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Inspiring Performance..... ... Nurturing Winners



Corporate Profile

2019

Contents

1.0	ABOUT EMS CONSULTING	2
1.1	What we do?	3
1.2	Our Vision	3
1.3	Our Commitments	3
1.4	Our Core Services	3
1.5	The EMS Team	5
1.6	Our Resources and Facilities.....	5
1.7	Our Track Records	5
1.8	Our Network	6
2.0	TRAINING SOLUTIONS.....	7
2.1	Training Methodology	8
2.2	Types of Courses	9
2.3	Training Administration	13
2.3	Grant Refund Supports.....	14
3.0	CONSULTANCY & BUSINESS DEVELOPMENT SERVICES	15
3.1	Consultancy Services	16
3.2	Consultancy Methodology.....	17
4.0	EMS PROJECT EXPERIENCE.....	18
4.1	EMS Achievements.....	19
4.2	Corporate Projects	20
4.3	Project Management	23

1.0 ABOUT EMS CONSULTING

1.1 What we do?

EMS Consulting (www.EMS.mu) is a full-fledge regional management consultancy, trade development, investment facilitation & capacity building organisation, with business activities in 14 African countries. Since our inception in 1998, companies and professionals alike have grabbed our services to re-engineer their businesses and empower their employees to strengthen their competitive edge.

We provide cutting edge support and intelligence to Professionals, Corporates, SMEs, Private Sector Organisations, Trade Promotion Agencies and International Organisations in:

- Human Resources Development
- Business Performance Reengineering
- Organisational Empowerment & Capacity Building
- Trade Development (Africa) and Regional Investments
- Strategy and Business Facilitation

EMS prides itself on its exceptional track record, quality programs and consistency of its staff. Our personnel are fully qualified with extensive hands-on experience in specific industries and product / service sectors, at both the top management planning level and the operational / technical level.

Each EMS consultant / trainer is a specialist, by virtue of academic training and experience, in the major functional areas of **Management, Engineering, Finance, Marketing, Procurement and Supply Chain**.

1.2 Our Vision

People are considered as an indispensable asset and are directly linked to productivity and quality. EMS Consulting always gives prime consideration to human resource development and hence continuously proposes structured programmes which can lead to the long-term capacity building of people.

1.3 Our Commitments

Since the creation of the company, the principle of specialisation has been our “modus operandi”, particularly meeting the needs of local companies, and these policies, which were set down at foundation, remain unchanged. These consist of:

- An uncompromising commitment to service of the highest quality;
- Maintenance of professional integrity in every activity and
- Putting the client’s interest first and always

1.4 Our Core Services

The services of EMS Consulting cover all aspects of businesses and are integrated to provide effective solution to problems. Emphasis is always placed on delivering the highest level of service in the following areas:

- Human Resources Development
- Business Performance Reengineering
- Organisational Empowerment & Capacity Building
- Business Facilitation and Regional Integration
- Project Management
- ICT & IT Enabled Solutions



1. Human Resources Development (Professional/Talent Development)

∂ Competences /Skills Based Training: Short Courses

- Marketing Excellence
- Supply Chain Efficiency
- Customer Service Excellence
- Leadership and Management
- Finance and Cost Control
- Enhancing Performance Management
- Productivity & Quality Improvement
- Textile & Garment Manufacturing



∂ Post-Secondary/ Tertiary: Certificates, Diplomas & Degrees

- CIPS UK – Certificate to Degree Levels in Procurement & Supply

∂ In House /Tailor Made programs

- Customised programs for corporates (Manufacturing/ Textiles, Services, Retail, Hospitality, Finance...)

2. Business Performance Reengineering - Consultancy / Technical Assistance

- ∂ Operations Management
- ∂ Floor Layout Optimization
- ∂ Factory Evaluation and Performance Review
- ∂ Business Process Re-engineering
- ∂ Productivity Improvement & Quality Enhancement
- ∂ Procurement, Warehousing & Supply Chain Management
- ∂ Market & Customer Attitude Surveys
- ∂ Development of Adaptable Technology
- ∂ Quality & Environmental Management Systems
- ∂ Survey, Analysis, Research & Development...

