



Ministry of Labour & Social Security

THE PRODUCTIVITY PULSE



ISO 9001:2015 CERTIFIED

Newsletter from the Jamaica Productivity Centre

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World Productivity Day 2023: Hon. Minister Pearnel Charles Jr. (second from right) and Dr. the Hon. Norman Dunn, MP (right) discuss opportunities for productivity growth with Mr. Collin Turner, Senior Director, Technical Assistant Services Unit, JPC and Mr. Anthony Hyde, the former JPC Board Chairman

TOP STORIES

HIGHLIGHTS FROM WORLD PRODUCTIVITY DAY 2023



JPC's hybrid celebration of World Productivity Day and its 20th Anniversary was held at the Terra Nova Hotel on June 20, 2023 under the theme **"Paving Productivity Pathways to a Prosperous Nation."** The event was moderated by media specialist Javaughn Keyes. The day's proceedings included an overview of the history of the Centre, a keynote address by the Minister of Labour and Social Security...

Read more on page 4

AI, AI, AI! It's all we hear these days, and for good reason. While artificial intelligence (AI) as a concept and set of technologies is not new, generative AI has paradigm-shifting potential at work and in our daily lives...

Read more on page 9



AI TOOLS TO BOOST YOUR PRODUCTIVITY TODAY

JPC CORNER

The Jamaica Productivity Centre (JPC) is a national organization responsible for promoting and facilitating productivity improvement in Jamaica. JPC is advised by a tripartite board comprising the Government of Jamaica (GOJ), the Jamaica Employees Federation (JEF) and the Jamaica Confederation of Trade Unions (JCTU). This partnership reinforces the principles that growth in the national economy can best be achieved with the alliance and full cooperation of government, employers and workers.

OUR MISSION

To assist the nation to be more productive, innovative and competitive through productivity advocacy, consultancy, research and knowledge management and technical assistance.



Tamar Nelson, Chief Technical Director, JPC, (right) and Raaheem Bell, Productivity Specialist (centre) participate in a meeting on the team's strategic work plans



Andre Molyneaux, Technical Resource Officer, JPC shares about productivity with the attendees of the 2023 LMIS Job Fair

OUR CORE VALUES

- Innovation
- Mutual Respect
- Professionalism
- Accountability
- Continuous Improvement
- Teamwork

OUR UNITS

Research and Measurement Unit (RMU): JPC provides demand-driven, analytic and diagnostic research on productivity at all levels.

