

Curriculum Vitae

Surname: MARECHAL-CHARLOTTE

First Name Françoise

Presently Head of Business Development and Consultancy at the National Productivity and Competitiveness Council (NPCC Mauritius)

I have helped several companies (public and private sector organisations) in identifying productivity and quality challenges and improve productivity and quality using relevant tools. I train employees in lean manufacturing, identification and elimination of waste, supply chain management, TQM, TPM and Strategic Planning. I have supported over 100 SMEs, large private companies (in several industries) as well as public sector organisations in productivity, quality and capacity building strategies. I am well versed in Strategy development for businesses, Policy deployment and Transformation management, Process Reengineering and productivity enhancement tools. My skills are in General Management, People management in specific projects and Program Management and Training of enterprises, both SMEs and large companies.

I have also worked on Community projects by designing Strategic Plans for the Community with the stakeholders.

My expertise is recognised at international level as I have been an international assessor for the International Quality Control Circles Convention (ICQCC) in Singapore, Japan and India in 2018, 2019 and 2021 respectively. I have also been a scorer for the Africa KAIZEN Award in 2022.

I am presently the Chairperson of the Cross Functional Working Group, under the Africa Kaizen Initiative (AKI)

Total Work Experience	-24 years of experience in Productivity and Quality, Business Consulting and Project Management. Key accomplishments in areas such as problem solving, productivity enhancements, Training and national projects at the NPCC (InnovEd, National Productivity and Quality Excellence Award, Enterprise Go Digital, International Conventions on Quality Control Circles) -2 years as Communication and Marketing Manager at the Export Processing Zone Development Authority (EPZDA) -10 years at the Mauritius Broadcasting Corporation as News Editor, Radio and TV
Project Experience	Several consulting activities for enterprises involving lean manufacturing, waste elimination, business strategy development, impact assessments and evaluation studies to understand results. 10 years in heading and managing the Business

	Development and Consultancy Unit of the NPCC. Certified ILO SCORE Trainer since June 2020 Certified Trainer in Workplace Management, 5S, with QCFI (India)
Educational Qualifications	Master in Business Administration (with specialization in Human Resources) University of Mauritius Licence de Lettres Modernes, Université de la Réunion Diploma in Communication Studies with Distinction University of Mauritius