3. Organisational Empowerment & Capacity Building

- ∂ Women in Business
- ∂ Business Networking
- ∂ Start up Business Programs
- ∂ Management Development Programs
- ∂ Coaching & Mentoring Programs
- ∂ Industrial Policies & Strategic Planning
- ∂ Sectoral & National Strategic Reviews
- ∂ Consultation process (Public / Private / NGOs)

4. Business Facilitation and Regional Integration

- ∂ Company set up and application processing
- ∂ Business Plan & Feasibility Studies
- ∂ Strategic Marketing & Business Development Services
- ∂ Trade & Investment Promotion Mission
- ∂ Business Workshops & Promotional Events
- ∂ Logistic and operational assistance
- ∂ Franchise Development & Implementation Strategy for SMEs
- ∂ Exports Development Program for SMEs
- ∂ Industrial Partnership Meetings



5. Project Management

- ∅ Plan, execute, manage & monitor projects to drive operational efficiency for our clients. Our commitment to quality includes executive oversight on every engagement and unparalleled attentiveness to the relationship we forge with each of our clients.
- ∅ **EMS Consulting** has successfully handled major national and international projects.

6. Information and Communications Technology

- ∅ Software Sourcing & Implementation
- ∅ Networking & Systems Implementation
- ∅ IT Support Services
- ∅ ICT Research Projects
- ∅ IT Enabled Services



1.5 The EMS Team

One of the key success factors of EMS is its human resource asset. We have a pool of about 40 free-lance trainers, lecturers and guest lecturers who work in different sectors and have a variety of backgrounds.

Our trainers are recognized industry experts and they deliver highly interactive sessions that incorporate small-group exercises, self-assessment, role playing, and the latest learning techniques to imprint knowledge for lasting results. No matter what style you are looking for, we have the trainer with the business experience and approach that will connect with your team.

1.6 Our Resources and Facilities

EMS Consulting is an approved training institution, recognised by the **Mauritius Qualifications Authority (MQA)**, the body regulating training in Mauritius. Our Training and Resources Centre is ideally situated in the heart of Port Louis (thirty seconds by foot from Victoria Bus Station), with easy access to road and bus networks.

Our flexible team of trainers/industry experts are easily available to conduct our programs. These resource persons provide their input during design of programs/ conduct of TNA in enterprises and help in developing the most appropriate training/lecturing methodology.

The existing facilities at our training centre include:

- Research & Development Centre/Consultants' Office with logistics & equipment
- Resources centre with 1,500 books & magazines, 100 videos & CDs, on-line resources
- Fully equipped Training rooms with seating capacities of 30, 20 & 10 people respectively
- Fully upgraded LAN, Wifi and Internet facilities , Multimedia, Skype and Video Conferencing
- Automated & heavy duty photocopying and scanning

With the above facilities, students can expect a full range and integrated service from EMS Consulting which can help them in successfully completing their courses.

1.7 Our Track Records

Throughout its existence, the track record of EMS is highlighted by the trust placed in us both by individuals and organisations using our training, consultancy and other services. EMS has helped many organisations to improve their performance and professionalism and restructure their operations to make them more profitable and geared up to react to market changes

1.8 Our Network

EMS Consulting is effectively using its international network of consultants/trainers and other support institutions for development in the Eastern and Southern African region. Our strength in the manufacturing and services sectors, coupled with our unique ability to work with international and local organisations makes us a privileged partner for many stakeholders.

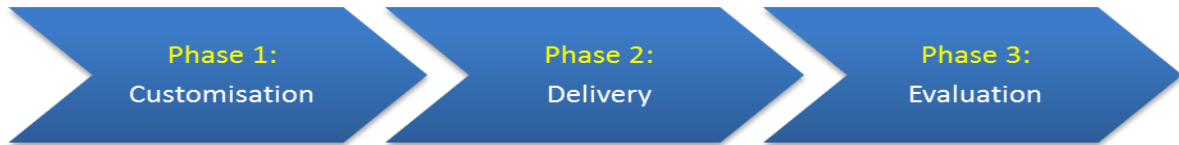
We have had collaborations with private sector associations and / or implemented major projects in countries as listed below:

Indian Ocean	Eastern Africa	Western & Southern Africa
Mauritius	Mozambique	Ghana
Rodrigues	Ethiopia	Burkina Faso
Reunion Island	Kenya	Benin
Comoros Islands	Uganda	Zambia
Seychelles	Tanzania	South Africa
Madagascar		Zimbabwe

2.0 TRAINING SOLUTIONS

2.1 Training Methodology

Our methodology for corporate training consists of three phases.



PHASE 1: CUSTOMISATION

We work with our clients to identify the training gaps within their organization and tailor the training program to meet their requirements.

