

The 2017-2018 Evaluation of the Operational Excellence Index Impact over the Private Sector Sustainability in Puerto Rico

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Abstract

Puerto Rico has not participated in the evaluation of the World Forum Competitive Index (WFCI) since 2015; consequently, the Puerto Rico Manufacturers Association (PRMA) created an index to measure productivity on a project level, known as the National Operational Excellence Index (OEI). As part of the evaluation, three out of the twelve pillars of competitiveness were covered: Innovation, Technological Readiness and Labor Market Efficiency. This study measured the impact of the implementation of the OEI in 2017 versus the actual 2018 performance. Each evaluation criteria was compared to identify the project development areas that needs attendance: Results and Culture categories. It was found that, overall, Biomedical had the higher scores for 2017 (but did not improve for 2018) and Pharmaceutical for 2018. It was also found that the variation decrease could suggest higher competitiveness over the years. This index can attract other industries to participate in the evaluation in order to be part of a competitive environment that promotes a collaborative business as part of a continuous improvement mentality, and not just an annual evaluation with no continuity.

Keywords

Sustainability, Productivity, Operational Excellence, Competitiveness and Continuous Improvement.

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Biography

Natali A. Camacho Cruz is an Industrial and Systems Engineering undergraduate senior student at the Industrial and Systems Engineering Department at the Polytechnic University of Puerto Rico, San Juan, PR. She was awarded the HSI STEM Grant for Honor Students and participated in the Annual IISE 2019 Conference as a speaker. Her research interests include service, manufacturing, operational excellence, continuous improvement and Lean Six Sigma She is member of IISE, ENACTUS, ASQ and NACME.