

MKABI WALCOTT, D.V.M

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CAREER PROFILE

Highly accomplished cross-functional executive leader with over 15 years of experience and a diverse expertise portfolio, including strategic planning, operational management, program and project development, standardization, national quality infrastructure, WTO SPS/TBT trade agreements, regulatory frameworks, food safety, quality management, stakeholder engagement, international relations, and diversity and inclusion. Renowned for consistently delivering innovative solutions, overcoming complex challenges, and achieving exceptional outcomes across various organizations.

As a collaborative leader, I am passionate about building and empowering top-performing teams through coaching, team-building initiatives, and fostering a culture of inclusivity. My unique strength lies in leveraging stakeholder engagement, consensus building, and standardization to achieve optimal solutions and drive results.

Fluent in English and Spanish, with working proficiency in French, I am well-equipped to engage with diverse stakeholders at local, regional, and international levels. Adept at fostering strong relationships, advocating for organizations, and excelling in negotiation and diplomacy.

SELECTED ACCOMPLISHMENTS

- ^a **Strategic Business Systems Advisor (Consultant)– Executive Services**
Public Service and Procurement Canada (PSPC/SPAC), Ottawa, Canada
 - *Conducted comprehensive reviews and analyses of the organizational structure, strategies, and business processes to enhance operational efficiency.*
 - *Implemented innovative solutions that streamlined operations and improved overall effectiveness within the Executive Services department, resulting in a lasting positive impact on the organization.*
Developed a Canadian National Standards System Strategy to identify priorities and sectors for the next decade
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- ^a Led the development of a new strategic function "Members Services Program" to improve the recruitment and retention of voluntary experts.
- ^a Established methods and procedures to execute corporate and system-wide strategic plans and action plans.
- ^a Collaborated with international colleagues to develop the IEC Strategic Plan.
- ^a Influenced positive outcomes for Canadian proposals internationally, such as the development of the ISO International Workshop Agreement for Cannabis.
- ^a Championed organizational change through planning, stakeholder engagement, communication, implementation, and post-change support.
- ^a Led and supported various systems implementation/upgrades and process creation/optimization initiatives.
- ^a Built and maintained strong relationships with partners, funding agencies, and stakeholders to advance national priorities.
- ^a Fostered dynamic leadership skills through effective human resource management strategies and process re-engineering.
- ^a Represented Canada and Saint Lucia at numerous regional and international professional forums, building a dynamic professional network and fostering trust with stakeholders internationally.
- ^a *Implemented innovative solutions that streamlined operations and improved overall effectiveness within the Executive Services department, resulting in a lasting positive impact on the organization.*

EDUCATION

DOCTOR OF VETERINARY MEDICINE (D.V.M)

1995

La Universidad Agraria de La Habana “Fructuoso Rodríguez Pérez” (UNAH)

PROFESSIONAL DEVELOPMENT

- ^a Program Management: Enabling Value Driven Change System
- ^a Certificate Lead Auditor ISO 22000:2005 – Food Safety Management
- ^a Certificate Lead Auditor ISO 9001:2008 – Quality Management
- ^a Certificate Quality Management for Business Improvement
- ^a Senior Public Sector Leader Program
- ^a Chartered Director (C. Dir.) Designation
- ^a Certificate Project Management Professional (PMP)

KEY AREAS OF EXPERTISE

Industries: Public Sector, NGO, Consultancy

COMPETENCY PROFILE

Strategic Planning and Alignment

Inspirational Leadership

Safety Compliance

Food Safety and Quality Systems Auditing

ISO 9001, ISO 14001, ISO 22000

Project Management

Program Development & Implementation

Multi-Stakeholder & Client Relationship

ISO and IEC International Standards

Business and Corporate Planning

Results and Efficiency-Driven

Financial Management

Human Resource Management

Performance Management

Communications & Presentation

Quality Management

Issue Management

Decision Making

Effective Negotiating

Compliance Management

Incident Consensus Building

Collaborative Relationships

Innovation and Creativity

Research

Gender-Based Analysis

Advocacy

Effective Problem Solving

STRATEGY AND OPERATIONS MANAGEMENT

- ^a Develop, interpret, and implement operational policies and procedures to ensure efficient and effective management of financial and administrative services, aligning with organizational goals and objectives.
- ^a Provide expert advice to senior management on operational processes related to financial and administrative services, ensuring effective decision-making.
- ^a Analyze complex data to extract insights, identify areas for improvement, and optimize financial performance, resulting in cost savings and increased efficiency.