Pre - Training Analysis

During this phase we conduct the followings:

- group-assessment (Focus Group Discussions)
- self- assessment / Collection of Information (Questionnaire)
- one to one meetings

Based on the above, we fine tune the curriculum of the identified training programs and establish **monitorables** that will be used for evaluating the learning outcomes.

Program Adaptation & Design

The customization process is based on the outcomes of the pre-training analysis and involves:

- meetings with management and discussion about areas for improvement;
- review and validation of course contents;
- fine tuning / customization of program modules and case studies; and
- finalisation program set up & logistics required.

PHASE 2: DELIVERY

Training sessions are conducted as per agreed schedule. The delivery methods are adapted as per clients' needs to ensure effective transfer of knowledge to their staff.

Our delivery methods involve the followings:

- ∂ **Instructor-Led:** Live, instructor-led training from the comfort and convenience of a friendly and supportive environment with the following inter-active methods: lectures and slides presentations, scenario discussions and simulations, role plays, case studies, business games and debriefing.
- ∂ **On the Job Training:** Jumping right into work from day one can sometimes be most effective method, particularly for practical and work related training. Usually a combination of explanation, observation and practice is adopted for hands-on learning.
- ∂ **Coaching:** After initial training, coaching is a critical element in maximizing client's training investment. Conducting coaching sessions helps ensure that participants will improve and transfer their new skills to the workplace. Coaching sessions can be facilitated one-on-one or in small or large groups, depending on client preference.

- ⌚ **Blended Solution:** Some things are just better learned in a classroom. Others are not. Some things work best as a game; others don't. We analyze our client needs to provide a blended solution in a custom integration. Particularly, for technical subjects, training is delivered using a mixture of methods such as classroom, on the job training, coaching and web-based training where applicable.
- ⌚ **Outdoor activities:** Experiential techniques such as problem-solving exercises, outdoor challenges, adventurous tasks, etc. are usually integrated in our team building program.
- ⌚ **Conference:** Provide opportunities to exchange knowledge and ideas on a common platform. Suitable for high profile and strategic training. Residential seminars are also organised for top management programs.

PHASE 3: EVALUATION

Most of EMS implementation programs have a built-in follow-up clause. Our trainers / consultants will follow up the performance of the participants and provide the necessary backups and guidance, as far as possible.

Assessment: For technical courses, usually, a written assessment (app. 3hrs) is conducted at the end of the training to measure whether the participants are able to demonstrate their knowledge, understanding and apply their learning in a given situation.

Evaluations & Monitoring:

Evaluation / follow up are conducted at three levels:

1. Continuous review/feedbacks of the program during delivery of each session;
2. Evaluation by participants at the end of the program. A summary copy together with all feedbacks obtained for the participants and inputs from trainers is given to management.
3. Post-Training Evaluation is conducted at the request of management 6-10 weeks after the program has been conducted. The success of the program and ability of participants to implement concepts and principles are looked at. Interviews with participants and their head of departments are conducted to assess the trained participants' abilities in implementing the learned techniques.



2.2 Types of Courses

From the modest start back in 1998, EMS Training has now grown to be the leading corporate training provider in Mauritius. This has been achieved through **T**argeted, **C**ustomised and **Q**uality training programs. **EMS** has a total commitment to education, training and lifelong learning.

Our training programs (listed below) have been developed in consultation with Employers, Consultants, Trainers and Specialists to meet the demands and evolving needs of the industry. They are constantly updated to endorse the skills and capabilities of students (working people) to apply that knowledge in their workplace.

1. Enhancing Performance Management

- 1.1. Excellence and Creativity in Secretariat & Administration
- 1.2. Management Skills for Administrative professionals
- 1.3. Effectively Conduct Performance Reviews
- 1.4. Effective Handling of Employee Performance Problems
- 1.5. Achieving Performance & Productivity through Employee Engagement
- 1.6. Coaching and Mentoring Skills for Improving Performance
- 1.7. Essentials of Effective Employee Discipline
- 1.8. Emerging Issues in HR: A Legislative update
- 1.9. Successful Recruiting & Interviewing Techniques
- 1.10. Talent Management & Succession Planning
- 1.11. HR Admin and Payroll Management
- 1.12. HR Strategy for Expansion
- 1.13. HR for Non HR Professionals
- 1.14. Managing Employment Relations

