

SUMMARY OF NEW CONCLUSIONS OF THE DOCTORAL DISSERTATION

1. Dissertation Title: *"Operational Risk Management at the Joint Stock Commercial Bank for Foreign Trade of Viet Nam"*

2. Major: Finance - Banking **Code: 9.34.02.01**

3. Full Name of PhD Candidate: Nguyen Quoc Tung

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5. New Conclusions of the Dissertation:

+ Firstly: Clarifying the characteristics of operational risk (OR), and how risks associated with OR impact the distinctive nature of OR management;

+ Secondly: Proposing a system of indicators and evaluation models to assess the level of OR management at commercial banks (CBs). This includes indicators reflecting the development level from the bank's internal perspective (via quantitative and qualitative indicators), and measuring the quality of OR based on customer evaluations at VCB;

+ Thirdly: Surveying OR management experiences from selected domestic and international commercial banks, thereby drawing valuable lessons that VCB can study and apply to its OR management in the coming time;

+ Fourthly: Analyzing and evaluating the current state of OR and OR management at VCB during the 2020 - 2024 period, highlighting the achievements, limitations, and the root causes of these limitations;

+ Fifthly: Based on the identified opportunities and challenges in OR management, the major orientations for VCB's OR management up to 2030 with a vision toward 2045, and various perspectives on OR management at CBs, the dissertation proposes a system of solutions and recommendations to contribute to enhancing OR management at VCB in the forthcoming period.

Furthermore, the dissertation proposes several recommendations to the State Bank of Vietnam and the Vietnam Banks Association (VNBA) aimed at creating favorable conditions for commercial banks, including the Joint Stock Commercial Bank for Foreign Trade of Vietnam, to improve their capacity in responding to and controlling operational risks.

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