ORGANIZATIONAL VISION AND DIRECTION

- ^a Establish a compelling business vision, guiding the organization towards a shared future and driving strategic decision-making.
- ^a Foster a culture of innovation, collaboration, and continuous improvement, empowering teams to achieve their full potential and providing a secure and inclusive environment.
- ^a Champion a culture of accountability, transparency, and inclusivity, promoting a positive and respectful work environment that values diversity and inclusivity.

EXECUTIVE LEADERSHIP

- ^a Foster a collaborative environment where everyone's skills and perspectives are valued and utilized, recognizing and appreciating the contributions of team members.
- ^a Contribute to the success of the senior management team, leveraging experience to deliver vital services to the public and playing an integral role in supporting the organization.

- ^a Promote an inclusive culture by identifying and eliminating bias and systemic barriers, ensuring equal opportunities for all employees to thrive, and celebrating diversity.

STANDARDIZATION KNOWLEDGEBASE

- ^a Set a clear vision and strategy nationally and internationally, ensuring the organization remains ahead of the curve through standardization.
- ^a Provide strategic direction and leadership to drive the development and delivery of modernized and responsive standardization services that meet stakeholder needs.
- ^a Demonstrate expertise as an integrated systems thinker, developing and delivering long-term strategic transformation plans to drive sustainable growth and success at the organizational, industry, and country levels.

POLICY AND PROGRAM PLANNING

- ^a Develop and implement quality management systems that consistently meet and exceed customer expectations, ensuring seamless delivery of high-quality services.
- ^a Conceptualize long-term impacts of policy plans and strategies, identifying opportunities to drive positive change and transformation.
- ^a Lead the development of client-centric policies and solutions, ensuring seamless execution and alignment with client needs, while navigating complex and sensitive issues.

FINANCIAL MANAGEMENT AND REPORTING

- ^a Manage budgets, grants, contributions, contracts, and operational functions to ensure responsible resource allocation and effective use of funds.
- ^a Ensure internal financial procedures are up-to-date, compliant, and effectively implement, guaranteeing accurate and reliable financial data.
- ^a Direct the preparation of audited financial statements, providing timely and accurate information to the Board, and ensuring compliance with regulatory requirements.

BUSINESS AND REVENUE GROWTH

- ^a Analyze business problems, develop effective solutions, and drive sustainable results by leveraging knowledge of business operations and market trends.
- ^a Identify opportunities for growth, improve profitability, enhance operational efficiency by utilizing core competencies, and collaborate with cross-functional teams to optimize processes and achieve strategic objectives.
- ^a Provide strategic guidance to senior leadership, delivering actionable insights that drive business decisions, oversee large-scale initiatives, and ensure timely and effective execution to drive profitability, growth, and competitiveness.

PEOPLE MANAGEMENT / TRAINING / SUPERVISION / MENTORSHIP

- ^a Mentor individuals to maintain exceptional expertise and performance, providing ongoing guidance and support to help them continually improve their skills and knowledge.
- ^a Inspire and motivate teams to work together effectively, building strong relationships with people from diverse backgrounds and fostering a positive and productive work environment.
- ^a Set a high standard for safety, quality, productivity, and behavior by leading by example, establishing benchmarks for excellence, and promoting a culture of respect, accountability, and continuous improvement.

