



Institute of Management Services

Newsletter April 2019

Update on Current IMS Strategies

The Institutes Council of Management would like to give you an insight into how the Institute is managed and what plans it has for 2019 and what we have brought to fruition in 2018. You may already be aware that the Council of Management is made up of eight volunteer IMS members who give their free time to ensure that the Institute operates efficiently and productively to meet our member's needs.

Membership

The Institutes membership is now at its highest level for more than 20 years with numbers building through 2017/2018 and into 2019 with the highest member retention for several years this has mainly been brought about by the new 5-year Affiliate membership which was implemented in 2018.

CPD

The Institute introduced a new CPD scheme in 2018 and it was agreed by Council at its March meeting that in future members seeking to upgrade their level of Institute membership must provide evidence that they have undertaken a Continuing Professional Development (CPD) in the two years prior to making an upgrading application. We ask all members to make themselves aware of the Institutes CPD scheme details of which can be found [here](#).

Education

The Institutes Management Services qualifications are

providing a dominant part of the Institutes income both from UK and Overseas delegates. Many significant businesses are enrolling multiple people for IMS certified training. The IMS brand is strengthening, with our qualifications being respected and valued across all business sectors. The Institutes Time Study Practical Examination Certificate has been modified and will now indicate one of the following grades Pass, Merit, Highly Commended or Distinction.

Media and Journal

The Institute already sends out a regular newsletter which is available for members to download. A major decision was made by Council in 2018, after a couple of years of deliberation and arrangements we changed the Quarterly Management Services Journal to a digital download. The above items are available to all current members worldwide. This decision has made significant savings on print and distribution costs. A good quality digitally printed version of our Journal is still available at an attractive annual cost of £25.00 for all 4 editions.

Institute Website

This is the main face of the Institutes direct contact with the outside world. Approval has been given to identify and specify requirements for the future to appoint a suitable supplier, in 2019. One of the functions required is a more appropriate opportunity for digital commu-

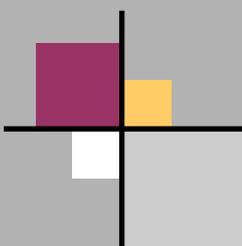
nication and interaction.

International Network

Our new appointed President continues to represent and promote the IMS across countries and continents and is adding a very interesting and useful insight with a valuable high-level network. We have a representative attending the World Productivity Congress in China later this year. Activities such as this promote the Institute, directly and indirectly to create interest in what we do. This converts into education and membership activity and income to strengthen what we all believe in.

The Institute is thriving, Productivity and Management Services is in demand across so many sectors and a wide geography. Anything you are able and prepared to do in the interest of our Institute or members could be extremely useful in supporting the businesses and employees who rely on Institute services and knowledge. The Institute and membership must communicate with all members and particularly the growing, new and active membership, which is a larger proportion than many people realise.

If members have any considered and positive ideas, Council welcomes any reasonable and suitably presented suggestions, which it can evaluate and judge the feasibility of progressing them.



4-Day
Work Week

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F	U	N	W	O	R	K

“Whilst these things may be related to productivity will the fund directly impact on improving UK productivity and helping the economy grow?”

Working Week - Productivity

Work is increasingly invading every aspect of our lives. From commuting, undertaking long hours and checking emails out of the office. Technological advances have changed the nature of the way we work, yet working patterns have remained the largely the same. In the 19th century, people worked ten hours a day with only Sunday off. Last century, we moved to a two-day weekend and limits on long hours.

The current employment system now means we are working longer days, for stagnant wages and for larger parts of our adult lives. In the UK, we work some of the longest hours in the EU and undertake some £32 billion worth of unpaid overtime.

The problem in the UK is that working longer hours does not equate to greater productivity. Some of the most productive economies in the world work far fewer hours than the aver-

age UK worker. The UK's productivity is 26% below that of Germany, and Germans spend far less time at work.

It is an established fact that a shorter working week can mean fewer sick absences, fewer in-work accidents and mistakes, and higher worker motivation on the job. Many progressive employers are moving towards a four day working week.

Chancellor backs Productivity – but how much?