2. Customer Service Excellence

- 2.1 Creating Wow First Corporate Contact
- 2.2 Getting Ready to Serve: Know Your Product inside out
- 2.3 Delivering Exceptional Value to Demanding Customers
- 2.4 Driving Satisfied Customer towards Repeated Sales
- 2.5 Build Long-lasting Partnerships with Customers

3. Building Corporate Culture

- 3.1 Assertive Communication Skills for Workplace
- 3.2 Building & Strengthening Corporate Relationships
- 3.3 Breaking Bad Communication Habits
- 3.4 Building Smart Organisation
- 3.5 Managing Stress for Work-Life Balance

4. Marketing Excellence

- 4.1 Transform Your Employees into Brand Ambassadors
- 4.2 Influencing Customers through Attractive Displays and Window Dressings
- 4.3 Visual Merchandising – The Art and Science of Product Presentation
- 4.4 Understanding Consumer Psychology to Boost Sales
- 4.5 Enhance Virtual Sales and Online Shopping
- 4.6 Forecasting in Sales Operations

5. Supply Chain Management

- 5.1 Clearing, Forwarding & Shipping Management
- 5.2 Achieving Lean Supply Chains for Efficiency Improvement
- 5.3 Excel in Freight Operations and Logistics
- 5.4 Best Practices In Inventory Management
- 5.5 5S for Efficient Warehouse Management
- 5.6 Sourcing Essentials in Procurement
- 5.7 Forecasting Techniques to Better Manage Demand
- 5.8 Managing Risk in Supply Chain
- 5.9 Negotiating & Influencing For Better Purchasing Value
- 5.10 Essentials of Contract Management in Procurement

6. Management and Leadership

- 6.1 Assertiveness Skills for Managers & Supervisors
- 6.2 Workplace Politics: How to Survive & Thrive
- 6.3 Thinking Outside the Lines for Managers and Supervisors
- 6.4 How to Be a Highly Effective Team Leader
- 6.5 Build Strategic Thinking Skills
- 6.6 How to Effectively Supervise People: Beyond the Basics!
- 6.7 Empower Employees for Success
- 6.8 Manage Emotions and Excel Under Pressure
- 6.9 Leading across Cultures and Generations
- 6.10 Managing People in Turbulent Times
- 6.11 Succession Planning

7. Finance & Cost Control

- 7.1 Effective Budgeting and Operational Cost Control
- 7.2 Sustaining Effective Financial Control
- 7.3 Cost Accounting Concepts and Systems
- 7.4 Modern Techniques in Auditing and Financial Control
- 7.5 Finance for Non Finance Managers
- 7.6 Financial Analysis for Business Professionals
- 7.7 Organising & Managing Accounts Payable
- 7.8 Effective Debt Control Techniques

8. Productivity & Quality Improvement

- 8.1 Time Management & Organisation Skills for Meeting Deadlines
- 8.2 Process Management: Mapping and Improvement
- 8.3 Industrial Engineering for Efficiency
- 8.4 Managing Projects and Priorities
- 8.5 Mastering Project Metrics, KPIs and Dashboards
- 8.6 Improving Productivity through Quality Enhancement and Cost Reduction
- 8.7 Going Back to Basics: Simplification of Work Processes and Procedures
- 8.8 Total Quality Management (TQM): Tool Box for Continual Improvement
- 8.9 ISO 9001:2015 Quality Management System Implementation
- 8.10 Achieving Quality in Service
- 8.11 Process Auditing Techniques
- 8.12 Practical Productivity using Outlook
- 8.13 Amplify your Excel Intelligence

Fuel your mind.
Reach your potential.



2.3 Training Administration

2.3.1 Trainees Profile

Our training programs cater for different levels of an organisation such as:

- ∂ Management
- ∂ Professionals
- ∂ Middle Management
- ∂ Technicians & Associate Professionals
- ∂ Supervisors & Front Liners
- ∂ Services & Sales Workers
- ∂ Clerical & Other Support Staff
- ∂ Operators & Manual Workers

2.3.2 Venue

The client can select preferred venues, depending on the types of training, from the following options:

- ∂ At EMS Consulting
- ∂ In House (in Companies)
- ∂ External Venue (Hotels, Restaurants, etc.)
- ∂ Residential Venue (Hotel)
- ∂ Outdoor (Nature, Parks, etc.)