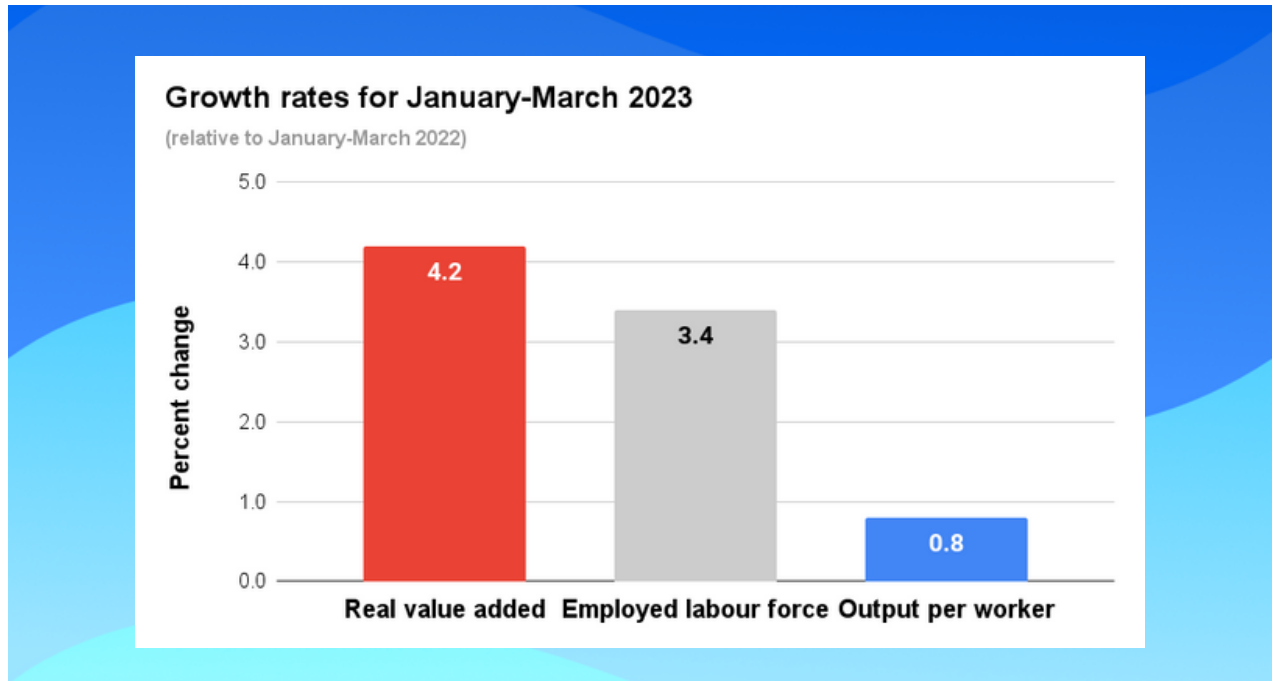
Technical Assistance Services Unit (TASU): A core function of the JPC is to help entities seeking to improve productivity of their staff and to implement the most productive techniques. Audits, assessments, workshops and consultations are conducted to meet client needs, this is mainly conducted by TASU.

Administration Unit: This unit supports the activities of the JPC including procurement, daily office tasks and human capital development and information technology.



Left-right : Tamar Nelson, Collin Turner, Brandon Udofia, Collette Barham, Shanique Orr, Jonathan Isaacs

OVERVIEW OF OUTPUT PER WORKER JANUARY-MARCH 2023



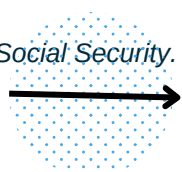
The Jamaica Productivity Centre (JPC) routinely tracks changes to labour productivity at the industry, sector and national levels. Labour productivity is the rate at which economic output is produced per unit of labour in a given time. The JPC treats economic output as value in constant Jamaican dollars, and a unit of labour as one worker. Hence, labour productivity is measured as output in constant Jamaican dollars per worker. This output is constant in that it accounts for inflation, thereby reflecting real changes to economic activity. Thus, output per worker reflects the real value the average worker adds to their industry.

The findings are based on recent calculations from quarterly GDP and employed labour force data from the Statistical Institute of Jamaica. To reconcile the change to the Jamaica Industrial Classification STATIN made in 2020, the JPC's calculation groups the following industries into the category of "Reclassified industries": Transport & Storage; Information & Communication; Real estate & Other Business Services; Education, Human Health, & Social Work Activities; and Arts, Entertainment, Recreation & Other Services.

The JPC estimates a **0.8 percent increase in overall output per worker in the January to March 2023 quarter**. This change is relative to January to March 2022. The increase reflects real value added increasing by 4.2, percent, while the employed labour force increased by 3.4 percent. See the figure above for a graphical comparison.

Data used or published from this excerpt can be cited as follows:

Jamaica Productivity Centre. 2023. Overview of Output per Worker, January-March 2023. Ministry of Labour and Social Security.





Ministry of Labour
& Social Security



Jamaica's Productivity update

(continued)

3

At the sectoral level, labour productivity outcomes were mixed. Each worker in the goods-producing sector were estimated to produce 2.9 percent more compared to the same quarter in the previous year. Meanwhile, output per worker in services was estimated to have decreased by 0.5 percent over the same period.

