



# Student of the Year 2013

## Once again, standards were high on the IMS Certificate course...

Determining the Student of the Year for 2013 was no easy task for Scott-Grant Training. "We had an excellent year training delegates on our four-week IMS Certificate course and, because we couldn't identify one clear winner, we have awarded the title to both Lynda Howarth from Littlewoods Clearance and Amanda Cadwallader from USDAW," said Scott-Grant's Managing Director Richard Taylor.

Lynda is an Applications Manager with the online shopping company, who are part of Shop Direct. She was previously a Business Analyst at a software company, so her analytical skills were well honed – and well tested on the IMS Certificate course. Amanda works in the Management Services department of USDAW, the national union representing shop, distributive and allied workers. She also used to be in IT as a Microsoft Engineer at USDAW. Both were obviously delighted at the news of winning this prestigious international award and are now enjoying the added professional credibility they have earned in their respective businesses.

There were four runners up to the Student of the Year Award in 2013, proving once again that standards are high on the IMS course and success is there to be enjoyed. Tying for second place were Anna Wagstaff, a Business Analyst from Royal Mail, Industrial Engineer Neil Christie from Nissan Manufacturing (UK) Limited and two specialists from the Performance department in the Valuation Office Agency, Andrew Hurdley and Marc Dibley.

So it was a very full and lively award ceremony in February as Lynda and her boss Michela, Amanda and her boss Ian, Andrew and Marc and their boss Ian, and Anna and Neil all arrived at Scott-Grant's head office and training centre to receive their certificates and gifts from both Scott-Grant and the Institute. Representing the IMS, Treasurer David Blanchflower presented Lynda and Amanda with their awards along with those from Richard Taylor, on behalf of Scott-Grant.

**Genuine enthusiasm**  
Commenting on the Student of the Year achievement, Scott-Grant's Principal

Course Tutor Colin Moran said, "As a company, we get significant pleasure in being able to introduce people to productivity tools and techniques, to train them in a range of subjects and to see them achieve excellent results. Their enthusiasm for their new qualification is great and we're delighted to have set them on their way to being good productivity professionals. We have a passion for productivity improvement, obviously, and it hasn't dimmed over the 35+ years we've been in business. It's very rewarding to be able to transfer our enthusiasm to delegates on our courses."

Richard Taylor agreed, "It's really inspiring to see the real and genuine enthusiasm of these talented, newly qualified productivity professionals. They're now experiencing the realisation of the power of industrial engineering to any kind of business. 2013 saw a cross section of industry sectors on all our training courses,

as we have year after year, including blue chip companies and high profile organisations. The line up of these six winners is a good example of the diversity of businesses including manufacturing, distribution, service and a government agency, who are all committed to developing productivity professionals."

The reaction from Anna Wagstaff from Royal Mail was typical of the winners; she has been in her role as a Business Analyst for about six years. "It was an unexpected pleasure to know my results were so good. I thoroughly enjoyed the course – I found the four modules so diverse and they were delivered in such an interesting and thought provoking way. The style was very interactive, there were case studies, team tasks and individual projects to get your teeth into; I just loved it. The course content was a mix of learning and applying techniques, thinking

logically, applying common sense – and all with a pretty heavy analytical content, so lots of number crunching. It was right up my street. I was constantly learning new things and meeting and working with people from other sectors was so interesting. I'm involved in lots of very interesting projects in my role as we continue with a modernisation programme and my new qualification has given me a much greater understanding of productivity and efficiency opportunities."

Commenting on training generally, Taylor said, "We've seen more than a 20% increase in the numbers of delegates on IMS modules in 2013 – and already in 2014 the upward trend is continuing. It's good to see so many organisations demonstrating their commitment to individuals and to their business by sending people on productivity training courses, including the IMS Certificate we offer. Our

popular two day appreciation course – Assessing and improving performance – can often whet the appetite of managers to have qualified productivity professionals in their business and the IMS Certificate is the industry standard for productivity professionals. Every business in every sector needs to be competitive – it's not just about cutting costs, it's more about improving capacity, sharpening up response times and continually making better use of all the resources in an organisation. IMS members will be glad to know that we can confidently say productivity is alive and kicking!"

If help is needed to identify, cost and implement ways to improve the productivity, processes and performance of your organisation, contact Scott-Grant via their website [www.scott-grant.co.uk](http://www.scott-grant.co.uk) or see their advertisement in the centre of this journal.

"IMS members will be glad to know that productivity is alive and kicking!"



Celebrating success: (left to right) front row: David Blanchflower, Anna Wagstaff, Lynda Howarth, Amanda Cadwallader, Richard Taylor, back row: Neil Christie, Colin Moran, Andrew Hurdley, Marc Dibley.