2.3.3 Duration of Sessions

Depending on the types of training programs, our sessions are conducted as follows:

- ∂ Short sessions (2.5 hours)
- ∂ Half day sessions (3-4 hours)
- ∂ Full day sessions (6-8 hours)

2.3.4 Sessions Slots

The client can select preferred slots, depending on availability of their staff, from the following options:

- ∂ Weekdays:
 - Morning (9.00 – 12.00)
 - Afternoon(13.00-16.00)
 - Evening (16.00 -19.00)
 - Full day (9.00 – 16.00)
- ∂ Saturdays:
 - Morning (9.00-12.00)
 - Afternoon (13.00 -16.00)
 - Full day (9.00 – 16.00)
- ∂ Sundays:
 - On request

2.3 Grant Refund Supports

Our courses are MQA approved and clients can claim up to 75% refund of the training fees paid from the Human Resources Development Council (HRDC) depending on their company's tax rate.

Working with EMS Consulting means you participate in a collaborative journey that is thorough and efficient. We can further assist you in the followings:

- ∂ Conduct of your Training Needs Analysis (currently for the year 2018 – 2019)
- ∂ Design of your Training Plan, including budgeting based on your annual levy contribution
- ∂ Grant application for your trainings, including support for G1 and G3 forms submission



3.0 CONSULTANCY & BUSINESS DEVELOPMENT SERVICES

3.1 Consultancy Services

Consultancy services are provided in the following areas:

- ***Enterprise Policy, Institutional Reinforcement & Strategy Formulation***
 - ∂ Sectoral & National Strategic Reviews and Positioning
 - ∂ Consultation process (Public / Private / NGOs)
 - ∂ SME / Export Processing Zone Policies & strategy formulation
 - ∂ Dissemination of policies / strategies
- ***Entrepreneurship Development & SME Empowerment***
 - ∂ Business Counseling & Facilitation
 - ∂ Business Plan Preparation & Feasibility Studies
 - ∂ Entrepreneurship Development Workshop
 - ∂ Dissemination of best practices to SMEs
 - ∂ Marketing Assistance
- ***Technical Assistance & Capacity Building***
 - ∂ Skills Development Programmes
 - ∂ Business Process Reengineering
 - ∂ Strategic Plan Development & Implementation
 - ∂ Productivity & Quality Improvement Programs
 - ∂ Strategic Marketing & Business Development Services
 - ∂ Financial Management & Access to Finance
 - ∂ Reinforcement of Management Capacity
 - ∂ Customer Relationship Management.
- ***Business Development & Value Added Services***
 - ∂ Project Management & Implementation
 - ∂ Franchise Development & Implementation Strategy for SMEs
 - ∂ Business Plans, Feasibility & Market Surveys
 - ∂ International Networking & Clustering
 - ∂ Innovation & Competitiveness
- ***Trade, Investment Facilitation & Regional Integration***
 - ∂ Business Facilitation Workshop
 - ∂ Investment Promotion & Partnership Meeting
 - ∂ Market Development & Regional Integration
 - ∂ Regional & International Trade Agreements (EPA, AGOA, etc.)



3.2 Consultancy Methodology

Our methodology for technical assistance (in plant consultancy) consists of four phases.

Phase 1 - Audit

A quick audit (flash diagnosis) is performed in the enterprise to assess its strong and weak points. Previous facts and figures are analysed, quality and productivity related issues are looked at. This process takes about 2 to 5 days.

Phase 2 - Detailed Evaluation

At this stage, the client is already committed to the project and has agreed with the results of the analysis highlighted during the audit. The objective of the evaluation study is to further analyse the problems, investigate working methods and systems and the workers/management attitudes. Finally a blue print is presented to management, detailing the remedial actions necessary to restructure the company and restore its competitiveness. This process takes between 3 to 10 days, depending on the size of the company and the complexity of the problems faced.

Phase 3 - Implementation

During the third phase, the recommendations of the evaluation are implemented. The problems are specifically targeted and solutions implemented. However, the key issue remains the long-term sustainability of the company and the participation of the employees of the company to ensure that systems implemented, are maintained.

Great importance is given to clients' staff participation. Instead of doing it for them, the consultant rather shows them the working methodology and they are required to implement the same methodology in other production units. If they encounter difficulties, the consultant is present to guide them through the process. In doing so, not only the problems are solved, but also the company is now equipped to handle such problems should they appear again.

Phase 4 - Follow-up & Feedback

Most of EMS implementation programs have an in-built follow-up clause. Our consultants will follow up the performance of the company and provide the necessary backups and guidance.