Most industries were estimated to have productivity improvements in the January – March 2023 quarter. Within the goods-producing sector, labour productivity in Mining and Quarrying grew by 119.9 percent, and in Manufacturing by 4.2 percent. Additionally, in the services-producing sector, there were labour productivity gains in Hotels & Restaurants by 21.0 percent and in Electricity & Water Supply by 6.6 percent. Reclassified Industries had an increase in output per worker by 0.2 percent.

Yet, some were estimated to have registered decreases in output per worker in this same period. Examples of note include Producers of Government Services with a decline of 8.0 percent; Construction with a loss of 4.7 percent; and Agriculture, Forestry & Fishing with a 2.9 percent decrease in output per worker.

The upcoming quarters seem favorable for sustaining productivity growth. The April-June 2023 period showed stable conditions and reduced inflation compared to 2022. Inflation fell to 6%, nearing the Bank of Jamaica's 4 to 6% target. Import prices are expected to decline, supporting growth and possible monetary policy easing. Increased cargo handling indicates improved trade. Tourism-driven sectors, especially Hotels & Restaurants, are poised for expansion due to rising passenger arrivals.

PRODUCTIVITY TIPS

"Create a to-do list and stick to it:

Start your day with a literal brain dump of all things that you need to do. By implementing this you will be empowered to effectively manage your time, resulting in a substantial boost to your overall productivity"

Shanique Orr
Research Officer, TASU

"Drink Water!

Start and end the day with a huge glass of water. Drink plenty of water throughout the day as well. And it's cheap!" . "Proper hydration is key to productivity, energy, and mental clarity. It also helps curb cravings for unnecessary junk food. Oftentimes when you feel sluggish, you're actually dehydrated. Grabbing a coffee or energy drink will not help, but water will."

Rachna Govani,
Founder of Foodstand.

HIGHLIGHTS FROM WORLD PRODUCTIVITY DAY 2023



Special Thanks to our World Productivity Day 2023 sponsors Stewart's Automotive Group and the Anti-Dumping and Subsidies Commission





JPC's hybrid celebration of World Productivity Day and its 20th Anniversary was held at the Terra Nova All Suite Hotel on June 20, 2023 under the theme **"Paving Productivity Pathways to a Prosperous Nation."** The event was moderated by media specialist Javaughn Keyes and was also aired live on the JNN, streamed on the YouTube channels of JNN and the Jamaica Productivity Centre, broadcasted live on Power 106 FM, and shared on Zoom. The day's proceedings included an overview of the history of the Centre, and a keynote address by the Minister of Labour and Social Security, Hon. Parnell Charles, Jr..

Ms. Sharifa Powell, Consultant Project Manager at the National Competitiveness Council (NCC), JAMPRO spoke about the ways the NCC and JPC have effectively collaborated to forge productivity pathways and the plans to improve productivity throughout the various industries.

During the live broadcast by Power 106 the Minister of Labour and Social Security, the panelist from the couch conversations, as well as representatives from the Jamaica Productivity Centre were interviewed. The event was also enhanced by audience engagement through various giveaways via the Slido App and live entertainment by Saxophonist Mr. Jason Dennis, who was a former intern at the Centre.

>>> Continued on page 5

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Moderator Javaughn Keyes

Highlights From World Productivity Day 2023 (continued)

➤➤➤ PRODUCTIVITY CONVERSATIONS

the Productivity Conversations segment was a series of live interviews conducted by the forum moderator, Javaughn Keyes.



Jonathan Roberts

Johnathan Roberts, Production Manager at Creavia and Community Manager at Jamaica Animation Nation Network, who spoke on Transformation and Productivity: A Service Sector Perspective', giving insight on how productivity is measured in the creative industry. He mentioned that improving productivity in the service industry requires focus more on skills.



Ambassador Dushyant Savadia

Ambassador Dushyant Savadia, CEO Amber Groups discussion was geared towards 'Revitalizing Productivity: Unleashing the Powers of AI, Innovation and Investment'. Mr. Savadia mentioned that AI will soon disrupt the Jamaica labour market and urges businesses to focus their energy on developing capacity for human tasks that AI cannot do.

