

Our body of knowledge

The management services profession includes people who can be specialists in some or many of these disciplines – all impacting on quality and productivity improvement.

Business transformation

- business process re-engineering
- corporate business strategy and planning
- Lean thinking and manufacturing
- organisation and methods
- organisation development
- process management
- workflow distribution and management

Information management

- data warehousing and security
- document management
- enterprise resource planning (ERP)
- information strategy (ICT)
- management information systems (MIS)
- systems analysis and design

Method study

- ergonomics
- layouts
- motion economy
- problem solving/creative thinking
- process engineering
- standard operating procedures
- value analysis
- value engineering
- waste reduction



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Achieving excellence through people and productivity

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Human resources management

- communications
- health and safety
- industrial relations
- job evaluation
- manpower planning
- motivation
- payment and reward systems

Management control

- activity based planning and costing
- business KPIs
- cost control
- energy management
- financial accounting and management
- materials control
- operations planning and control
- performance monitoring

Quality management

- benchmarking
- compliance and audit
- process control
- statistical quality control
- total quality management

Work measurement

- activity sampling
- estimating
- measured work content
- rest and recovery
- standard data/PMTS
- time study and performance rating