Eric Ducroix

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Consultant & Founder, 15 years' experience in Supply Chain & Operations Management Executive MBA - Lean Certified Practitioner – Lean Six Sigma Black Belt

Professional Freelance Consultant and Executive in Supply Chain and Operations, with significant experience of international exposure in developing countries, I aspire at providing my competencies in leadership and adaptation to customer-centric and Continuous Improvement focused companies.

CAREER HISTORY

Founder, Director & Senior Consultant

Kaizen Consult Ltd – Sub-Saharan Africa

May 2017 to present

Oct 2013 to May 2017

Management consulting services in Strategic & Execution of Supply Chain & Operations improvement - consulting & advisory services in Sub-Saharan Africa, with a LEAN Thinking approach, including project design, management, and execution.

- MEBS Global (Global Health project by Chemonics) 2018: Designed Supply route and executed freight forwarding project of taxexempt import and delivery of over 150 containers in Democratic Republic of Congo, from Tanzanian port;
- GSM Systems (TICTS as final client) 2019: Advisory spare part management improvement project in Dar Es Salam port (Tanzania), including inbound Supply Chain strategy, inventory management, and process improvement;
- PayGo Energy 2019: Advisory and Coaching on Operations improvement and process design & improvement for new Warehouse & Distribution Centre transition in Nairobi (Kenya) - Lean & Improvement Kata training and continuous improvement implementation;
- CPCS (funded by Infraco Africa) 2019: Project Management of Inland Storage and Distribution facility development study Monrovia (Liberia) - Operations advisory;
- <u>Nuru 2020</u>: Support in structuring and building efficient and cost-effective operations in mini-grid solar projects in DR Congo.
- CHMP / UNFPA 2020: Thorough remote review of Supply Chain Maturity Model and Last Mile Assurance reporting tools implemented in 20 countries of the West Africa region. In charge of 4 countries (Ghana, Gambia, Liberia, Cameroun).
- Crown Agent 2020-21: Advisory and consulting in designing an end-to-end Supply Chain for bulk procurement project for the solar industry, being piloted in Nigeria;

MEBS GLOBAL REACH Ltd - Nairobi, Kenya

Director, East Africa Operations

American Company providing Freight Forwarding & Logistics solutions, Relocation services to the commercial, development, humanitarian sectors in some of the most challenging Sub-Saharan African environments. Management of 3 offices (Kenya - South Sudan – Uganda) managing up to 20 staff.

- Mentored a 10-person team executing Freight Forwarding projects, International Relocations, growing from \$400K to \$1.5M revenue;
- Reengineered operational processes to guarantee Efficiency, Effectiveness and Reliability of Operations, increasing operated volume by over 100 % and tripled revenues within 3 years (P&L accountability);
- Conceptualized and implemented business strategy of sales development, including marketing strategy and opening of 2 Sales positions, resulting in a 10% increase in sales;
- Initiated and spearheaded implementation of ISO 9001-2008 Quality Standards in Kenya operations (Quality Management Representative), along with QHSE procedures;
- Presented Uganda market analysis, conceived business and investment plan, pitched the project, registered and launched Uganda office in 2016, with objectives to reach Kenya office revenue size in 3 years;

Operations Manager

MEBS GLOBAL REACH Ltd - Nairobi, Kenya Management of 2 offices (Kenya - South Sudan) and operations managing up to 8 staff.

- Oversaw and assisted 2 operations staff members with quoting clients, Proposal writing, and vendors relationship development created quote management database;
- Led a team of operations coordinators to efficiently run all regional general cargo and household goods operations, account management for up to 50 business customers;
- Improved operations through capacity building and mentoring, improvement and streamlining of processes to build reliable operations with relevant monitoring systems, increased productivity by over 40%;

Logistics Coordinator

DAC Aviation (EA) Limited - Nairobi, Kenya

Canadian Aviation Company, operating humanitarian flights in Africa and central Asia, managing 2 staff.

- Supported roll out plan of ERP system Pentagon 2000 in Regional operations hub, supporting over 100 users;
- Managed a team of 2 procurement staff and gave technical assistance to the Supply Chain department;

Supply Chain Manager

UNICEF - Goma, DR Congo

UN Agency promoting childhood, DRC annual budget of 210 MUSD, 30 MUSD for Emergency section.