Adrienne Pinnock, Manager of Corporate Communications & Public Relations of Jamaica Council for Persons with Disabilities focused on 'Fostering Inclusive Work Environments for Enhanced Productivity.' Ms. Pinnock discussed biases against disabled workers and offered steps to address them. She highlighted AI tools like Microsoft Suite's talk back and Dragon Speak for visually impaired employees to enhance workplace efficiency.

➤➤➤ PRODUCTIVITY FEATURE

The Centre's Steven Smith Research Officer in the Research and Measurement Unit and Ms. Shanique Orr Research Officer in the Technical Action Service Unit (TASU) gave some insights into AI tools that can boost productivity for small and medium enterprises and public entities. Mr. Raheem Bell, Productivity Specialist, TASU gave a presentation on the 'Power of Productivity Assessments'. Mr. Bell used a case study to demonstrate how the Centre conducts customized productivity assessments.

➤➤➤ RESEARCH SEMINAR

Led by the discussant, Senior Director, RMU, Ms. Mikhail-Ann Urquhart. Presentations were made by Dr. Fernando Santiago Industrial Policy Officer, UNIDO on 'Digitization and Productivity: Considerations for the future of industrial development', and Dr. Samuel Braithwaite, Lecturer of Economics UWI, Mona who gave his presentation on 'Resolving Jamaica's Productivity Challenges'. In his presentation Dr Santiago stated that "Labour is not displaced due to technology, just transformed/reorganized while Dr Braithwaite in his presentation stated " Productivity begins and ends with its greatest resource-Its People."



Dr. Samuel Braithwaite

World Productivity Day 2023

Paving Productivity Pathways for a Prosperous Nation.

Jamaica Productivity Centre
PRODUCTIVITY IS EVERYBODY'S BUSINESS



Hon. Parnel Charles, Jr., MP
Minister of Labour and Social Security

June 20 is recognized globally as World Productivity Day.

Jamaica joins the rest of the world in observance of World Productivity Day 2023, under the theme ‘Paving Productivity Pathways for a Prosperous Nation.’ International observance of World Productivity Day highlights the efforts of individuals and organizations to manage resources effectively and efficiently in the production of goods and services.

Locally, Jamaica’s efforts towards impactful and increased productivity are spearheaded by the Jamaica Productivity Centre (JPC), which was established twenty years ago on World Productivity Day. Over the past 20 years the JPC has been charged with effectively promoting and facilitating improved productivity in Jamaica. In keeping with its mandate, the Centre works to build public awareness of what productivity is, why it is important, how to measure it, and how to become more productive.

The recognition of World Productivity Day 2023 coincides with the 20th Anniversary celebrations of the JPC. In celebration of both events, today the JPC will host its annual forum, a tool which is used to drive national awareness around the important concept of productivity, which includes standardizing practices and measuring efficiency at every stage.

The theme for this year’s Productivity Forum, “Paving Productivity Pathways for a Prosperous Nation,” is aligned with the government of Jamaica’s strident efforts to manage national resources to effectively establish a future where we become a fully modernized and digitalized society. Through incorporating streamlined processes, we will fulfill the need for greater levels of public satisfaction, accountability, and operational efficiency in all spheres of Jamaican society.

The Government of Jamaica has been on a mission to build pathways which position Jamaica’s economy for true global competitiveness and transformation. We remain resolute that while the trajectory for Jamaica’s economic transformation seems promising at this time, we must use this as an opportunity to fill existing gaps. To this end, the Ministry of Labour and Social security will be placing greater emphasis on the provision of strong legislation/policy direction and technical

strategies to support productivity across the various sectors.

As the world moves further ahead in this the Fourth Industrial Revolution, it is eminent that we swiftly adapt to keep up with the trends and changes that influence our society’s socio-economic movement. As a nation, we must become productivity-oriented and a huge part of this depends on how swiftly we can integrate and digitalize our systems.

In the public sector productivity is seen as the means of maximizing our resources.

