

A Time for Celebration

The IMS Certificate is a four-week long course of study and is the internationally recognised qualification for productivity professionals. The course is run throughout the year by Scott-Grant Limited, either in their training centre in Manchester as an open course or in-company at a suitable venue, wherever in the world it is required.

Scott-Grant have been delivering this training for many years and each year are delighted to announce the top performers from all the delegates, based on the individual marks and lecturer assessment. There is always a varied line-up of winners and 2019 proved to be no exception. Delegates from automotive manufacturing, distribution and retail took the top accolades as the Institute declared the results.

2019 results

The IMS Student of the Year for 2019 is Laura Taylor, Lead Industrial Engineer from Jaguar Land Rover in Halewood. Difficulty in separating the next four students meant that the following people are all declared joint runners-up: Samantha Wood, Industrial Engineer at BMW Hams Hall Motoren GmbH, Chris Severn a Retail Industrial Engineer from Tesco Stores in Welwyn Garden City and two Productivity Analysts from Next Distribution in Pontefract, Todd Burton and Liam Hough who had come on different courses during the year.

Jaguar Land Rover

Laura Taylor had attended the in-company training course run by Scott-Grant Ltd in the Midlands, along with several other JLR colleagues. Laura joined JLR in 2012 after she'd done a degree in anatomy and human biology. While she was deciding what to do next her father, who worked at JLR, suggested she got a job there. So, she started at Halewood fitting rear view mirrors with her sights set on something to do with engineering. From there, she joined the industrial engineering department and had been nominated for the course by her manager, Claire Fenton, who had studied the same course with Scott-Grant some years earlier. "The IMS Certificate course really enhances what we do as Industrial Engineers. You learn to develop skills and you acquire specialist knowledge which really contributes to the value of the business you operate in," Claire observed.

At a celebratory event at the end of January, Institute Treasurer David Blanchflower presented a certificate and specially engraved trophy to Laura at the Scott-Grant Training centre in Manchester. Richard Taylor, Managing Director of the training provider, also presented her with a certificate and gift. Principal Course Tutors Ian Winstanley and Steve Heathcote were there, along with Lynette Gill who looks after the admin for the Institute at the office in Lichfield.

"I try hard with everything I do and to be honest, I was just happy to pass it. It was a huge surprise to know I'd won first



Here to celebrate (left to right): David Blanchflower, Lynette Gill, Liam Hough, Colin Hinchliffe, Claire Fenton, Laura Taylor, Carole Shelton, Todd Barton, Steve Heathcote, Sam Wood, Ian Winstanley, Richard Taylor.

place," Laura said. Now, as Lead Industrial Engineer, Laura thoroughly enjoys putting into practice all she learned on the course. "Being analytical is one of my strong points" she said. "I enjoy challenging myself; I like looking at the bigger picture and seeing the impact you can have on all aspects of a business."

For the four runners-up, their working life has already taken various turns.

BMW

Samantha Wood joined BMW as an apprentice just over a year ago, trying various logistics roles. Her Manager, Carole Shelton, who is Lead Industrial Engineer, needed her to go on the IMS course. "I think it's important to have the Certificate" she said "and it's given her a good grounding in industrial engineering. I'm so proud of Sam's achievement". Sam really enjoyed the course and is now developing her process and method improvement skills. She is also quite analytical by nature and is continuing her studies: "I'm now half way through a degree course at Aston University doing block release in logistics and operations management. It includes Lean management which is the module I enjoyed most on the IMS course" she said.

Next Distribution

Todd Burton and Liam Hough had joined Next Distribution 11 and 13 years ago, respectively, both in picking operations but had since moved into other roles. Todd worked in various roles in the warehouse operations until he was attracted to the Industrial Engineering work. Now based in Next's sofa manufacturing plant, Todd is really enjoying applying his new found knowledge and developing his skills as an IE. "I love the practical nature of my work with Time Study. I'm now running my own project in sofa manufacturing, so there's a lot of responsibility but I'm well supported by my experienced colleagues," he said.

Liam Hough came to the role of Productivity Analyst after working in the control room for systems and maintenance of conveyors and belts. He saw the role advertised internally and thought it sounded interesting. "I'm not wrong about that", said the now qualified analyst, "every day is different; it's all interesting and it keeps you challenged and entertained."