STAKEHOLDER MANAGEMENT

- ^a Build and maintain strong, trust-based relationships with key clients, client representatives, and high-level sponsors, fostering a collaborative and mutually beneficial partnership.
- ^a Collaborate closely with the CEO, Executive Vice Presidents, and Division Presidents to discuss, plan, and implement strategic initiatives, ensuring alignment with organizational goals.

- ^a Develop and execute stakeholder engagement plans that align with the overall stakeholder engagement strategy, analyzing engagement metrics to identify trends and inform future strategies that meet and exceed stakeholder needs.

SCOPE OF INFLUENCE

- ^a Facilitate seamless communication and collaboration across organizational boundaries, hierarchies, and mandates by initiating and championing partnerships with leaders in other agencies, organizations, and sectors.
- ^a Demonstrate exceptional judgment, diplomacy, and tact when navigating complex, contentious, and sensitive situations nationally and internationally, ensuring constructive outcomes.
- ^a Proactively identify and mitigate risks through early communication and integration strategies with stakeholders, ensuring issues are addressed promptly and effectively to maintain productive relationships with partner organizations, diverse stakeholders, and senior/executive leaders.

CAREER HISTORY

PRINCIPAL CONSULTANT

01/23 - Present

M.O.W - QSM – Quality and Systems Management Consulting

- ^a *Offer consultancy services, leveraging expertise in standardization, trade, and quality management to support organizations in successfully implementing effective management systems that drive business improvement and compliance.*
- ^a *Collaborate with clients to develop and deliver programs and projects that meet their unique needs, ensuring the successful implementation of strategic initiatives that drive operational excellence and enhance overall performance.*
- ^a *Provide guidance and support to help organizations optimize their operational processes and performance, ensuring seamless integration of new systems, compliance with regulatory requirements, and measurable improvements in productivity, efficiency, and overall business outcomes.*

UNIDO

Sept 2024 - Present

Project Consultant: “Supporting quality and regulatory infrastructure, value chain-specific quality infrastructure services and quality culture promotion in the African, Caribbean and Pacific Group of States”

- ^a Revision or development of the National Standardization Strategy (NSS) for seven (7) CARICOM member states - Haiti, Guyana, Bahamas, St Kitts and Nevis, Belize, Suriname and Dominica.

STRATEGIC BUSINESS SYSTEMS ADVISOR (CONSULTANT)– EXECUTIVE SERVICES

11/23 - 03/24

Public Service and Procurement Canada (PSPC/SPAC), Ottawa, Canada

- ^a *Provided strategic business support that significantly impacted the department's operations, driving positive change and improvement.*
- ^a *Conducted comprehensive reviews and analyses of the organizational structure, strategies, and business processes to enhance operational efficiency.*
- ^a *Implemented innovative solutions that streamlined operations and improved overall effectiveness within the Executive Services department, resulting in a lasting positive impact on the organization.*

VICE PRESIDENT - STANDARDS AND INTERNATIONAL RELATIONS

08/18 – 12/22

Standards Council of Canada (SCC), Ottawa, Canada

- ^a *Led the strategic direction and operations of the Canadian National Standards System and International Relations branch, providing governance and strategic direction for the Canadian National Standards System (NSS) portfolio.*
- ^a *Transformed the Standards Council of Canada's Standards and International Relations program and team from reactive to strategic and responsive, meeting and exceeding objectives while maintaining high productivity and engagement.*
- ^a *Served as the representative for Canada, elevating the country's influence internationally within the ISO and IEC and other standards communities.*

- ^a *Led national engagement and international representation of Canada's standardization and policy interests, working with industry, consumers, public interest groups, standards development organizations, government, and regulatory authorities.*
- ^a *Provided leadership, governance, and strategic direction to drive organizational success, including coaching and mentoring managers, leading cross-functional teams, and contributing to the Executive management team.*

