

London Consulting Group

Attn: Robert Mitchell
Carlos Hernandez
Fernando Moyers

January 6, 1994

Re: Mobil Consulting Assignment

This is to confirm the satisfactory conclusion of Phase 1 of the London Consulting Group's assignment. This consisted of assisting Mobil to identify the causes of persistent operating difficulties with three newly installed JDEdwards computer packages, namely Purchasing, Inventory and Accounts Payable.

The major contributions of LCG in these areas were as follows:

1. There has been a major change in the attitude of the users towards the systems, which are now appreciated as an aid rather than an obstacle to daily operations.
2. The LCG identified areas where training had been deficient, and organised training programs using in-house trainers.
3. Coordination with users in different departments has improved substantially, thus eliminating errors and conflicts.
4. The main causes of inventory differences have now been identified, and have been shown to be unrelated to the system, but rather due to lack of knowledge and care in its use.
5. Users have much more confidence in the data in the system, and various parallel manual systems have been identified for elimination.

Overall, the project required a cultural change in the organisation to accept and get the best out of the new systems. This change was achieved as much through the tact and enthusiasm of the LCG as through their techniques, which were appropriate and well presented.

Yours truly



M. Parker
Accounting and Finance Manager



London Consulting Group

Attn: Robert Mitchell
Carlos Hernandez
Paola Matsumoto

March 8, 1994

Re: Mobil Consulting Assignment

This is to confirm the satisfactory conclusion of Phase 2 of the London Consulting Group's assignment. This consisted of assisting Mobil to implement systems improvements identified to rectify persistent operating difficulties with a newly installed JDEdwards inventory computer package.

The consultant assigned to the 8-week 2nd phase was Paola Matsumoto, under the supervision of Carlos Hernandez. The major contributions of LCG in this area were as follows:

1. The system is being used in a much more rigorous way, and is now appreciated as an aid rather than an obstacle to daily operations.
2. The LCG identified areas where training had been deficient, and organised training programs using in-house trainers. The level of familiarity with the system, as measured by examinations, has increased from an average of 50% to 80%, and in the case of key users improved more.
3. Many apparent defects in the system have now been explained and shown to be user-related. The main causes of inventory differences have now been identified as being due to lack of knowledge and care.
4. Users are now able to get more benefit from the system, as they know how to operate the various options available. Various parallel manual systems have been identified for elimination, and key procedures have been documented properly.

The project required a cultural change in the organisation to accept and get the best out of the new system. This change was achieved largely through the energy and determination of the consultant, who kept going despite a shortage of client resources assigned to the combined Mobil/LCG team.

Yours truly



M. Parker
Accounting and Finance Manager



Conscientes del
Medio Ambiente

London Consulting Group

Attn: Robert Mitchell
Carlos Hernandez
Fernando Moyers

January 6, 1994

Re: Mobil Consulting Assignment

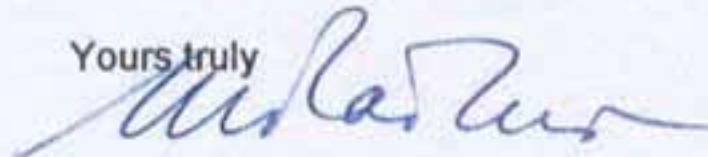
This is to confirm the satisfactory conclusion of Phase 1 of the London Consulting Group's assignment. This consisted of assisting Mobil to identify the causes of persistent operating difficulties with three newly installed JDEdwards computer packages, namely Purchasing, Inventory and Accounts Payable.

The major contributions of LCG in these areas were as follows:

1. There has been a major change in the attitude of the users towards the systems, which are now appreciated as an aid rather than an obstacle to daily operations.
2. The LCG identified areas where training had been deficient, and organised training programs using in-house trainers.
3. Coordination with users in different departments has improved substantially, thus eliminating errors and conflicts.
4. The main causes of inventory differences have now been identified, and have been shown to be unrelated to the system, but rather due to lack of knowledge and care in its use.
5. Users have much more confidence in the data in the system, and various parallel manual systems have been identified for elimination.

Overall, the project required a cultural change in the organisation to accept and get the best out of the new systems. This change was achieved as much through the tact and enthusiasm of the LCG as through their techniques, which were appropriate and well presented.

Yours truly



M. Parker
Accounting and Finance Manager



Conscientes del
Medio Ambiente