By seeking productivity improvements, we ensure that public funds are used efficiently.

Subsequently, time and money saved can be re-allocated towards new and existing initiatives to promote growth and elevate our standard of living. In this way, productivity makes public sector transformation a reality.

Today, I call on all Jamaicans to continue to pave the way for a more productive and prosperous Jamaica for all.

May God Bless you all and God bless Jamaica.
One Love.



Left to right: Third place winner Digitalawah's Norval Mendez; Productivity Innovator of the Year StarApple AI Representative

Third place winner Ceres Lab 's Nkrumah Fong

A Representatives from the second place team poses with UTECH Lecturer, Hugh Cargill

Productivity Innovation Competition 2023

The Annual Productivity Innovation Competition seeks to promote, encourage and reward the development of transformative ideas that can boost sustainable productivity improvement. The competition is open to all Jamaican nationals residing in Jamaica. Participants are expected to submit an idea on how to improve productivity at either the personal, firm or national level, and ideas should be applicable to the Jamaican context. Participation is also encouraged in schools. The idea is to encourage and reward productivity innovation practices and initiatives.

Winners

Star Apple AI earned the prestigious business title of Productivity Innovator of the Year 2023.

The **first-place winner** of the Productivity Innovation Competition 2023 was *Dane McGibbon* who entered *JamChat*, a Jamaican AI chat bot. The **runner-ups** were a team comprised of *Canute Clarke, Javier Wilson, Troy Martin & Kristophe Watson* for their entry *An Economic Analysis of Renewable Energy Systems at UTech*. There was a tie for **third place** between *Digitalawah (Norval Mendez & Claudine Reid)* for *iThriverr - Work & Travel Agencies Productivity CRM* and *Ceres Labs (Nkrumah Fong & Floyd James)* with their *Science Set Notebook: Unleashing Productivity for STEM Students*.

The people's choice award went to Ms. Barry-Jo Lawrence for her entry *Smart Task: Revolutionizing Personal Productivity*.



Dane McGibbon (left), receives the first place award for the Productivity Innovation Competition Winner from Chief Technical Director, Jamaica Council Commission for Persons with Disabilities, Dionne Jennings



Barry-Jo Lawrence (left) collects the People's Choice Prize from Andrew Mighty, Senior Economist, Anti-Dumping and Subsidies Commission

Special Recognition Awards

Special recognition was given to former Chief Technical Director of the Jamaica Productivity Centre, the late Dr. Charles Douglas, for his work on productivity. Awards were also handed out to those who have contributed to the Centre's national productivity agenda. The recipients were: Mr. Anthony Hyde, Professor Neville Ying and Japan International Cooperation Agency (JICA).



Left to right: Special Awardees, Professor Neville Ying and Tomoko Ashihara, the Volunteer Coordinator representing the Resident Representative of JICA Jamaica happily display their awards next to Collin Turner, Senior Director, TASU, JPC

Booth Displays at World Productivity Day 2023

Guests in attendance were able to view booths and displays by Stewarts Auto Group and EduHub. The Stewarts Auto Group displayed the all new GMW Haval SUV. Eduhub is "an educational technology company that uses technology to provide innovative solutions to problems facing the education sector in the Caribbean." Their booth enthralled the audience with virtual reality demonstrations.



Edu Hub Representatives



Nexx Stepp's Tishauna Mullings.

INTERN CORNER

JPC & UWI MONA DEPARTMENT OF ECONOMICS INTERNSHIP PARTNERSHIP

During the summer of 2006, the JPC launched its Summer Internship Programme with students from tertiary institutions from across the island. The programme was originally started as a means of connecting with students who have an interest in productivity. The JPC Internship Program was updated in 2017 with changes to the programme which allowed UWI and Utech students to complete their work experience quotas.

