name	Age	Education	Date of Hire	Positions Held
Linda Horn	37	Two-year technical institute of business administration	1985	Messenger Clearance clerk Accounting clerk Unit head (working supervisor) Section head (supervisor)
Richard Gaul*	30	Two-year junior college program in 1977 in business administration	1987	Business machines operator Section head (supervisor) Operations officer
Fred James	35	B.A. degree, local university American Institute of Banking	1986	Loan clerk Teller Accounting unit head (working supervisor)
Fran Wilson*	35	One year at a local university	1991	Methods analyst Operations unit head (working supervisor) Systems programmer Property accounting department head
Martin Pfeiffer*	32	Prep school	1987	Messenger Accounting clerk Section head (supervisor) Department head
James Klinger	38	B.A. degree from local university 1972	1982	Messenger Accounting clerk Records clerk Unit head (working supervisor) Administrative specialist
Karen Kissler*	35	B.A. degree from local university 1974 co-op program	1984	Messenger Real property specialist Assistant estate officer
Charles Ferris	42	Two-year junior college program in business administration American Institute of Banking	1972	Messenger Deposit accounting section Head (supervisor) Unit head (working supervisor)
William Jagger	54	High school	1959	Messenger Trust liaison clerk Accounting clerk Bookkeeping section head
Thomas Geoghigan*	42	Two-year junior college program in business administration	1979	Messenger Securities accountant Property custodian Office manager Assistant operations officer

*Officer



The Major Complication

- Rapid expansion of the company and diversification of banking services lead to:
 - Changing image
 - Changing the employees
 - Reorientation of the Company

Current SWOT Analysis

Strengths

- Rapid growth which expands the variety of services

Weaknesses

- Employees' skills are outdated
- No knowledge in newly developed areas (Information Systems)
- Limited market (local wealthy individuals)
- Untrained employees
- Job Ambiguity

Opportunities

- Expanding from providing vault services to also providing management consultation
- Attract a larger market and expand client/consumer base

Threats

- Change in banking policy from the government
- New banking program technology is developed
- Other banks used to a constant change in technology