Amid the enduring Brexit chaos it fell to the Chancellor of the Exchequer to try to pursue some sense of normality with his Government Spending Statement on 13 March, free of red lines and backstops. Unsurprisingly, there was the usual annual allusion to Productivity, though this time with the promotion of a National Productivity Investment

Fund. However, we should not hold our collective breath, as this fund has been around since the autumn 2016 budget statement, where £23 billion was planned for 2017-18 to 2021-22 and expanded to £31bn at Autumn Budget 2017, The new reference did not seem to increase the £31bn sum set in the 2017 Budget.

Whilst branded up as Productivity, the National Productivity Investment Fund is more of a government investment plan as it relates to house building, transport, science and innovation. Whilst these things may be related to productivity will the fund directly impact on improving UK productivity and helping the economy grow?

IMS Website Knowledge Bank



We are asking members to submit write-ups on specific topics for use in the Institutes website [Knowledge Bank](#). Please email submissions to admin@ims-productivity.com

All the latest productivity news and features in the spring issue of Management Services Journal

Read about our Student of the Year, Richard Clamp of Asda Stores, in the Spring issue which also includes details of the 2019 Elections to the Council of Management, as well as all the latest developments and innovations in the fields of productivity, management services and change

management.

Spring highlights

In this issue's cover story 'Service and service innovation', authors Dr John McManus and Dr Barry Ardley explore the linkages between service development and co-creation processes to better understand the complexity of service innovation.

Let's Get Practical

The experts at Scott-Grant

discuss the 'Relaxation Factor' (traditionally called Rest Allowance) – what it means and how it can be applied., All this and much more.

[Click here](#) to download the PDF.to request an individual article from the author - contact Mel Armstrong, editorial@msjournal.org.uk



IMS Election 2019

The Institute will be holding elections in 2019 to fill four vacancies on its Council of Management.

We are inviting nominations either for re-election of existing Council members at the end of their term or as a new appointment and it is likely that there will be at least one vacant seat on Council.

We ask that all Corporate IMS members consider standing for election to Council - It is "YOUR" Institute and by undertaking a Council role you will be helping to secure its future for years to come.

We are looking for Corporate members who have experience in IT, finance, writing/journalism but most of all those who can bring fresh ideas with the ability to deliver them.

Council members are required to attend three meetings each year in Lichfield. Individual members will assume specific responsibilities for at least one area of the Institutes management such as finance, IT, website, media, education, membership and administration. These areas of responsibility do not necessarily require attendance at meeting

and can often be undertaken from home.

If you wish to apply you are required to complete a nomination form which should be signed by two corporate members. As an alternative to signing the form you can either write or email Head Office supporting the nomination. A nomination form can be found in the Spring 2019 journal or can be downloaded [here](#).

Nominations must be received at Head Office by 5pm on 27 April 2019—either by email or post.

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IMS AGM & Event 2019

The Institute will be holding its annual event after our AGM on **Friday 4 October 2019**. All members are welcome to attend. Details of our event will be advertised in up coming newsletters and in our Management Services Journal. We look forward to seeing you at our AGM & event.



National Living Wage Improves Productivity

Employers in Dundee have launched a plan to make Dundee the first “living wage city” in the UK. The aim is to increase payment of the voluntary living wage of £9 an hour, which is more than £1 an hour above the statutory adult rate of £7.83.

More than 50 employers in Dundee including the City Council, DC Thompson have already committed to paying their staff and subcontractors the living wage, covering a quarter of all workers in the city.

Clare Goff, of the Living Wage Foundation, said: “Major employers within Dundee are working together to improve the lives of citizens and boost the local

economy by making a real living wage the norm”.

The Living Wage Foundation launched the Making Living Wage Places scheme to recognise groups of local ‘anchor’ institutions which not only pay the living wage to their employers and contractors, but which also seek to use their power and influence to spread living wage accreditation through their local area.

The Scottish Government’s fair work minister Jamie Hepburn said: “The significance of the living wage cannot be overstated, evidence shows that paying it leads to increased productivity, better morale and lower sick-

ness absence. It also demonstrates to the world that an organisation is committed to treating its workforce well.”



“Achieving excellence through people and productivity “

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Management Services Journal

Current Issue

Now Available online only

If you wish to receive a printed Journal by post at a cost of £25.00 pa please contact our Administrator

Email: admin@ims-productivity.com



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