The Undergraduate and Graduate Internship Partnership is a collaboration between the Department of Economics of the University of the West Indies (UWIDOE) and the Jamaica Productivity Centre (JPC) to build the capacity of Caribbean scholars and to promote a productivity-centric culture. Through this programme, graduate and/or undergraduate students have developed their skills and expertise in areas such as report writing, data analysis, research and data management. By engaging the students in the development and analysis of productivity indicators, the programme fosters a mindset towards the importance and application of productivity. All interns from this partnership are supervised within the Research and Measurement Unit of the JPC.



Jhanelle Burkette
2023 RMU Intern
BSc Economics

"Overall, my internship at the Jamaica Productivity Centre has been a truly enriching experience that has helped me grow both personally and professionally. I am grateful for the opportunity and would highly recommend it to any Economics major looking to gain practical experience in the field."



Troy Cardwell
2022 RMU Intern

"I must commend the team at the Jamaica Productivity Centre and the Ministry of Labour and Social Security for the work that they have put in with this initiative. I am truly grateful for the opportunity that I had to assist my country by working here. Throughout this internship I have learned valuable work ethics and statistical skills that I intend to apply to my career going forward."



Neshae Johnson
2022 RMU Intern
BSc International Relations and Economics

"This experience has been a valuable, enriching one and has left me with wisdom vital to my professional and personal development. I have learnt the importance of productivity and have become more aware of the state of productivity in Jamaica. Also, I have improved my skills in; article writing, graphics creation, report writing, data analysis and inference, the creation of PowerPoint presentations, and conducting research."



Thank you



THE STAFF AND INTERNS AT THE JPC WOULD LIKE TO GIVE SPECIAL COMMENDATIONS TO GEORGINA LEE, PUBLIC EDUCATION AND ADVOCACY INTERN (LEFT), AND ROMONA WHYTE, EDITING AND CONTENT CREATING INTERN (RIGHT), FOR ALL THEIR HARD WORK ON WORLD PRODUCTIVITY DAY 2023



AI Tools to Boost Your Productivity Today

9



Steven Smith, Research Officer, Research and Measurement Unit
Shanique Orr, Research Officer, Technical Assistant Services Unit



AI, AI, AI! It's all we hear these days, and for good reason. While artificial intelligence (AI) as a concept and set of technologies is not new, generative AI has paradigm-shifting potential at work and in our daily lives. The range of generative AI apps can be overwhelming to those unfamiliar. So, we will introduce a few cases. We choose these not to promote any specific products, but to demonstrate how artificial intelligence can boost productivity for you and your organisation.

AI Tools for Slideshows

Whatever work you do, it's likely you will have to present what you've done or learned to someone. Standard slideshow techniques are good enough for some presentations, but you might want a little extra help getting the look and feel just right. And, naturally, streamlining and automating the process can help. Modern presentation programmes (such as PowerPoint) often include AI-powered tools that help with design and image/asset insertion. But if you want AI to work for you from idea stage to finishing touches, look to apps like Gamma.app and SlidesAI. These other tools can turn concepts and basic outlines into full presentations on the fly, with content ready for you to adjust to your needs. Gamma.app is its own website with its own workflow that may be better for your use case. SlidesAI, meanwhile, is a Google Slides extension, so it leverages software you may use already. Consider these when you are pressed for time to get your slides done or just want some inspiration.

AI Tools for Planning

The start to any project is the hardest part. You might not know where to begin or be stuck in the planning stage. Fortunately, apps like AgentGPT can help you get unstuck and move towards implementation. Powered by the same technology as the notable ChatGPT, AgentGPT can plan projects, write code snippets and do basic research. Throughout any process, AgentGPT will automatically explain the steps behind its output. This enables quick understanding of key background info and insight on what to do next.

[Continued on page 10]



[Continued from page 9]

AI Tools for Research

A popular perception of AI involves the user asking a simple question and their computer responding with a confident answer. ChatGPT and the like were made to provide this canonical experience. While useful, it's easy to get lost in or overwhelmed by all the information. In contrast to this, Perplexity AI and other high-quality general knowledge chatbots cite their sources and suggest follow-up questions. With guided inquiry and output you can verify yourself, you can quickly expand and enhance your knowledge base.

