



The award winners line up alongside their tutors in front of their managers and officials from the Institute and Scott-Grant.

# Student of the Year 2017

The IMS Student of the Year for 2017 is Rachel Pallan, a graduate engineer from Nissan Motor Manufacturing (UK) Limited.

**A**t the Scott-Grant Training Centre in Manchester in mid-February, Rachel Pallan was presented with a framed certificate of this international award by IMS Chair of Education, Simon Tate, and David Blanchflower, Institute Treasurer, gave her a specially engraved trophy.

Rachel, a mechanical engineer qualified to PhD level, joined the North East-based manufacturer in 2017 after 10 years in the bio-medical field, and immediately found her niche in industrial engineering. Having attended the four week IMS Certificate course at Scott-Grant, she felt the content was really stimulating and the course structured and intensive. The training provider's managing director, Richard Taylor, also presented her with a certificate and gift.

Seven years earlier, Rachel's brother Glenn had also attained the IMS Certificate via the same graduate programme at Nissan. He was a runner-up for the Student of the Year award for 2010 and his parting words of encouragement to Rachel as she started on the course, included a typical brotherly comment: "...as long as you don't do better than I did!". "He's getting over it," Rachel assured everyone.

Senior industrial engineer, George Motion, Rachel's manager, was naturally delighted to celebrate her achievement. Having recruited her to Nissan, he expressed his confidence in her ability to become a productivity professional of the highest order as her skills develop. "She is really enthusiastic as she applies all the knowledge she

learnt on the course – and her friendly and approachable personality is just right for our kind of work. We deal with a lot of emotive issues like headcount and cost reduction, and Rachel can hold her own in these issues, as well as really try to help people. She's an excellent member of the team." For Rachel's part, the IE role suits her well. "I find my work really fascinating and I particularly enjoy the number crunching and data analysis. I'm lucky to be part of a department of nine, with a good mix of experience and backgrounds to tap into," she said.

### A new dimension

There were three runners up to the Student of the Year award for 2017: Daniel Green, a work study consultant with the Department for Work and Pensions (DWP) based at Sheffield; Dane Ryan, a productivity analyst from Next Distribution in Pontefract; and Michael Ladhams, an industrial engineer (IE) with Jaguar Land Rover (JLR) in Coventry. So, a good spread of businesses was represented this year with manufacturing, public sector and distribution, and all the winners agreed that the IMS Certificate course has given them a new dimension in their work life.

Dane Ryan began work as an 18 year old warehouse operative with Next Distribution before moving into a training role three years later. "This background has been particularly useful in my new productivity role, because I understand a lot of the elements I'm observing and studying." His manager, senior productivity analyst Peter Waller, agreed: "Dane has a depth of process knowledge of one of the warehouses he is now responsible for and that is really valuable."

Michael Ladhams had joined JLR on a graduate programme in 2015, having studied aerospace engineering. He has, like Rachel at Nissan, found his niche in industrial engineering. "My mindset is focused, mathematical and practical, and the IE work is a great fit for my skills and approach," he explained. He is working in JLR's Powertrain manufacturing engineering facility, so is involved in line balancing and creating allocations. His manager, senior productivity manager Mark Hudson, added: "After his degree, with an engineering foundation in place, Mike has found this new role very stimulating. He travels frequently to our joint venture operation in China to do similar work. We're delighted he has got this high level of accreditation and achievement. There are 18 industrial engineers here, all with the Certificate qualification so we can all appreciate just how well he has done to get this award."

Also raising a glass to success was Daniel Green's manager at the DWP, Catharine Madigan, whose work study team covers the whole of the organisation from pensions and NI offices, to job centres and benefit claims, to debt management and child maintenance. "Variety is definitely the spice of our life," she said, "and we're all similarly qualified, so we understand and are very impressed with Dan's achievement. But with Dan, he also brings excellent people skills and natural flair. He instinctively knows how to put

people at their ease when he's observing them. It's not always easy, but Dan makes it look easy."

Dan's line manager is Davy Cowie, who was also a runner up to Student of the Year for 2015, so he for one, could appreciate the significance of Dan's achievement. "That brought a new meaning to peer pressure," Dan joked after he'd got his results. "I loved the course (and not just because I got good marks!). It was a good mix of theory and practice – the how and why to do it. And now I am using a lot of the course content in my work; it really suits my skill set."

All the students' managers were agreed that they had each spotted their respective student's potential at the time of the initial recruitment, and their possible suitability as a productivity professional.

### A significant change in Institute membership

Richard Taylor from Scott-Grant reported: "In 2017, we saw a strong growth in the number of people going through IMS training, across all sectors and in many countries and continents, including all parts of the UK, New Zealand, Botswana, Uganda, Egypt and Slovakia. But the most significant fact is that 25-45 years is the dominant age band of people participating in the IMS education programme. If this trend continues, then in about five years' time it will be the dominant category in the membership age profile."

Simon Tate, Chair of Education, echoed these sentiments: "It's through our education programme that we are creating new productivity professionals who can help to drive change in businesses around the world. Companies like Scott-Grant are providing the technical information and developing the skills of people who, when qualified, can contribute significantly to their organisation's profitability, processes and productivity. Their knowledge applied correctly, will affect other's people's working lives and their company's bottom line, by allowing key management decisions to be made. Such is the power and influence of the industrial engineer who is involved in nearly all aspects of a business or organisation."

Senior Instructors Steve Heathcote and Ian Winstanley, were delighted at the impact their work has continued to have in the last 12 months. "We are always struck by the reaction of our delegates on the Certificate course as they begin to see the benefits of accurate work measurement and learn to apply the theory we teach. We always enjoy sharing our practical experience with them. We have great discussions during both our open and in-company courses on each of the four modules, as people begin to feel confident in the value of what they're learning and the contribution they can and will make in the work place," said Steve Heathcote.

David Blanchflower presented all four students with their new Associate grade (AMS) certificates and life membership of the Institute. The celebratory spirit continued during a special lunch at a Manchester restaurant. The future looks bright for the Institute and the impact of industrial engineering techniques in the world of business and industry.