



Institute of Management Services

The home of Productivity Professionals

Newsletter September 2019

Customer Service & Productivity versus Efficiencies & Productivity

The Institute has arranged a professional development event for members and guests on **Friday 4th October 2019 at 11:00 am**, the venue is the George Hotel, Lichfield.

The title and theme of the event is **Customer Service & Productivity versus Efficiencies & Productivity**.

The discussions will centre on getting a balance between the two often competing requirements within commercial and public organisations. We have three productivity professionals lined up to speak.

They are Jun Du, Professor of Economics Aston Business School and our President, Professor Colin Coulson-Thomas.



The third speaker is from the world of commerce whose name will be announced shortly. This will be a great opportunity to find out about new ideas and network with col-

leagues from a variety of backgrounds.

Please register your attendance or to find out more details by contacting the Institutes Head Office via e-mail

admin@ims-productivity.com

or telephone (01543 266909).

The Institutes National AGM, to which you are all invited will take place just prior to the workshop at 10:30am.

Which Nordic Universities are Efficient and Productive?

Swedish universities are performing well on efficient use of resources and productivity compared with their peers in the Nordic countries, but some could improve their performance, an investigation by the Swedish National Audit Office and national audit offices in other Nordic countries has concluded.

Sixty-eight out of 160 higher education institutions in the Nordic countries – Sweden, Norway, Denmark, Finland,

Iceland and the Faroe Islands – are included in the study, which examines efficiency and

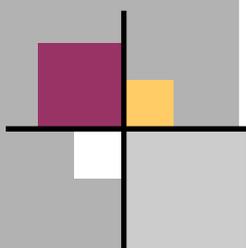


productivity over the six years from 2011 to 2016.

Among the 68 are 27 Swedish higher education institutions and the report names those

with “improvement potential” as well as the underperforming higher education institutions in the other Nordic countries.

The Swedish National Audit Office has investigated a range of possible explanations of why some Swedish universities have lower efficiency than others and the analysis has found one factor that has a negative correlation with efficiency: universities with a high turnover of staff have a lower productivity.



Trade War Spurs Recession Risk In Singapore

The U.S.-China trade war is threatening to drag export-reliant Singapore into a recession and aggravating underlying risks facing the former tiger economy.

Singapore is grappling with longstanding economic threats that have been slowly eroding the city

state's growth potential: rapid aging, labour market shrinkage, and sluggish productivity among them.

Singapore remains one of the most export-reliant economies in the world, with trade equivalent to 326% of gross domestic

product, according to World Bank data. That puts the city state at the centre of the storm stirred up by its top two trading partners America and China sparring over tariffs.



Institute President

In 2018 Professor Colin Coulson-Thomas was appointed as President of the Institute of Management Services. Over the past 18 months Colin has been an excellent ambassador for the Institute. He has attended and spoken at numerous overseas conferences and delivered key note speeches in his capaci-

ty of Institute President. In August 2019 he was a Key Speaker at the 10th

held in New Delhi, India with over 500 delegates in attendance.



Colin is certainly doing an excellent job of promoting the Institute both in the UK and Overseas.

World Renewable Energy Technology Congress being

“Over the past 18 months Colin as been an excellent ambassador for the Institute.”

IMS Trustees’ Report and Financial Statement

Charity number: 268877
Company number: 06832132

The Institute of Management Services

Trustees’ Report and Financial Statements for the year ended 31 December 2018



The Institute’s Trustees’ Report and Financial Statement for the year ended 31 December 2018 is now available on our website for members to view.

[Click Here to view](#)

All the latest productivity innovations and strategic thinking for organisations across the world can be found in the Autumn issue of Management Services Journal.

Autumn Highlights

In this issue's cover story, authors Dr David Parker and Dr George Downie examine the increasingly popular cruising industry and how it has changed over recent years from a senior citizens' holiday to one that appeals across generations.

Classic Book Review

Read Cliff Moyce's classic book review of 'The Goal: A Process of Ongoing Improvement' by Eliyahu M Goldratt and Jeff Cox

Let's Get Practical

Our popular series from the experts at Scott-Grant continues in this issue by asking 'is the unit labour cost the ultimate test of productivity?'

Also, look out for a summary of the 2018 Annual Report and Accounts (the full Annual Re-

port and accounts statement can also be found on the website). Other topics include Strategic Thinking for Not for Profit Organisations; Brexit and concerns for business; The Function of Investment in Advanced and Less Advanced Economies; and much more.

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



Turkey Needs Higher Productivity to Achieve Growth

Sustaining growth and improvements in living standards in Turkey will require higher productivity according to a recent memorandum titled "Firm Productivity and Economic Growth in Turkey" issued by the World Bank..

While acknowledging the importance of economic stability, the memorandum explored how Turkey could achieve sustained growth by accelerating productivity, particularly in

'pro-development' sectors, capable of delivering both added value and employment.

The report indicates that apart from a handful of industries such as motor vehicles, basic metals and textiles, productivity in manufacturing has more recently stagnated. It appears that while construction and services have expanded rapidly, they actually exhibit low and falling

productivity.

The World Bank concluded that Ankara could adopt reforms to promote productivity growth in firms and allocate resources more efficiently. Further economic integration, for instance, would increase the connectedness of Turkey's firms with international business and global value chains, precipitating fresh gains in productivity.



IMS Members Contact Details

Do we have the Correct contact details for you?

It would help if members updated the Institutes office with any recent changes to their contact details be they postal addresses,

phone numbers or email addresses. Up to date email contact details are essential to notify members when our on-line journal is available to view on our website.

Email:

admin@ims-productivity.com

Or

Telephone: 01543 266909

Office Hours are Monday to Thursday 9.00am—4.30pm

IMS Membership

Membership is continuing to increase beyond the highest level for around 20 years. This is both new members entering the Education process and the steady Reinstatements of past members.

Really encouraging is, that this is across all sectors and business types, each of them actively addressing Productivity for a variety of reasons and market circumstances.

The membership age profile is also steadily changing, with 25 to

50 years being the dominant band for new members. This is strengthening the Institute



and with more people 'active' in the profession, also with new international members from 14 countries in 2019.

There are many more non IMS members in directly and indirectly related Productivity/ Management Service roles and activities, so we encourage everyone to entice new and past members into membership. Or, for existing members to have their grades reviewed to a suitable level.

Please contact Lynette by phone 01543 266909 or email admin@ims-Productivity.com for further information.

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



“Achieving excellence through people and productivity “

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Management Services Journal

Current Issue

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