AI Tools for Data Science

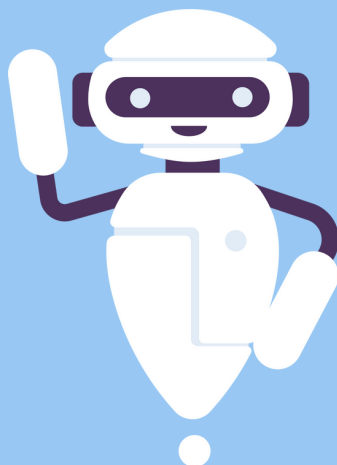
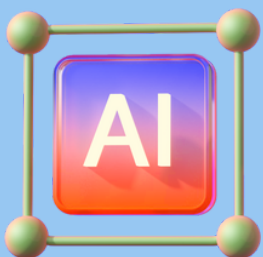
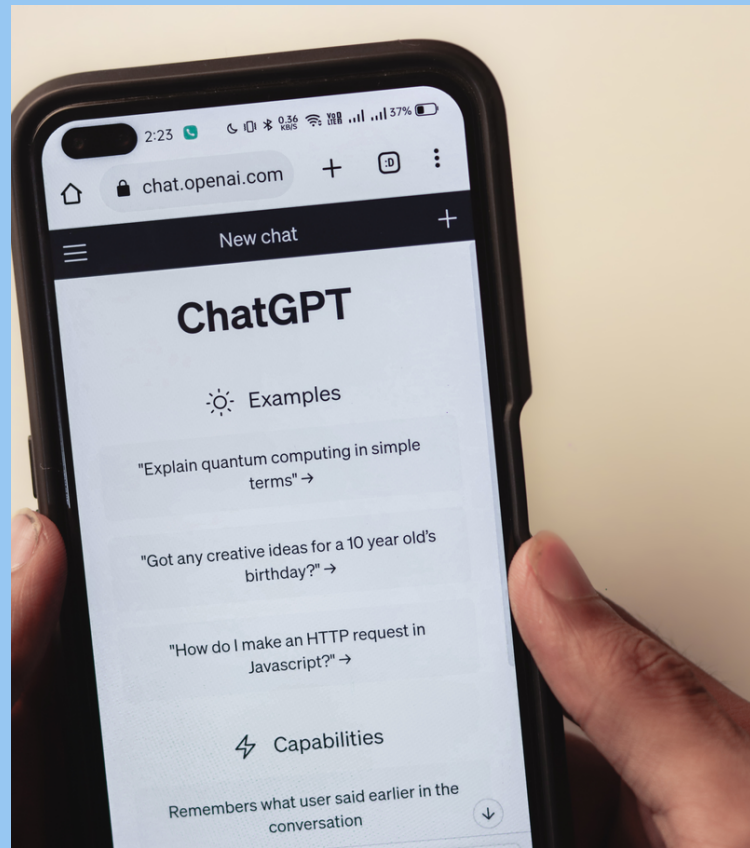
One motivation for making use of generative AI at work is the growing need to collect and analyse data. Such data should be systematically coded and stored for quality assurance, portability, and human readability. Extensions like Numerous.ai and SheetGPT meet these needs for users on Google Drive and Microsoft OneDrive. They turn plain language and easy instructions into precise and complex formulas, functions and iterations. Even if we don't know how to express ourselves formulaically, Numerous and SheetGPT let us speak to our spreadsheets.

Streamline Your Workflow

No matter which specific ones you use, including generative AI apps can streamline your workflow. You can automate basic tasks and quickly develop a rough draft to build upon. The best tools are easy to start using, and simple to configure and maintain.

Yet, you should choose wisely! Even with these advantages, there are some limitations and issues to consider. Without proper training data or a well-crafted prompt, generative AI can "hallucinate", giving false output and leading you astray. Most tools are web-based, so are inherently limited by server capacity. Additional server time and other features may be offered at a cost. Most crucially, the data you provide will likely train each AI you use, especially those at the beta or research stage.