Liam's line manager, Colin Hinchliffe was delighted: "Liam really came up trumps. Now, with his qualification he can do direct work measurement. For the company there are significant

benefits, especially with his knowledge of the business and how operations work." Colin passed his IMS Certificate course in 2004 at Scott-Grant, so is well aware of the demands.

Next's Productivity Support Manager, Richard Churchill, was unable to join them in Manchester that day but commented: "The continuous improvement and time standards, monitoring and measuring, are integral to our business and that comes from the Institute of Management Services course. I'm very proud of what Todd and Liam have both done."

Tesco Stores

Also disappointed not to join the celebration was the runner-up Chris Severn and his manager Keith Robbins (who had himself been a runner-up in 2012!) but pressures of work prevented them. Chris has been with Tesco Stores for 26 years, having first joined as a university student "to stack shelves for beer money!" After he graduated in business studies, he was offered a job at Tesco as a department manager, later progressing to Store Manager. His subsequent work in operations development for six to seven years, running projects and investment reviews, brought him in close contact with the IE dept and he liked the content of their work so much, he applied to join them. "Their work was quite methodical and that's what I am. I like to be organised and I think it's fair to say my life is led by data! So this is a natural fit for me as an IE. Having worked in the shops, I take it personally that they have the right hours to do the job. It's interesting from this perspective because now I get asked the questions I myself used to ask, eg 'Why does my shop get these hours?' And I can set about answering them, drawing on all my experience and knowledge."

Lead IE, Keith Robbins, was very supportive of Chris: "I identified Chris's potential and got him on my team! He now works on the core productivity team for the UK, involved in model development and implementing change through the business, advising and consulting with project managers. He's working on his own projects to build and develop productivity models." He added: "Tesco people seem to learn to a high standard and the IMS course gives them a wider understanding of productivity issues."

The industrial engineering profession

At the presentation Richard Taylor observed: "It's great to acknowledge and celebrate the success of talented newcomers to the industrial engineering profession and you should feel proud that you've excelled across the world. The Certificate is a qualification that's a basis for many people at different levels in a business, across different sectors and indeed different countries."

He went on to comment: "IMS membership is increasing strongly; we see the age profile being steered in the right direction. On our courses we see people in their early 20s to mid 50s and they've often had prior involvement in other work before coming to IE. Most members are actively working in productivity. And traditionally, IEs were predominantly male roles but now it's really evened up. Productivity is happening everywhere – you get into corners you wouldn't normally expect to be in and your work can really add significant value to a business or organisation."

Remarkable progress



Having learned that Laura Taylor had started work at JLR fitting rear view mirrors prompted her course tutor Ian Winstanley to present her with a further framed certificate for remarkable progress.

It read: 'This is to certify that Laura Taylor has demonstrated truly remarkable progress. She was awarded IMS Student of the Year for 2019, having joined Jaguar Land Rover Limited in 2012 to fit rear view mirrors. Since then she has never looked back!'

It all added to the fun of the celebratory spirit which continued during a special lunch at a Manchester restaurant.

Russell Currie Memorial Fund award

During 2019, readers of the Journal would have seen that the trustees of the Russell Currie Memorial Fund made an award to a newly qualified Industrial Engineer. The RCMF celebrated its 50th year in 2018 and wanted to mark the achievement of an overseas student on the IMS Certificate course that year. They repeated the award for 2019 to another student who was based outside the UK and whose first language is not English. Encouraging productivity overseas is one of the aims of the RCMF.

Karthick Kamalakkanen is the son of the owner of many shoe factories in India who supply to Danish shoe manufacturer ECCO Sko A/S. Karthick was invited by ECCO's Productivity Global Consultant Alan Searle, to join their four week in-company course run by Scott-Grant in Indonesia in July 2019. Delegates came from ECCO's six manufacturing countries, with India making the seventh country. Karthick outperformed everyone on the course and indeed every other delegate during the year, other than the winner and the four runners-up.

David Blanchflower, as Chairman of the RCMF, presented Principal Course Tutor Ian Winstanley on Karthick's behalf, with a specially engraved silver plate to recognise his achievement. Ian will in turn present it in person to Karthick this summer when he returns to Indonesia to deliver a further four week IMS Certificate course to a large number of delegates.

