



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

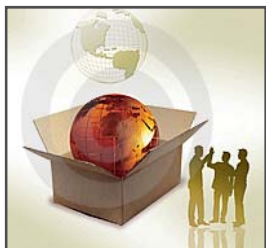
After a careful **assessment of your actual needs and performance**, we will provide you with the **right blend of tools** to build upon your **competitive advantage**. Our comprehensive offer ranges from **management systems to benchmarking, process re-engineering, ISO, service standards, excellence 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
dévelop

win



CORAL



NPCC
Ensam pou enn mèyer kalite lav

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