SENIOR DIRECTOR – GLOBAL STANDARDS

09/17 – 07/18

Standards Council of Canada

- ^a *Championed organizational change through planning, stakeholder engagement, communication, implementation, and post-change support, to achieve both business change and increase stakeholder engagement.*
- ^a *Supported the planning and management of multiple projects with various stakeholders, and cross-functional teams, including managing resources, risks, expectations, communication, organizational leadership alignment, conflict, ambiguity, and change in a lean resource environment.*
- ^a *Led and supported various systems implementation/ upgrades and process creation / optimization initiatives.*
- ^a *Championed the streamlining of operations by designing QMS business processes improving service delivery, engagement, and productivity.*

CHIEF EXECUTIVE OFFICER(CEO)

12/12 - 07/17

Saint Lucia Bureau of Standards, Saint Lucia, WI

- ^a *Led and directed all technical and administrative operations of the institution, including human resources, compliance with regulatory requirements, strategic and project planning, government and stakeholder relationships, budget development, and financial management.*
- ^a *Led the alignment of all Standardization and Metrology programs to national economic and social priorities, while fulfilling the Institution's mandate under the Standards Act No. 14, 1990, and the Metrology Act No. 17, 2000.*

PRINCIPAL CONSULTANT

07/11 – 12/12

QSM – Quality and Systems Management Consulting

- ^a *Developed and implemented a Quality Awards Program for the Saint Lucia Manufacturers Association (SLMA) to promote quality management practices among member companies, successfully promoting quality standards.*
- ^a *Provided technical assistance to SLMA members on the program, conducting sensitization sessions and third-party quality audits of 16 participating companies, enhancing their quality management capabilities.*
- ^a *Implemented various projects, including designing and implementing an accounting system (QuickBooks) for a construction company, Quality Management Systems for RAMCO Plastics, and business plans and HACCP plans for food businesses in Saint Lucia, resulting in improved financial management, quality control, and food safety.*

HEAD OF COMPLIANCE DEPARTMENT

08/01 – 06/11

St. Lucia Bureau of Standards

- ^a *Conceptualized, developed, and managed the Compliance program for the organization, creating a comprehensive policy framework and operational strategies to ensure effective compliance.*
- ^a *Provided consultancy services to other OECS National Standards Bureaus (NSBs) on standardization programs, including export-import frameworks in compliance with WTO TBT agreements, sharing expertise and best practices.*
- ^a *Led several national initiatives, including the development of a National Agricultural Health and Food Safety Program, Standardization of Livestock and Fish Industry, and implementation of food safety systems for food service and processing industries, demonstrating leadership and expertise in standardization and food safety.*

FAO CONSULTANCY

05/07 - 07/07

Food Safety and Zoo - Sanitary Systems Evaluation, 15 CARIFORUM Countries

VETERINARY OFFICER AND NATIONAL COORDINATOR

Veterinary Public Health Services, Quarantine and Regulatory Services
Veterinary Division, Ministry of Agriculture, Forestry and Fisheries, Saint Lucia

01/96 – 07/01

OTHER STRATEGY AND BOARD EXPERIENCE

- ^a Appointed to Standards Advisory Committee, Elections Ontario (2021 – 12/23)
- ^a Special Advisor to the Board: Institute of Public Administration of Canada (IPAC) (2021 - Present)
- ^a Chairperson, Diversity & Inclusion Committee of the Institute of Public Administrators of Canada (07/22 – Present)
- ^a Elected to the ISO Technical Management Board (2019 -2022)
- ^a Member, ISO Management System Standards Task Force (2020-2022)
- ^a Member, ISO Information Technology Advisory Group (2019-2021)
- ^a Member, IEC Council Board Strategic Planning Task Force (03/20 – 2021)
- ^a Member, IEC Business Advisory Committee (2021 – 2022)
- ^a Member, ISO/DEVCO Chair's Advisory Group (2013 - 2017), including contribution to the development of the 2016-2020 ISO Action Plan for Developing Countries
- ^a Co-Convenor, ISO/DEVCO Working Group 2 (2017 - 2020)
- ^a Member, COPANT Board of Directors (2017 & 2018 - 2020)