With the number of companies coming towards us for the provision of such services, it is proof that the above-mentioned four-step recipe is a real success.

4.0 EMS PROJECT EXPERIENCE

4.1 EMS Achievements

From a modest start, whereby services were offered locally and concentrated to the SMEs from textiles & manufacturing sectors, we have gradually emerged into a regional organization extending our panoply of services to other key business sectors such as ICT, Tourism, Energy & Environment.

Our track record for the past 10 years embraces the followings achievements:

- **387** successful programs:
 - 57 local & regional projects;
 - 136 corporate consultancy projects;
 - 194 training programs;

- **Life skills** Sensitization & its importance in the **fight against poverty**
 - **487 Women Sensitized** on basic life skills, behaviours and social competencies
 - **2571 Persons** sensitized and informally trained

- **18 Workshops** on critical and important topics such as IT Tools for SMEs, Business Plan for SMEs, Cash Flow Management, Access to Finance, Market Development & Regional Integration, Marketing & Customer Relationship Building;

- **5 High Profile workshops** conducted to address franchising aspects – technical & legal; including a high profile workshop on Franchising for Business Growth & SME Development by International Experts from South Africa;

- Organisation of **TRINNEX Indian Ocean 2011** - Economic Partnership Agreement meeting which involved the participation of delegates from EU, Comoros, Madagascar, Mauritius, La Reunion (France) and Seychelles. The objective was to help the private sector to make the most of the new trade opportunities;

- **54 flash diagnosis** / company's evaluation for SMEs, including small and medium Hotels conducted in Mauritius, Madagascar –North Region & Seychelles. The evaluation in some cases involved both environmental and operational audits;

- **Mentoring and business facilitation services** for supply chain integration to some 855 small & micro enterprises from the rural & vulnerable groups;

- **Several enterprise support programs** (EU funded) were implemented for Capacity Building, Productivity Improvement, Factory Reorganization, Regional Development.

- **SMEs Investment Promotion & Regional Integration** assignments, involving among others, the organization of Business Leadership & Facilitation Workshops, B2B and Partnership Meetings.

4.2 Corporate Projects

In the short period of time that EMS has been operating, we have been able to team up with reputed international organisations to provide our clients with valuable resources, which are abreast with latest developments in management and productivity techniques. Companies working with us can therefore expect a full backup service. Some of the major corporate projects undertaken are listed below:

CLIENTS	PROJECTS DESCRIPTIONS
Jetha Tulsidas	<ul style="list-style-type: none"> ▪ Visual Merchandising ▪ Customer Service & Sales ▪ Team Building ▪ Stress Management
Banque des Mascareignes	<ul style="list-style-type: none"> ▪ Project Management Techniques & Principles
Liquid Telecom Ltd	<ul style="list-style-type: none"> ▪ Project Management Techniques & Principles ▪ Employee Empowerment & Engagement ▪ HR Conference
Mauritius Freeport Development Co. Ltd	<ul style="list-style-type: none"> ▪ Warehouse & Inventory Management ▪ Leadership Skills for Supervisors ▪ Industrial Engineering For Efficiency Improvement
Independent Commission against Corruption (ICAC)	<ul style="list-style-type: none"> ▪ Achieving Excellence in Customer Service ▪ Effective Communication Techniques ▪ Corporate Governance & Organisation Structure
Mauritius Commercial Bank	<ul style="list-style-type: none"> ▪ Procurement and Supply Chain Management ▪ Advanced Procurement and Supply Chain Management ▪ Labour Legislations & Industrial Relations
Maritim Hotel	<ul style="list-style-type: none"> ▪ Customer Care Program ▪ Project Management Skills
Medscheme International	<ul style="list-style-type: none"> ▪ Leadership Skills for Supervisors
Cargotech Ltd	<ul style="list-style-type: none"> ▪ IT Skills for Management & Communication
Mauritius Housing Company	<ul style="list-style-type: none"> ▪ Effective Communication Skills ▪ Achieving Excellence in Customer Service ▪ Finance for Non -Finance Managers ▪ Leadership Skills for Supervisors ▪ Effective Sales & Negotiation Techniques ▪ Advanced IT Skills ▪ Debt Recovery Techniques
Air Mauritius Ltd	<ul style="list-style-type: none"> ▪ Improving Purchasing Performance ▪ Procurement and Supply Chain Management
Les Gaz Industriels	<ul style="list-style-type: none"> ▪ Data Protection & Safety
Quality Beverages (Vital)	<ul style="list-style-type: none"> ▪ Debtors Management
ABC Group	<ul style="list-style-type: none"> ▪ Selling Skills for Salesmen Driver in Dry Food Division ▪ Selling Skills for Salesmen Driver in Cold Storage Division ▪ Public Relations & Communication
Club Med	<ul style="list-style-type: none"> ▪ Basic Food Handling & Hygiene ▪ Intensive Food Handling & Hygiene Supervisors and Managers ▪ HACCP Food Training Program
Explast Ltd (SME)	<ul style="list-style-type: none"> ▪ ISO 9001 Implementation Project ▪ Producing to meet customers' needs ▪ Middle Management Skills Development Program ▪ Leadership and Team Management ▪ Managing Hazards in Workplace
Mauritius Telecom	<ul style="list-style-type: none"> ▪ Warehouse & Inventory Management

