

Jamaican Captivates Audience at US International Engineering Conference

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October 17, 2015

The Institute of Industrial Engineers (IIE) held its 5th Annual Engineering Lean Six Sigma (ELSS) conference in Atlanta, GA., Sept. 30 – Oct. 2, 2015. <http://www.iinet2.org/LeanSixSigma/> Attendees at the conference learned cost cutting and leading edge ideas for improving business performance and establishing efficient and effective operations while increasing customer satisfaction levels and quality of service. Workshops and presentations were made by experts in their field and among them was Jamaican Maurice Salkey, Manager of Business Process Improvement, National Commercial Bank of Jamaica Ltd. (NCB), Kingston, Jamaica.

Mr. Salkey delivered a presentation on “Reducing the Mortgage Loan Process Turnaround Time Using Six Sigma Techniques.” The presentation demonstrated the use of Lean Six Sigma (LSS) applications and statistical methods used to analyze and reduce the amount of time it takes to process a mortgage loan, while reducing costs, improving customer satisfaction and eliminating wasted time and effort.

Mr. Salkey’s presence at the conference was at the invitation of Mr. Scott Larkin, President, Milward & Associates International, a LSS expert in the banking industry who has been working to expand utilization of Lean Six Sigma (LSS) applications in Jamaican businesses. Currently there are a growing number of companies in Jamaica now beginning to embrace this discipline, however not at the pace of the growing



Mr. Maurice Salkey, of National Commercial Bank of Jamaica (NCB), Kingston, Jamaica, at Engineering Lean Six Sigma Conference (ELSS) Atlanta, GA. Oct. 2, 2015.



Business Process Outsourcing (BPO) industry which is a derivative of LSS.

The 2015 IIE ELSS conference program demonstrated its reach across many industries including Banking,

Financial, Health Care, Education, Manufacturing, Service, Electronics, etc. Salkey's presentation showed how using the Lean Six Sigma discipline and applying its principles, he was able to reduce the time for processing a loan from 124 days to 85 days, reduce costs of processing by 12% and improve customer satisfaction by 20%.

Salkey's presence and performance clearly demonstrated Jamaica's



Photo L-R: Scott Larkin, Milward & Assoc. Int'l, Maurice Salkey, National Commercial Bank (NCB) poses with Andrea Asturias and Raquel Matamoros, Intel Corporation, winners of the ELSS Conference Poster Competition. Westin Atlanta Perimeter North. Atlanta, Georgia. Oct. 2, 2015.

ability to effectively compete with leading International experts in a field recognized as the world's number one business discipline for improving organizational performance. Presenters at the conference were rated based upon their knowledge of the topic, presentation skills and overall effectiveness. Salkey received the highest rating in each category (excellent) by conference attendees and was invited to return next year. A Master Black Belt demonstrates the highest level of proficiency in the discipline. According to Larkin 85% of the businesses in the United States use LSS to improve costs, performance and increase profits. A former consultant with the United States Air Force, and Master Black Belt, he noted that the US government mandated the use of LSS in all military branches and administrative government agencies as far back as 2004. Larkin who is knowledgeable about the Jamaica's Logistics Hub initiative sees Lean Six Sigma as a required discipline for that projects' success.

Companies in Jamaica, such as National Commercial Bank (NCB), Grace Kennedy, Jamaica National Building Society (JNBS) and others that have incorporated Lean Six Sigma practices to improve operations should be commended for leading the country down a path towards much needed efficiency and effectiveness in business performance. The human capital is also developed enabling Jamaica to effectively compete against first world countries.

Mr. Salkey received his BSc. and MSc. in Industrial Engineering with honors from the University of Cienfuegos, Cienfuegos, Cuba. He is a member of the American Society for Quality (ASQ), Institute of Industrial Engineers (IIE) Project Management Institute (PMI) and is a Certified Lean Six Sigma Master Black Belt; Villanova University. He has numerous certifications including Organizational leadership, Business Analysis, Total Quality Mgt. and Diploma in Management studies from the Jamaican Institute of Management.