



Isle of Man

**International Business School**

Scoil Dellal Eddyrashoonagh Vannin

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### Peter Ginty - Head of IBS Consulting



Peter heads up the IBS Consulting unit which was established by the International Business School to provide management consulting support to organisations on the Isle of Man in the areas of: process improvement, customer service improvement, project management and organisational behaviour.

Peter has worked in Consulting for over 15 years, managing business improvement programmes for clients in both Europe and the USA. He established the USA operation of a UK Consulting Practice in 1994 and spent 8 years on the West Coast (USA) project managing large scale Business Improvement projects, for Technology, Pharmaceutical and

Manufacturing organisations, such as Microsoft, Dell and Pfizer. 'It was a great experience, because the rate of change was so rapid in the technology industry that processes were constantly being re-invented. I was also privileged to experience Microsoft from inside as it grew tenfold from a relatively small \$3.7bn revenue business in 1993 to its' current \$37bn annual revenue'.

He returned from San Diego to the Island three years ago, with his wife Pauline, and continued to work with clients in Europe and the USA. A year later their attachment to the Island solidified with the birth of their son Leighton. At this time Peter joined the Business School to both lecture in Operations improvement and to start up the IBS Consulting activities.

Peter was very impressed with the setting and facilities of the Business School and could see the potential to introduce a range of Business Workshops, targeted at helping organizations on the island to improve their customer service and productivity.

'I believe very strongly that part of our role on the island is to help Isle of Man companies improve their productivity and service, so that they are in a position to compete with companies from other jurisdictions. The recent Think Tank report – "Creating the Can-Do Economy", confirmed this view when it concluded: "The Island's economy is at a crossroads... Analysis indicates our key sectors will undergo significant change in the coming years."

Peter believes that to compete successfully in this changing environment, Isle of Man companies need to ensure their employees are trained in the methodology of analysing and improving the effectiveness of key internal business processes and customer service improvement. He said 'It is very important that companies adopt a methodology for improvement so that all employees involved know exactly what steps they need to follow to improve the business area. Our objective at The IBS is to provide a methodology for improvement in each of our workshops so that employees can take this back into their organizations to implement structured improvement'.

To find out more about the Business Improvement Workshops, contact The IBS on 01624 693709

**For further information, please contact:**

Tiffany Jacobsen, Head of Sales and Marketing

Isle of Man International Business School

T: +44(0)1624 693720, E: [t.jacobsen@ibs.ac.im](mailto:t.jacobsen@ibs.ac.im), [www.ibs.ac.im](http://www.ibs.ac.im)