



THINK OUTSIDE THE BOX

AUDIT  
TRAINING  
CONSULTING

QUALITY  
FOOD SAFETY  
HEALTH & SAFETY  
ENVIRONMENT  
SUSTAINABLE DEVELOPMENT  
SOCIAL ACCOUNTABILITY  
INFORMATION MANAGEMENT  
SERVICE STANDARDS  
ISO CERTIFICATION  
AWARDS



## WORK SMARTER NOT HARDER

In times of global market and harsh competition, organisations cannot afford second rank. Are you willing to take the challenge of first in class through sustained performance, productivity and efficiency?

Whether you are seeking for compliance to a full management system or wish to enhance specific areas of your business, whether you aim at certification, performance improvement or simply ongoing reliability, we can accompany you on your path towards excellence by releasing the creativity and full potential of your organisation.

Focus on your core competencies, while we help you create unprecedented value for both your organisation and customers.

We provide innovative global business solutions to private organisations, institutions as well as on a business to business basis in the Indian Ocean and beyond.

Our objective is to be the leading one stop shop for business management consulting, audit and training services. We operate on a one off or ongoing basis, according to your needs.

## GLOBAL BUSINESS SOLUTIONS

Whatever your industrial sector, our network of key partnerships and carefully selected experts with proven experience can provide innovative and tailor made answers best suited to the specific context of your business. We offer simple yet comprehensive, cost effective and practical solutions that can be implemented at all levels of your organisation for the achievement of tangible results.

We believe in a win-win approach and work closely with our clients to help them achieve their goals. We are ready to take the challenge of our client's excellence since we pursue the exact same common goal of customer satisfaction and outstanding performance.

## CONSULTING

After a careful assessment of your actual needs and performance, we will provide you with the right blend of tools to build upon your competitive advantage. Our comprehensive offer ranges from management systems to benchmarking, process re-engineering, ISO, service standards, excellence models, awards, recognition labels and norms, whether locally or internationally acknowledged as well as specific to your industry.

Implementation, documentation  
Integrated systems  
Preparation for certification/awards  
Maintenance of mgt. system  
Development of standards  
Support to SMEs

Customer survey  
Performance improvement  
Process re-engineering  
TQM tools & techniques  
Quality circles  
Strategic planning

## AUDIT

Whether you are willing to assess your degree of compliance to given management or technical standards, target certification, evaluate your supplier's performance, benchmark against best practises or deliver/run for awards, the expertise of our approved auditors can be helpful both at systems and services level. We perform one off or ongoing internal audits, assessments at supplier's premises, certification audits, award assessment and mystery shopper audits.



Flash diagnosis  
Gap analysis  
Internal audit  
Pre-certification/award audit  
Mystery Shopper  
Self assessment  
3rd party audit: system & service certification  
2nd party audit : at supplier's  
Assessment for awards

## TRAINING

People are the essence of an organisation. Competent and experienced personnel, motivated by the awareness of their unique contribution to the company's goals are a key component of leading organisations.

Our training services cover a wide range of business management systems and tools related to:

Quality  
Environment  
Food safety  
Health and safety  
ISO standards  
Excellence models & awards  
Certification

Auditing  
MR activities  
Performance improvement  
Problem solving tools  
Team building  
Motivational techniques  
Strategic planning

**Contact us for any specific request you may have. We will be happy to help you design a solution tailor made to your needs.**

## ORGANISATIONS

Private companies, institutional, business to business

## BUSINESS SECTORS

Tourism, manufacturing, textile, IT, software development, telecommunications, engineering, BPO, call centre, aviation, finance, education, shipping, freight forwarding, logistics, import/export, customs, moving, express delivery, transportation, electronic components, pest control, car industry, biological



## REFERENCES

SGS, AHRIM, MQI, Vatel, Excel Place, IBL Group, Rogers Group, Food & Allied, SIPF, NIC, Hi-Metal Services, Corson, Sotratch, JR School, Air Mascareignes, AGS, Accor Hotels, Oberoi Hotels & Resorts, Apavou, Coralia, Naiade Resorts, Sun Resort, Beachcomber Hotels, Veranda Group, MTTB Mautourco, Mauritours, Europcar

## PARTNERS

**INTELLISENSES**  
PERFORMANCE BUILDERS

**EXCEL**  
PLACE

océan indien  
développement  
apprentissage  
develop

**win**



**CORAL**



**NPCC**  
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