

CORINNE LAUTENBERG

21 Cap Dal, Tamarin, Mauritius
Tel: (+ 230) 767.77.39
Email: isystem@intnet.mu
Website: www.isysevolution.com

Born: 18 November 1966, South Africa
Nationality: Mauritian, French, South African



11 YEARS EXPERIENCE AS CERTIFIED QUALITY MANAGER - IRCA REGISTERED QMS LEAD AUDITOR - CONSULTANT - MQA APPROVED TRAINER

WORK EXPERIENCE

DIRECTOR

Isys Evolution Ltd - Mauritius – May 2007 to date

- Consulting, Auditing, Training
- Quality & Environmental Management, Integrated Systems, Service Standards, Awards, Global Business Solutions

LEAD AUDITOR - TRAINER

SGS - Mauritius – June 2006 to April 2007

- Certification Audits: ISO 9001, Service Standards
- Training: quality, auditing, customer management, environment
- AHRIM Tourism Excellence Award (TEAM): project manager, development of Standards, training

QUALITY MANAGER

IBL Aviation Ltd: Catovair - Mauritius - September 2004 to April 2006

- Implementation of Quality System for Aircraft Operator's Certificate (AOC) – May 2005
- Compliance, monitoring and improvement of the Quality System as per Regulations (JAR OPS 1 / FCL 1, CAR 86, CARM): Flight and Ground Operations, Maintenance, Security, Safety
- Approved by and direct reporting to the Mauritian Department of Civil Aviation (DCA)

IBL Shipping, Aviation and Other Services - Mauritius - May 2001 to September 2004

Deployment of Total Quality Management throughout the (15) companies of the Business Unit and provision of services to external companies

- Corporate restructuring, strategic planning, performance monitoring and reporting for continual improvement
- Assessment of needs, recommendations and consulting
- ISO 9001 certification: implementation, documentation and continual improvement of the Quality Systems in the BU
- Environmental management: coordination of the committee, environmental Charter, impact assessment, waste management
- Instigation and follow up of innovative projects: flexitime, online documentation, customer surveys, Total Quality Management & EFQM, cost of quality, quality circles
- Coordination and follow-up of interdepartmental activities. Liaison with external parties
- Training and awareness programs: Induction to Quality, ISO 9001, Excellence Models, TQM Tools & Techniques, Management Principles, Auditing, Strategic Planning, Document Control, Environmental Practises, etc
- Corporate and departmental documentation, auditing, corrective/preventive action, improvement plans

External services:

- ISO Certification of IBL Information Technology (Business Solutions, Systems Integration) and IBL Transport
- Certification Audits on behalf of SGS (ISO 9001)

New Island Clothing - Mauritius - September 1997 to October 1999

Major shirt manufacturer for Marks & Spencer; ISO 9001 Certified – Winner of the National Quality Award and Quenvex Award for Environment

- Restructuring and Management of the Quality System and Quality Control team (30 persons)
- In charge of the quality standard of garments from raw materials to finished product
- Monitoring and continual improvement of the Quality & Product Safety Management System
- Certification to Lloyd's QA Register: ranked amongst best suppliers for Marks & Spencer's and within the Coats Viyella Group
- Gap analysis and implementation of ISO 14000

QUALITY CONSULTANT - AUDITOR

Mauritius - November 1999 to May 2001

- Implementation of Quality Systems for ISO 9001 certification (Sugar Industry Pension Fund – SIPF, Mauritius)
- Training and awareness programs
- Certification Audits on behalf of SGS (ISO 9001)

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AREAS OF EXPERTISE

- **ISO Certification, Total Quality Management, Environmental Management, Integrated Systems**
- **Excellence Models & Awards (NQA, ECSA, TEAM, EFQM, MBNQA)**
- **Service Standards, Process Re-engineering, Performance Improvement, Strategic Planning, Balanced Score Card, Cost of Quality, Problem Solving Tools, Quality Circles, Kaizen, Team Building**
- Customer Relationship Management, Project Management, Statistical Process Control, Quality Function Deployment, Corporate Governance, Voice of the Customer, Supplier Development, HR Development, Leadership, Mind Mapping.
- Knowledge of: Food Safety (HACCP, ISO 22000), Social Accountability (SA 8000), Occupational Health & Safety (OHSAS 18001), Capability Maturity Model for Software (CMMI), Information Systems (ISO 27000), Six Sigma
- **Industrial sectors:** Tourism, Textile, Aviation, IT, Software Development, BPO, Finance, Education, Manufacturing, Shipping, Freight Forwarding, Logistics, Import/export/customs, Moving, Express Delivery, Transport, Telecommunications, Engineering, Electronic Components, Pest control, Car industry, Biological/Medical

EDUCATION

Professional Qualifications

- Certified Quality Manager: IIQM, Jaipur/India, 2004
- IRCA Registered QMS Lead Auditor (ISO 9001), Mauritius, 1997, 2006
- MQA Approved Trainer for Total Quality Management, Mauritius, 2003
- Certified Quality Auditor for Aviation Quality Systems (JAR OPS/FCL), Paris, 2003
- Assessor for the National Quality Award (NQA) and Excellent Customer Service Award, Mauritius, 2003/04
- Assessor for the European Foundation for Quality Management (EFQM) – (stage 1), Paris 2003
- LATC for ISO 14.000, Mauritius, 1998
- Approved Tutor for ISO 9001 Lead Auditor Training Course (LATC) (in process), Mauritius, 2007

Academic Qualifications

- Masters: Textile Management - Institut Français de la Mode, Paris, 1996
- Bachelor Hnrs (Maîtrise): "Foreign Languages Applied to Economics"- Université de la Sorbonne, Paris, 1995 (English, Spanish)
- Baccalauréat S (HSC): Mathematics and Sciences - Lycée de St. Paul, Ile de la Réunion, 1985
- TOEFL, San Francisco, USA, 1991

Languages

- Bilingual English and French
- Creole: fluent
- Spanish: confirmed

Computer Literate

- MS Office, Project management, Performance Databases, Information Systems, Intra/Internet, HTML

OTHER

- Member of the Board of the Mauritian Quality Institute (MQI-2003/04)
- Member of the American Society for Quality (ASQ)
- Member of Women in Network (WIN)
- Design of websites: MQI, Isys Evolution, Ideal Consult, personal blogs
- Creation of "Le Petit Futé", brochure for the Lycée Labourdonnais
- Interest in: IT, web development, science, new technologies, diversity of cultures, travelling, literature, arts, nature, sports, personal development, coaching and natural healing
- International exposure: UK, Italy, Spain, Cuba, Antillas, Tahiti, Indonesia, India, Madagascar (+ 40 countries). Lived in: South Africa, France, USA, Reunion, Mauritius
- Travel to refugee camps in Guatemala and Mexico
- Translations (NGO, manuals, technical, literature)