Press Release

For immediate release

MauBank partners with NPCC and JICA to advance operational excellence and productivity

Ebene, Mauritius – 10 September 2026: MauBank has kick-started its participation in the Operational Excellence and Productivity Improvement Programme, a national initiative implemented by the National Productivity and Competitiveness Council (NPCC) under the Japan International Cooperation Agency (JICA) Technical Cooperation Project. Selected as one of the programme's service-sector Model Companies, MauBank will work alongside NPCC and Japanese specialists to benchmark international practices and apply Lean Management and Kaizen approaches to its end-to-end credit process.

The programme comes as banks navigate rapidly evolving customer expectations, accelerating digitalisation and growing demands for speed and responsiveness. For MauBank, strengthening productivity and operational excellence is therefore closely linked to its ability to remain agile, deploy resources effectively and respond to the changing needs of the customers and businesses it serves.

With a business model firmly anchored in the Mauritian market, MauBank's understanding of the local economy has been shaped by its longstanding engagement with individuals, entrepreneurs, SMEs and businesses across the economy. In this context, greater productivity within the Bank has an impact beyond its own operations: it strengthens MauBank's capacity to respond to evolving financing needs, accompany businesses through different stages of growth and channel resources towards productive economic activity.

Issa Soormally, Officer in Charge of MauBank, shares:
"Productivity in banking cannot be viewed in isolation from the economy we serve. The more effectively we deploy our people, capabilities and resources, the better positioned we are to respond to financing needs and support businesses as they invest, grow and create value. MauBank brings a strong understanding of the Mauritian market. By combining that local know-how with international expertise, we are further strengthening our capacity to respond to growing customer needs and support economic activity more effectively."

Combining international expertise with local know-how

At the centre of MauBank's participation is the exchange and practical application of expertise. A cross-functional team drawn from relevant business and support functions will work directly with NPCC and Japanese specialists to apply Lean Management and Kaizen methodologies within the Bank. Team members will also act as change champions within their respective areas, helping to embed the approaches and capabilities developed through the programme more broadly across the bank.

This approach enables MauBank to complement its knowledge of the domestic market and operating environment with international perspectives, while building internal capability that can continue supporting improvement beyond the duration of the programme.

Reflecting on MauBank's participation in the programme, Sanjay Matadeen, Chairman of MauBank, said:
"MauBank has an important role to play in supporting the ambitions of Mauritius, and this requires us to continuously improve the way we operate and serve our customers. By applying Lean Management and Kaizen principles to our credit process, we aim to make financing more responsive, efficient and customer-focused, while strengthening a culture of continuous improvement across the bank. This initiative forms part of a broader transformation journey as banking evolves through technology, changing customer expectations and new ways of working. Ultimately, a stronger and more productive MauBank will be better equipped to support entrepreneurs, SMEs and investment, while contributing to Mauritius' economic development and creating lasting value for the communities we serve."

Applying operational excellence where it matters
MauBank has chosen its end-to-end credit process as the practical focus of the programme. As a core banking journey, credit sits at the intersection of customer experience and economic enablement, providing the financing through which individuals invest, entrepreneurs pursue opportunities and businesses expand their productive capacity.

For MauBank, operational excellence is intrinsically linked to its role as a financial enabler. A more productive bank is better positioned to deploy its resources where they create the greatest value, respond effectively to evolving customer needs and strengthen its capacity to support the businesses and individuals whose progress contributes to the wider economy.

Following its launch on 8 September 2026, the programme will move into its implementation and monitoring phase, with a review by Japanese experts scheduled for January 2027 and the presentation and dissemination of results expected in March 2027.

MauBank's participation brings together three dimensions of its role: contributing to Mauritius' wider productivity agenda, strengthening the capabilities of its people, and continuing to improve how effectively it serves the individuals and businesses driving economic activity.

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