

# Student of the Year 2012

After a busy year training delegates on its IMS Certificate course, Scott-Grant declared its Student of the Year 2012 to be Jackie MacMillan from JD Williams Group in Manchester.

Jackie has been with her company, which is part of the N Brown Group, for many years and is currently the Continuous Improvement Manager in Logistics. "Although I had already qualified as a Six Sigma Black Belt, I learned so much more on the IMS Certificate course. I particularly enjoyed being part of a group of students from different business sectors."

Jackie is responsible for people involved in the industrial engineering work and feels she now really understands and appreciates the tools and techniques they use.

Nipping at Jackie's heels were three runners up – Steve Sims from Iron Mountain, Kate Baldock from Unipart Group (ASOS) and Keith Robbins from Tesco Stores Ltd.

Kate Baldock had worked as a Data Analyst with Unipart Group before she transferred to the O & M department, hoping it would give her more of a challenge. This move meant she needed to qualify as an industrial engineer, hence the need to undertake the course.

"I learned to become a Tectime Analyst and, in between my second and third module, was immediately able to put into practice what I'd learned, starting work on a new incentive scheme.

"That's now complete and implemented and, as a result,



At the award ceremony (left to right): David Blanchflower (IMS), Kate Baldock, Keith Robbins, Jackie MacMillan, Steve Sims, Richard Taylor (MD of Scott-Grant)

several people as well as the company are benefiting from my work. That gave me considerable job satisfaction. You can see the impact you can make doing this kind of work. It's practical, hugely interesting and delivers some fantastic results."

Keith Robbins is one of four Productivity Process Managers at Tesco Stores Ltd, based in Welwyn Garden City. His work involves projects, managing contractors, building models and creating the output for staffing targets for stores.

"It was great to study with people from businesses other than retail and to see how what we learned was being used in other sectors," he said.

"I appreciated the broad range of topics covered on the Lean module, including Six Sigma, 5-S, MOST® and Value

Stream Mapping. I can better understand Lean practitioners now – I've even been trying to implement Lean principles at home!"

Steve Sims' boss suggested he came on the IMS Certificate course as part of his career development. As a Service Delivery Analyst with information management specialist Iron Mountain, his work involved supporting IEs.

He found the course challenging but stimulating and, like the other students, was applying much of what he learned within a week of being back at work.

"The qualification has also helped my career progression – I've been promoted to industrial engineer and I'm really enjoying the contribution I can now make."

All of the students

experienced increased job satisfaction and are helping to make a difference in their organisation now that they're recognised for their level of expertise to better organise processes, systems, equipment and people.

Commenting on the Student of the Year achievement, Scott-Grant's Richard Taylor said: "It's really inspiring to see the enthusiasm of these talented, newly qualified productivity professionals. They're starting to experience the realisation of the power of industrial engineering to any kind of business. I've been involved in it professionally for many years and I'm pleased to say that I still get great satisfaction in being able to help organisations assess and improve performance at all levels."