

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
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.		
<ul style="list-style-type: none">- <u>MEBS Global (Global Health project by Chemonics) - 2018</u>: Designed Supply route and executed freight forwarding project of tax-exempt import and delivery of over 150 containers in Democratic Republic of Congo, from Tanzanian port;- <u>GSM Systems (TICTS as final client) – 2019</u>: Advisory spare part management improvement project in Dar Es Salam port (Tanzania), including inbound Supply Chain strategy, inventory management, and process improvement;- <u>PayGo Energy - 2019</u>: 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;- <u>CPCS (funded by Infracore Africa) - 2019</u>: 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.- <u>CHMP / UNFPA - 2020</u>: 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).- <u>Crown Agent – 2020-21</u>: Advisory and consulting in designing an end-to-end Supply Chain for bulk procurement project for the solar industry, being piloted in Nigeria;		
Director, East Africa Operations	MEBS GLOBAL REACH Ltd - Nairobi, Kenya	Oct 2013 to May 2017
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.		
<ul style="list-style-type: none">- 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	Mar 2013 – Oct 2013
Management of 2 offices (Kenya - South Sudan) and operations managing up to 8 staff.		
<ul style="list-style-type: none">- 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	Sep 2012 – Mar 2013
Canadian Aviation Company, operating humanitarian flights in Africa and central Asia, managing 2 staff.		
<ul style="list-style-type: none">- 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	Jul 2011 – Jul 2012
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		

