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Reckitt & Colman de México, S.A. de C.V.

Circuito Dr. Gustavo Baz No. 7
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Atizapan C.P. 52968
Estado de México.

4th March 1993.

TO WHOM IT MAY CONCERN:

I have no hesitation in recommending The London Consulting Group, as excellent facilitators for improving systems and training staff.

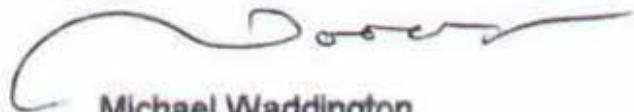
In Reckitt & Colman de Mexico, they have undertaken a number of special projects, covering sales (in the field and administration), warehousing and distribution, planning and forecasting, production scheduling and stock control.

Their initial diagnosis of each project was quick, very detailed and clearly highlighted areas which could be improved. All the projects were completed on time with better than expected savings.

Their people have proved to be dynamic, intelligent with an aptitude to working closely with existing staff, to change their attitudes and improve their overall job performances. Their approach is such that it creates cooperation rather than confrontation, as can happen when consultants are brought in.

We have been delighted with the results we have achieved since their arrival, and I have no doubt that we will be using their services again in the future.

Yours faithfully,



Michael Waddington
President and Managing Director