Supporting the Emergency Section in conducting and improving the Supply Chain Management– Supply of US\$10.5 M of goods

Mar 2013 - Oct 2013

Sep 2012 - Mar 2013

Jul 2011 – Jul 2012

- Administered over 150 orders with suppliers, local, regional (Kenya) and overseas (Denmark) totaling up to US\$4.7 M using SAP; Planned and coordinated Door-to-Door shipping by air and road to various delivery points;
- Improved control & visibility of the Supply Chain, through creation, design and deployment of tracking systems and information sharing tools for orders and stocks management, including dashboards;
- Assessed needs of 8 end-partners in distribution Analyzed and made recommendations to create a global Supply Chain strategy with improved demand forecasting;
- Generated a strategy for cost reduction and sustainable performance improvement, with flexible Supply Chain; Pitched solution proposal to senior management for validation;
- Planned and implemented creation of Contingency stocks for Emergency worth \$2.6M and prepositioned it at 8 locations Organized large scale emergency distributions of goods within complex environments;

Senior Logistics Coordinator

Action Against Hunger (ACF) - DR Congo

International NGO, working in over 40 countries, annual budget of US\$8 M in Eastern DRC - 6 offices supervised.

- Analyzed and conducted restructuring of logistics department, reviewed processes and systems to improve performances, rolled out new in-house designed supply chain management system in area of responsibility;
- Operated whole program's Supply Chain across 6 offices (Eastern DRC), supporting up to 15 projects, managing 25 staff;

Logistics Coordinator

International Rescue Committee - DR Congo

Action Against Hunger (ACF) - Jerusalem, OPT

Multi-sectorial International NGO, working in over 40 countries, annual budget of \$45M in DRC, around 800 staffs in Eastern DRC.

- Oversaw up to 55 employees handling all supply and logistics sectors (80 orders average a month, US\$1M of stocks over 3 warehouses - Fleet of 30 vehicles - Annual Budget for department of US\$1M);
- Optimized the Supply Chain, Designed and monitored logistics dashboard with KPI analysis, supporting up to 12 projects;

Logistics Coordinator

International NGO, working in over 40 countries, annual budget of US\$10 M in the Occupied Palestinian Territories (West Bank & Gaza). Procurement activities & contract management - Direct Management up to 5 staff – Tenders up to 600,000 USD – 4 offices.

Distribution Logistics Manager Pharmaciens Sans Frontières - South Sudan Jan 2008 – Jun 2008

International NGO of pharmaceutical management, medicines and medical materials distribution, designing a country-wide Supply Chain serving over 270 health centers.

Jesuit Refugee Service (JRS) - Liberia

Project Director

(Partnership with World Food Program) – Direct Management 6 staff, indirect 13 staff.

EDUCATION – ACADEMIC QUALIFICATIONS

Master of Business Administration (MBA) - with Merit

Warwick Business School – United Kingdom

September 2005 Master's Degree DESS CI-CAO - Création Industrielle & CAO - with honours University Montpellier II (UFR des Sciences), Montpellier, France - Equivalent: MEng in Industrial Design & Computer-Assisted Conceptual Design.

CERTIFICATES & OTHER TRAININGS

BIOFORCE Institute – Onsite training "Supply chain challenges in humanitarian contexts" – France	June 2010
Six Sigma Online – Certified Six Sigma Green Belt, online certification (<u>www.sixsigmaonline.org)</u>	2014
MBA Dissertation (One year) - Supply and demand uncertainties of the Supply Chain in business expansion in developing countries: Case study of a multinational in East Africa 2019	
Improvement & Coaching KATA – Online certification, Kata Online Learning	Oct 2019
LEAN Certificate – Online Certification, www.GoLeanSixSigma.com	Nov 2019
Lean Six Sigma Black Belt – Six Sigma Management Institute	2020 - 2021

Volunteer work:	Vice President of the board – French School of Nairobi, Lycée Français Denis Diderot August 2019 to June 2020
	International School with 670 Students, over 50 nationalities with an annual budget of US\$7M.
	Led the tax issues and change of registration, Security & maintenance committees among other topics.
Languages:	<u>French</u> : mother tongue
	English: Fluent – IELTS 7.5 (C1 Level) in 2016
	<u>Spanish</u> : Elementary knowledge
Interests:	Team and individual sports: Calisthenics - Football - Rock climbing; Photography, Sketching;

Personal project: Constructed a private artificial bouldering/rock climbing wall (2013);

MBA, bilingual French/English

Aug 2010 - May 2011

Aug 2009 - Aug 2010

Sep 2008 - Jun 2009

Sep 2005 - May 2007

July 2019