



August 10, 2007  
Miramar, Florida

To whom it may concern,


During the period of March 19, 2007 to August 10, 2007, we used the services of London Consulting Group in a process improvement project in the areas of traffic, 3<sup>rd</sup> party logistics (3PL) management, order processing, CADIVI processing and credit and collection.

The project, run in our facilities at both Miramar, Florida and Caracas, Venezuela, had the objective of improving internal and external customer service while balancing the workloads amongst our employees and maximizing efficiency.

The project team supplied by London Consulting Group quickly integrated into our culture and worked closely with our personnel to guide us in the process redesign. Some of the main improvements resulting from this process are:

- 80% reduction of monthly average CADIVI rejections
- 16% reduction of amount past due
- 33% increase of on-time and in-full orders from 3PLs
- In some positions up to a 35% of saved time from rework, duplicity and errors with the effect of reduced order processing time
- Greater visibility of the processes involved in the project

The projected savings for this project show a conservative return on investment of 1.5 to 1. At the end of the project I can say with confidence that our expectations are fulfilled. We highly recommend the London Consulting Group as experts in the development of these kinds of projects.



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