



Institute of Management Services

Customer Service & Productivity Versus Efficiencies & Productivity

Friday 4 October 2019
The George Hotel, Lichfield

10.15 am – 10.30 am	Networking – Tea/Coffee	
10.30 am - 10.40 am	Welcome by IMS Chairman	- Mr Julian Cutler, FMS
10.40 am - 11.00 am	National AGM	- Mr Julian Cutler, FMS
11.00 am - 11.10 am	Comfort Break (invited non-member guests to join event)	
11.10 am - 11.40 am	Aston Business School Aston University Productivity Puzzles: What Have We Learned?	- Jun Du, Professor of Economics
11.45 am – 12.15pm	Jaguar Land Rover Limited JLR Productivity & Line Balancing	- Adrian Lydall, MMS Principal Industrial Engineer
12.20 pm – 12.50 pm	President Customer and Performance Support	- Professor Coulson-Thomas, HonFMS
12.55 pm – 13.05 pm	Closing Comments	- Mr Julian Cutler, FMS
13.05 pm - 14.25 pm	Buffet Lunch and Networking	
14.30pm	Close	