CLIENTS	PROJECTS DESCRIPTIONS
Plaspak Group	<ul style="list-style-type: none"> ▪ Factory Reorganisation Program ▪ Implementation of ISO 9000 ▪ Waste Reduction and Quality Improvement ▪ New Technology Improvement ▪ Team Building
Original Group of Companies	<ul style="list-style-type: none"> ▪ Industrial Engineering at Texto Textiles ▪ Productivity Improvement at Texto & Original Confection
Aquarelle Group	<ul style="list-style-type: none"> ▪ Training Program in Supervisory Skills in Garment Manufacturing (over 75 supervisors trained)
Floreal (Mauritius)	<ul style="list-style-type: none"> ▪ Technical Supervisory Training Program for middle management and supervisors ▪ Pressing Quality and Garment Presentation Workshop ▪ Company Audit & Performance Evaluation ▪ Productivity & Quality Improvement Program
Fairy Textiles Ltd	<ul style="list-style-type: none"> ▪ Market Survey in Mauritius & Madagascar
Hennes & Mauritz Jeanswear Ltd	<ul style="list-style-type: none"> ▪ Setting Up of a Computerised Time Measurement and Garment Costing System
Kentex Garments	<ul style="list-style-type: none"> ▪ Setting up of IE department and training in work/time study ▪ Implementation of Method Engineering and Product Costing, a computerised pre-determined motion time system
L'Inattendu (SME)	<ul style="list-style-type: none"> ▪ Productivity & Quality Improvement Program ▪ Design Enhancement Program ▪ Feasibility Study & Development of a flexible handling system
Li & Fung (Mauritius) & (Madagascar)	<ul style="list-style-type: none"> ▪ Management Competency Development Program
Novel Garments	<ul style="list-style-type: none"> ▪ Method Engineering & Time Study ▪ Achieving Quality on the Shop Floor
New Island Clothing	<ul style="list-style-type: none"> ▪ Implementation of Flexible Handling System ▪ Managing Quality in Garment Manufacturing
Palmar Ltd	<ul style="list-style-type: none"> ▪ Setting Up of a Computerised Time Measurement and Garment Costing System ▪ Managing Quality in Garment Manufacturing
Romisco Int.	<ul style="list-style-type: none"> ▪ Productivity Improvement Consultancy ▪ Supervisory Skills Development
R S Fashions	<ul style="list-style-type: none"> ▪ Productivity Improvement Consultancy ▪ ISO 9002 Implementation Project
St. Malo Ltd.	<ul style="list-style-type: none"> ▪ Implementation of Flexible Handling System
Sweat Sun Ltd	<ul style="list-style-type: none"> ▪ Setting Up of a Computerised Time Measurement and Garment Costing System
Textiles Industries	<ul style="list-style-type: none"> ▪ Supervisory Skills in Garment Manufacturing
Wally Plush Toys	<ul style="list-style-type: none"> ▪ Supervisory skills development
Mauvilac Group	<ul style="list-style-type: none"> ▪ Improving Purchasing Performance ▪ Customer Relationship Building

