



July 2, 2003

To Whom It May Concern:

Kimberly Clark Puerto Rico Inc. is a company that in the last three years has shown sustained and solid growth, with a strategic vision of expansion throughout the Caribbean region. I must recognize that our partners of London Consulting Group have been side by side with us to help us achieve these results.

We have been working with LCG since august 2000, with excellent qualitative and quantitative success. The projects we have developed with them have allowed us to promote a work culture change in our personnel to focus them towards results and with a high level of loyalty for our Company.

In May 2002 we finished the Program for Integration and Organizational Efficiency Development in the areas of sales, logistics and production. During this project, the main objective was to make the integration of a recent acquisition as productive as possible, to go over the expected levels of sales and to create synergies that would allow us to reduce operating costs. To reach these objectives the scope considered:

- Restructuring the sales force at every level, defining and installing standard procedures and training personnel
- Optimizing warehouse, delivery and distribution systems
- Making the diapers plant more productive by optimizing direct workforce cost

We can gladly say our objective was fully attained, fulfilling our expectations with a return on investment of 3.6 to 1. Among the quantitative results, we saw:

- A raise of 15% in commercial productivity
- A reduction of 44% of lost sales caused by lack of inventory in our client's warehouse
- A reduction of 60% of lost sales caused by lack of inventory in our warehouse
- A reduction of 15% in national distribution costs
- A reduction of 30% in direct labor cost in our production facility

In July 2003 we concluded the Caribbean Data Warehouse project. This project consisted of the development and installation of a centralized information and decision-support system for the region. The objective of the project was to enable users to get detailed market information, and the rapid analysis of sales data using information cubes. After installation, we have achieved the following results:

- More detailed information with very short response time (in some cases reports that took more than four hours before now take less than 10 minutes)
- The raise in administrative efficiency has saved in average eight hours per month for the users and clients of the system
- The system can be customized to fit the requirements of each user and can be changed in the future as the needs of the company change, due to the training of experts within the company

For everything mentioned above, I recommend London Consulting Group as a group of professionals fully capable of developing these types of projects, focused on the improvement of company competitiveness.

Cordially,

Sergio Saldarriaga  
Managing Director