With these considerations in mind, generative AI tools can revolutionise the way we work, streamlining tasks, improving quality and enabling higher-level analysis and processes. Give some a try today to see your productivity soar!



MLSS Lik-a-Six Domino Competition



JPC Dominators from Left-Right; Collette Barham, Andre Molyneaux, Brandon Udofia and Raheem Bell



Left-Right; JPC Dominators , Andre Molyneaux, Collette Barham, Georgina Lee, Romona Whyte, Raheem Bell and Brandon Udofia

On July 7, 2023 a group of six (4 players and 2 supporters) ventured to the St. Ann's Bay branch of the Ministry of Labour and Social Security to represent JPC in the MLSS Lik-a-Six Domino Competition. Commendations to the team members Collette Barham, Andre Molyneaux, Brandon Udofia and Raheem Bell, who were supported by the JPC cheer captains Romona Whyte and Georgina Lee. The team played well despite the fierce competition and was able to advance to the quarter finals. The team is looking forward to returning next year for the victory.



Productivity Quiz!



How Productive are you?
Do you want to find out?

Click on the link below or scan the QR code to
the left to find out how productive you are.

<https://forms.office.com/r/ixb6QXZyCD>



FREQUENTLY

ASKED QUESTIONS



Highlight from Quality Circle meeting with the Procurement & Accounts Department of MLSS

WHAT IS THE ROLE OF THE TECHNICAL ASSISTANCE SERVICE UNIT (TASU) AT JAMAICA PRODUCTIVITY CENTRE (JPC)?

TASU is responsible for analyzing and improving the overall efficiency and effectiveness of an organization's processes and operations. They work closely with different departments and teams to identify areas for improvement, streamline workflows, and implement best practices. The primary goal is to enhance productivity, reduce wastage of resources, and increase the organization's overall performance..

WHAT ARE SOME TYPICAL RECOMMENDATIONS OR SOLUTIONS PROVIDED BY THE PRODUCTIVITY CONSULTING DEPARTMENT?

The recommendations and solutions offered by the productivity consulting department are tailored to the specific needs of the organization. However, some common recommendations include:

- Process Improvement: Identifying inefficiencies in workflows and suggesting changes to streamline processes and eliminate bottlenecks.
- Training and Skill Development: Providing training programs to enhance employee skills and competencies, thereby improving productivity.



HOW DOES THE TECHNICAL ASSISTANCE SERVICE UNIT (TASU) ASSESS AND MEASURE PRODUCTIVITY?

The Technical Assistance Service Unit (TASU) uses various methodologies and tools to assess and measure productivity. They may conduct time and motion studies, gather data on key performance indicators (KPIs), analyze workflow processes, and conduct employee interviews or surveys to understand pain points and challenges. The unit may also benchmark the organization's performance against industry standards or similar companies to identify areas for improvement.



MSME Roadshow Mandeville 2023 highlight



MINISTRY OF LABOUR &
SOCIAL SECURITY

Jamaica
Productivity
Centre



Achieving Jamaica's Productivity Potential!

WE CAN HELP YOUR
ORGANISATION **IMPROVE**
PRODUCTIVITY AND GROW

✓ ISO 9001:2015 CERTIFIED

Our Vision

To be recognized as the leading regional centre on productivity growth by enabling Jamaica's economy to be more productive, innovative and competitive

Who We Are

The national organization responsible for promoting and facilitating productivity, and supporting improvement for individuals, firms and industries in both the private and public sector.

Our Services



Productivity Assessments

We identify opportunities for improvement in efficiency, competitiveness and profits. You will learn strategies to optimise the use of resources.



Productivity Workshops and Training

We offer customised workshops to improve workforce competency and performance.





Productivity Benchmarking

We provide data for evidence-based decision making that aligns with global best-practices.

GET IN TOUCH

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