

Multipartes Santa Cruz SRL is the company leader in sales of auto parts and accessories of vehicles in Bolivia, with more than 37 years of experience in the market, Multipartes has the following brands in its product line: Toyota, Mitsubishi, Nissan, Isuzu, Suzuki, Daihatsu, Mazda, Honda, Hyundai and Kia, also is a representative of Three Five Genuine Parts, KYB, Bilstein, Kontakt and Eagle Liftgate.

During the period from April 2016 to October 2016 and accompanied by London Consulting Group, we have developed the operational improvement project "Multi-Innovación" focusing on enhancing a culture of measurement and focus on results through the optimization of processes in the areas of **Supply, Logistics and Commercial**, in addition to strengthen **Management Skills Development** for key personnel in those areas.

By implementing improvements in working and management systems we could achieve, among others, the following results:

Commercial Model:

- Increase of the sales against the tendency by **9%**.
- Increase of the clients attended by **15%**.
- Increase of the percentage of sales against the quotes by **7%**.
- Reduced the average attention time by **6%**.
- Increase of the number of sales by person in **9%**.

Supply and Logistics:

- Reduced the lost sales by stockout by **30%**.
- Reduced the stock coverage by **6.3%**.
- Reduced the transfers between branch offices by **98.5%**.
- Reduced the stockout by **42%**.
- Reduced the urgent orders by **67%**.

Management Skills Development:

- **750** hours of training seminars in the management skills development to achieve business objectives.
- **70** hours of coaching for the key personnel, strengthening the topics covered in the training sessions.
- Increase by **16%** in the survey of management values.

At the end, have been made improvements in work practices, changes in the organizational culture, counting with a system based in the analysis of Key Performance Indicators. By the end of October 2016, the financial benefits obtained from the different initiatives implemented represents a return on investment of **1.3 to 1**, with a projection over the first year of **5.1 to 1**. Based on the aforementioned and the dedication and responsibility of their team of consultants, we highly recommend London Consulting Group as a committed and professional company which always works towards results.



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SUCURSALES: Grigotá - Paraguá - Madre India - Doble Via - Accesorios - Virgen de Cotoca

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