

To whom it may concern:

Corporacion Liztex is a Guatemalan business group that employs over 4,000 partners in different local industries. Liztex has a history of over 50 years as part of the textile division and manufactures and commercializes fabrics and threads. The company is considered to be one of the main exporters of fabrics in Latin America and has commercial partners renowned within the local and international markets.

As a result of the success achieved in the first phase of the project "CIMA - M10", Liztex developed along with London Consulting Group its continuation through Project "CIMA - M10 Phase II " from February to September 2015, with the purpose of increasing the productivity, raising the level of management and optimizing the business' key processes in different areas such as Production, Floor Control, Cost Optimization and Commercial. The change management, the training process, the team member's dedication, the methodology applied and transferred in the different stages of the project were very useful to achieve qualitative and quantitative results in our business.


The project concluded successfully within the agreed timeframe and surpassed our expectations, generating a return on investment in floor control to this date of 4.5 to 1 with a projection of 6.7 to 1 by February 2016 for phase 1. A return on investment for phase II to this date of 2.6 to 1 with a projection after 12 months with the current performance of 9.3 to 1, surpassing the initial estimation. The initiatives that generated such results in phase II were:

- An increase in sales and optimization of the commercial area:
 - A 114% compliance rate with the sales budget.
 - 19.9% increase in total sales from 2014 to 2015.
 - 8% increase in client satisfaction.
 - 17% increase of complaints and claims resolution.
- Significant cost optimization of the production processes, among others:
 - Reduction in consumption of the main consumables in regards to the dyeing process.
 - Reduction of time for scheduled downtime due to the implementation of 57 Standard Operating Procedures in spinning, weaving, processes and packaging.

Other benefits from the project:

- Implementation of productivity controls, TVC (Time, Speed, Quality) efficiency indicators, compliance with the program and level of service in the following areas: Spinning, Weaving, Preparation, Continuous Dyeing, Mechanical Finishing and Maintenance.
- Improvement in floor coordination to decrease downtime due to lack of supplies.
- Improvement in the communication between Production and Maintenance for the coordination of preventive maintenance.
- Consolidation of the Quality Department and its main indicators.
- Optimization and improvement of the Customer Service Department.
- Implementation of the CRM (Customer Relationship Management) system in the commercial area.
- Implementation of a Commercial Pipe-Line with the sales force.
- Definition of commercial strategy and sales budget per category for 2016.
- Generation of savings initiatives by production personnel through the implementation of Costing Methodology.
- Quantification of the real cost of strategic production factors: compressed air, steam, thermal oil, process water treatment.
- Generation of 31 Management and Production Processes Costing Tools aligned with the company's operational reality, while generating actions to make every process profitable.

Based on the aforementioned, it is our pleasure to recommend **London Consulting Group** as a professional and committed firm that contributes to cultural change through practical implementation of solutions, and the leadership and commitment to tangible results in the short term.



Daniel Habie
General Director