

## **Launch of the Enterprise Productivity and Quality Management Services For Performance Enhancement in Barbados 2007 - 2012**

The Productivity Council is a tripartite institution, which for more than a decade has had the mandate of promoting and monitoring all aspects of productivity growth; advising, designing and conducting productivity-related education programmes and providing advice and technical assistance within the realm of productivity measurement and performance management.

The Productivity Council has established an alliance with the **National Initiative for Service Excellence and Business Network Solutions, an International Company** owned by Mr. Jeff Sealy, a renowned Barbadians business advisor in USA and Canada the Caribbean. This alliance will allow the Council to introduce proven business solutions to improve performance within an increasingly competitive business environment. It will be offering more customer-centred and progressive interventions to Barbadian organisations and employees to enhance employee engagement and productivity. It is against such a backdrop that the implementation of the **Enterprise Productivity and Quality Management Services** is being introduced.

The programme is being implemented by Chief Programme Manager, Anthony Sobers, who has been extensively trained over the last ten years by the American Management Association, The American Productivity Quality Centre, The Bureau of Labour Statistics and the World at Work as a Performance Enhancement Specialist. His academic qualification was received from the University of the West Indies, Cave Hill and the Cranfield Institute of Technology, England.

### **Enterprise Productivity and Quality Management Services (EPMQS)**

The IDB-sponsored Benchmarking and Best Practices Project, which sought to facilitate an increase in the productivity, service quality and competitiveness of the public and private sectors of Barbados and institutional strengthening provided the foundation for this development.

**The EPQMS** project will seek to facilitate greater productivity growth and the harmonisation among the corporate strategy, departmental/team/individual objectives, resource allocation, performance evaluation and corrective actions of the clients. A fundamentally facilitative factor within the execution of this intervention is the fact that the technical staff of The Productivity Council has already been extensively trained in the above-mentioned disciplines under the IDB Project.

The programme offers the following benefits:

- Improved enterprise productivity/performance;
- Greater understanding of productivity and its importance
- Better service delivery;

- Increased regional and international competitiveness;
- More targeted and value-added consultancy services for The Productivity Council;
- Stronger and more mutually rewarding business relationships between The Productivity Council and its clients; and
- More competent and motivated staff within The Productivity Council.

## **Objectives**

The main objective of the Enterprise Productivity Quality Management Service project is not only to build public awareness for productivity growth but to provide improved methods of work organisation. It will also allow The Productivity Council to consolidate its existing services into a performance management package for improved competitiveness. To accomplish the objective the project will have to further expand the operational capacity of The Productivity Council to provide technical support and guidance to the private sector. The project will consist of four components which are:

1. Continuous Training and development for the internal staff;
2. Promotion and advocacy within the private sector and stakeholder groups;
3. Technology acquisition and leasing to facilitate information collection and analysis; and
4. Technical assistance and guidance to private enterprises which comprises 6 components.

## **Promotion and Advocacy**

This consists of an extensive promotion and advocacy programme to shape habits and behaviors in an effort to influence attitudes for high performance

## **The Technical assistance and guidance to private enterprises will focus on.**

### **i) Best Practices and Benchmarking**

This application will support business clients in their effort to more appropriately pursue international competitiveness by establishing metrics and best practices.

### **ii) Performance Score Carding (Balanced Scorecard)**

This solution will establish measures to improve accountability and responsibility within companies, whilst aligning strategic goals to operational achievements. Measures will focus on financial, productivity, quality, customer, innovation/learning, internal business and employee satisfaction.

### **iii) System Modeling – Compensation and Customer Service**

This activity specifically relates to the development and implementation of applications such as Performance-Based Incentive Plans, Total Customer Service applications, Performance Appraisal applications to support business clients in their ongoing efforts to ensure increased employee commitment, quality of service and products and customer satisfaction towards the pursuit of more sustainable financial results and down-sizing.

**iv) Enterprise Intelligence System**

This application will use the technology purchased under component 3 to support business clients in their effort to more efficiently capture and strategically utilise operational data in real time. The Productivity Council would take responsibility for the analysis and the presentation of the information to the enlisted clients at their desk top.

**v) Process Analysis and Design**

This aspect of the programme will conduct analyses of the processes within companies to ensure that they promote the most efficient utilisation of the available resources and effectively meet customer expectations.

**vi) Productivity Analysis**

This area will support business clients in their effort to ascertain how efficiently they are performing in relation to particular metrics, such as partial/multi-factor productivity ratios, cycle/response times etc.

**FINANCING PLAN**

The cost of the project is estimated at \$3.0m, over a five year period of which The Productivity Council and the Government of Barbados will provide 50% and the Private sector 50%. The major cost of the project will be \$3.0 with \$2.0m be spent in the period 2007 - 2009 The private sector will provide 50% through service procurement .