CLIENTS	PROJECTS DESCRIPTIONS
Indian Ocean International Bank	<ul style="list-style-type: none"> ▪ Managing People Effectively
Mahatma Gandhi Institute	<ul style="list-style-type: none"> ▪ Managing People Effectively
JLR Engineering	<ul style="list-style-type: none"> ▪ Preparing business plan of the company
Mauritian Bus Transport (MBT)	<ul style="list-style-type: none"> ▪ Customer Relationship Building ▪ Sales & Marketing Techniques ▪ Health & Safety
Shell Lataniers Service Station	<ul style="list-style-type: none"> ▪ Modular Management Training (Customer Culture & Intra-Communication Principles)
Uniforms Ltd	<ul style="list-style-type: none"> ▪ Productivity Improvement Program
Answerplus Ltd	<ul style="list-style-type: none"> ▪ Call Centre Telesales Training
Beechand & Co Ltd	<ul style="list-style-type: none"> ▪ Warehouse & Inventory Management ▪ Positive Work Attitudes ▪ Enhancing Group Dynamics
British American Insurance	<ul style="list-style-type: none"> ▪ Management & Customer Care Program
Cotonna - Madagascar	<ul style="list-style-type: none"> ▪ Programme de formation 'Merchandising'
Gas Transport Ltd	<ul style="list-style-type: none"> ▪ Customer Relationship Building
Just Gas Services Ltd	<ul style="list-style-type: none"> ▪ Lean Manufacturing
Moore Stephens	<ul style="list-style-type: none"> ▪ Positive Work Attitudes ▪ Public Relations & Communications
Natec Medical Ltd	<ul style="list-style-type: none"> ▪ Effective Time Management
Veranda Group	<ul style="list-style-type: none"> ▪ Finance for Non-Finance Managers
Pizza Hut	<ul style="list-style-type: none"> ▪ Leadership Skills for Supervisors
Central Information Systems Division	<ul style="list-style-type: none"> ▪ Effective Conflicts Resolution in Workplace
Lottotech	<ul style="list-style-type: none"> ▪ Customer Service Efficiency
Iframac	<ul style="list-style-type: none"> ▪ Leadership Skills for Supervisors ▪ Customer Service Efficiency
Alpha Cleaning	<ul style="list-style-type: none"> ▪ Customer Service Efficiency

4.3 Project Management

EMS has successfully handled major national and international projects. Some examples are cited below:

- UNIDO: Enterprise Africa/Enterprise Mauritius
- SMIDO: Productivity Enhancement Program
- SMIDO: SMIDO Technology/Export Award
- AFCEM: Strategy Development and Training Needs Analysis
- UNIDO: 50 Innovative and successful enterprises in Africa
- UNIDO: Techmart Africa
- EU-ACP Business Assistance Scheme:
 - (1) Implementation of new technology - UV Coating & Curing,
 - (2) Competency Development/Productivity Improvement Program
- SME Challenge: Flash Diagnosis / Direct Technical Assistance / Skill Development
- EU Associations & Mauritian Government: Organisation of Industrial Partnership Meeting for FCEM World Congress
- Association of Mauritian Entrepreneurs:
 - (1) Networking & Promotion Mission in Madagascar
 - (2) Regional Partnership & Clustering, Tanzania
 - (3) Business Development - EU
- Ethiopian Textile & Garment Manufacturers Association (ETGMA): Marketing Network Development in EU countries
- European Union: Audit of Clothing Technology Centre financed by EU
- Groupement des Entreprises Franches et Partenaires (GEFP) - Madagascar: Management Capability Development Programme
- Mauritius Research Council:
 - (1) Identifying barriers impeding the development of the SME sector and redefining the enabling environment for growth
 - (2) Repositioning SME Entrepreneurs in the New Economic Context
 - (3) Developing Successful Strategies for BPO Operations in Mauritius
 - (4) Development of an adaptable handling system for the textile SMEs;
- Company Support Projects: Several Enterprise Development projects funded by the EU for (1) Capacity Building & Productivity Improvement Program, (2) Food Safety & Hygiene, (3) Factory Reorganisation program (4) Regional Development program, (5) Labour Development & Performance Management, etc.
- Empretec Mauritius:
 - (1) Consultancy Services for the Development of a 10-Year Master Plan for the SME Sector in Mauritius
 - (2) Conducting a household survey and key informant interviews in Mauritius for the EU-funded project 'Migration, environment and climate change: Evidence for policy'
 - (3) Switch Africa Green: Empowering BDAs & NSAs to advocate for Sustainable Consumption & Production practices and support Eco Entrepreneurs in their development & transition towards green inclusive businesses
 - (4) Improving the business and investment climate in the COMESA region through the development of an online Finance and Insurance Mechanism Guide;
 - (5) Employment trends survey for the Ministry of Finance and Economic Development