

"To whom it may concern"

MC Logistics is a company dedicated to managing logistical services in the Dominican Republic. With over 16 years of experience, MC Logistics has become one of the country's most admired companies in the logistics sector in 2020. Its global business vision, innovative and highly customer orientated currently has over 100 employees who promote our values such as honesty, humility, integrity, and passion. Consilia Logistics is the MCL business unit that integrates the logistic operator function and offers the imports and exports management, transshipment and warehousing services.

Between July and November 2021, we developed, in conjunction with **London Consulting Group**, the "Become" project extension, focused on transforming the organization and its processes, The functional units of **sales and Consilia Logistics** where approached.

Some of the most significant activities that we undertook and achievements we attained were approached:

I. Commercial Process.

Level of detail and scope of the KPI dashboard in market analysis terms were enhanced by the Commercial Director and Strategy and New Markets Manager's hands, enabling more analysis tools to increase precision in strategies design. We continued the management model implementation with special focus on the Key Account Managers labor, aiming to deepen its analysis and decision-making capabilities through the more intensive usage of the business intelligence tools.

II. Consilia Logistics.

It was developed a full core process mapping of the business unit through a multi-disciplinary analysis exercise, were improvement opportunities were identified and prioritized, giving as result the following initiatives:

- Development of working sessions with agile methodologies to identify priorities and objectives, define processes, roles and responsibilities, generate initiatives of impact to the commercial process and technology in the business unit.
- Definition of customers prospection strategic plan based on market analysis, identifying target market niches by type of merchandise and imports volume of more than 600 prospects.
- Implementation of commercial management tools as Sales Dashboard and Visits Plan.
- Implementation of weekly planning forum between sales and operations, giving enough visibility to make proactive decisions depending on demand.
- Implementation of weekly technology committee between Consilia Operations Management and Technology and Projects Manager, giving strategic weight to the customer oriented processes and platforms.
- Organizational structure revision and redesign through activity lists analysis, work loads and control scopes rebalancing under a flexible model to habilitate capabilities to respond to the changing work demand.
- Definition of job descriptions for the management positions of the business unit.
- Definition of the work routine for the Operations Coordinator which standarize its operative labor and ensure that the key operation activities are covered.
- Definition of KPI and design of operations dashboard for the managment of business unit main themes.

Due to these results, we have decided to extend the project until November 2021. We are happy to recommend London Consulting Group as a professional and committed firm which contributes to positively changing an organization's work culture through the practical implementation of solutions, their leadership, and their commitment to capitalize on improvements in the short term.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Miguel Melo', written over a light blue circular background element.

Miguel Melo
Sales Director

A handwritten signature in blue ink, appearing to read 'Victor Hugo Polanco', written over a light blue circular background element.

Victor Hugo Polanco
Managing Director