



INDUSTRIAS *Macier* S.A.

RNC: 1-06-01366-8

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Moca, Dominican Republic, May 22, 2015

To whom it may concern:

Industrias Macier, a leading company in the manufacture and distribution of cleaning, personal care, and chemical products in the Dominican Republic and with a presence in Puerto Rico, recognizes **London Consulting Group's Human Development** area for their excellent collaboration in the **Change Management and Management Development** of the participating personnel in our Process Improvement Project.

We would like to highly recommend **London Consulting Group** for the results achieved during the application of their **Human Development Program**, which was carried out as an integral part of our project between **February and May 2015**.

This program's objective was to establish the appropriate conditions regarding **Methodology, Mentality and Attitude** from the personnel participating in our project. Some of the initiatives implemented were:

- **Project's Communication and Change Management Program:** With this initiative we were able to constantly keep the company's personnel informed while promoting the appropriate values and behaviors for the project's development.
- **Strategic Coaching for Management Personnel.** During these one-on-one meetings, the participants received the support and guidance so that the knowledge acquired during the seminar's sessions could be applied effectively in their work areas.
- **Management Skills Seminar:** This seminar consisted of 8 very dynamic and interactive workshops which were specifically designed to address the development needs shown by the participating personnel through the different **Profile Tests** applied and through the **Management Values Survey**. The seminar provided us with techniques and tools necessary to efficiently, strategically and methodically lead our different work teams.
- **Improvement Mini-projects:** This initiative brought the company's personnel together to collaborate towards the generation of projects with an economic and qualitative benefit in the short, medium and long term. The developed initiatives can be copied in other areas of the company and its continuation will provide economic and constant improvement benefits.



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Finally, we would like to highlight the importance that the cultural change has had in our organization, since without a doubt the better disposition to change and the new skills developed are key elements of our personnel taking complete advantage of the new processes and management tools implemented by the project. Based on the above, I hereby reiterate my highest recommendation for **London Consulting Group** and their **Human Development Program** as a consulting firm capable of carrying out successful and positive projects for their clients.

Francisco Quezada Mago
President, Industrias Macier

Karen Marie Lopez Castillo
Human Resources, Industrias Macier



Medellín, Colombia. 8 de Septiembre de 1997.

A quien corresponda:

Productos Familia es una empresa que tiene como misión la fabricación y comercialización de productos de aseo y del hogar en Colombia que proporcionen la máxima satisfacción al cliente y un alto retorno sobre la inversión a los accionistas, manteniendo constantemente el desarrollo de nuestro personal, crecimiento sostenido, posicionamiento de mercado y responsabilidad social.

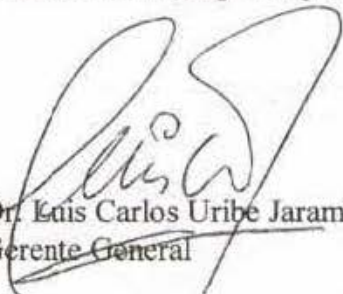
Por este compromiso constante de mejorar nuestra competitividad contratamos un proyecto con la empresa London Consulting Group en el cual se trabajó principalmente en las áreas de producción, mantenimiento, programación de la producción, distribución, compras, control de inventarios y reestructuración organizacional.

Los logros alcanzados fueron los siguientes:

- a) Reducción de 9.6 días (15 %) en el inventario Materia primas, repuestos y materiales.
- b) Aumento de la productividad en conversión de 11.7 % traducidas en la cantidad fabricada de producto terminado por persona.
- c) Aumento de productividad en molinos de 3.5 % al pasar de un TVC de 83.1 % a 86.5 %.
- d) Reducción de un 14.8 % del personal operativo en planta.
- e) Aumento de la productividad de mantenimiento conversión de un 16.2 %.
- f) Reducción de la venta perdida en un 49.2 %.
- g) Reducción de la estructura administrativa en un 11 %.
- h) El retorno global del proyecto fue de 8.5 a 1

Todos los planes contemplados dentro del contrato fueron cubiertos dentro tiempo y costo establecidos . El involucramiento de todo el personal de la empresa fue una constante durante todo el proyecto logrando en conjunto los resultados antes mencionados.

Por estas razones recomendamos ampliamente a London Consulting Group como un ente consultor serio, objetivo y eficiente.



Dr. Luis Carlos Uribe Jaramillo
Gerente General

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