



Institute of Management Services

The home of Productivity Professionals

Newsletter December 2019



We wish all Institute members the compliments of the season and hope that 2020 will be a healthy and prosperous year.

Institute Relocation to New Offices

The Institute will be moving to new office accommodation on **Wednesday 18th December 2019**. The new office is located in the modern prestige Lichfield Business Village in the centre of Lichfield. The new office is a progressive development with the Institute once again having its own office and employing its own staff.

Since 2002 the IMS administration has been outsourced. Due to the approaching end of this arrangement, IMS have decided to progress and independently occupy its own modern, ground floor, fully serviced and furnished office. The new office will serve to cater for the Institutes increasing membership and demand for the Institutes training and qualifications. We are pleased that Lynette Gill will continue as the Institutes Admin Manager moving forward.

The office move means we will have a new telephone number details of which are given below plus the new office address:

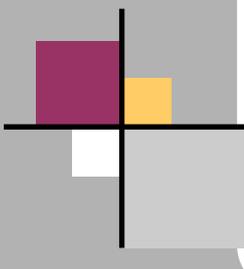
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Email: admin@ims-productivity.com

Please note that the office will be closed from **19th December 2019** and will then be fully operational in the New Year from **6th January 2020**.



Choose a job you love, and
you will never have to
work a day in your life.

-Confucius

*“Recently, tech giant
Microsoft trialled a four-
day workweek in its Ja-
pan HQ and saw some
massive benefits.”*

Happy Workers Are More Productive

A team at the University of Oxford Business School has produced evidence of what many people have long suspected – happier people do a better job.

Its six month study of 1,800 call centre workers at British telecom firm BT found a clear causal effect of happiness on productivity. The workers were asked to rate their happiness each week via an email survey comprising five emoji buttons, from very sad to very happy.

Happy employees not only worked faster, making more calls per hour, but also achieved 13% higher sales than their unhappy colleagues.

Interestingly, the happy staff did not put in more hours than their unhappy colleagues to achieve their superior results. They just used their time more productively.

Previous studies have shown that paid work ranks quite low in most people’s idea of happiness

and employers generally need to make a bigger effort to ensure employees are content in their jobs, according to Professor Jan-Emmanuel De Neve, one of the authors of the Business School report. “There seems to be considerable room for improvement in the happiness of employees while they are at work,” he has noted. “While this is clearly in the interest of workers themselves, our analysis suggests it is also in the interests of their employers.”

Microsoft's Japan HQ Has Adopted a Four-Day Workweek

There is evidence that over half of UK workers want a four-day workweek.

The relative unproductivity of working on Fridays has been a much-discussed topic for years, with many people’s weekends starting by early Friday afternoon anyway. We also know that excessive com-

muting has a direct correlation with staff absences and illness. Perhaps one less day ‘at the office’ could improve both workplace productivity and rates of absence?

Recently, tech giant Microsoft trialled a four-day workweek in its Japan HQ and saw some massive benefits. Employees were not

only more productive (40% higher than before), but their overall sense of well-being improved – with 92% of employees being happier with the four-day workweek.



International Day of Happiness



Since 2013, the United Nations has set aside March 20 to celebrate International Day of Happiness. The initiative focuses on the important role happiness plays in the lives of people around the world, and there’s no better place to start spreading happiness than in a work environment.

Management Services Journal Winter 2019

From AI to blockchain, and from disruptive technologies to the management of change, all the latest productivity innovations and strategies can be found in the Winter 2019 issue of Management Services Journal.

Winter Highlights

In this issue's cover story, author Dr James Peptone outlines practical thinking that will enable management to generate above normal returns on human capital.

The AI Challenge

Ian Herbert and Alex Zarifis ask: What should corporate management be doing about AI and how?

Let's Get Practical

Our popular series from the productivity experts at Scott-Grant continues by discussing the impact of changeovers on performance

Also, look out for a report from the 2019 Annual General

Meeting and details of the Institute's move to new office accommodation. All this and much, much more which will be of practical use to productivity professionals working in organisations across the world.

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



Volkswagen To Transition To Electric Cars

German car giant Volkswagen has indicated it will spend €60 billion by 2024 into its switch to electric, hybrid and connected vehicles, as automakers around the world rev up electrification plans.

In a plan approved by its supervisory board, VW also said it would introduce up to 75 all-electric models and around 60 hybrid vehicles over the next decade.

VW is "focusing our investments on the future of mobility," chairman Dieter Pötsch



said in a statement. Chief executive Herbert Diess added: "In light of the worsening economic situation, we are also

working on increasing our productivity, our efficiency and our cost base so as to secure meeting our targets."

The company said it was planning to sell 26 million all-electric vehicles by 2029 as well as around six million hybrid vehicles by that time, hoping they will help hit new European carbon dioxide (CO₂) emissions targets.

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 308605

Office Hours are Monday to Thursday 9.00am—4.30pm

12 Million Working Days Lost To Work-Related Mental Health

A total of 12.8 million working days were lost because of work-related stress, anxiety and depression in 2018-19, amounting to an average of 21.2 days lost per case, official data has shown.

Data from the Labour Force Survey, analysed by the Health and Safety Executive (HSE), the UK's health and safety watchdog – showed that incidences of work-related stress, depression and anxiety have increased steadily since 2014-15, reaching a rate of 1,800 cases per 100,000 workers in the most recent figures.

Mental health was the most common type of work-related illness, accounting for 44 per cent of all work-related illness, and women saw more incidences of such conditions; over the

100,000 male workers. Cases were most prevalent among women aged 35-44.

Health and safety experts have urged the government to take steps to reverse this trend, calling for a radical improvement to the country's occupational health system, and for public policy to address workplace health.



years 2016-17 to 2018-19, there were an average of 2,020 cases per 100,000 female workers, compared with 1,490 cases per

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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