



Santo Domingo, Dominican Republic, June 2016

To whom it may concern:

**Bona S.A.** is a Dominican company that has been a part of the fast food and casual dining market since 1982 and among its brands are Pizzarelli, Trattoria Pizzarelli, 3 Mariachis and Mustard with over 25 stores and 500 employees. With continuous growth and a presence in the country's three main cities, the company has become one of the most respected brands in the Dominican Republic.

From March 28th to June 14th, 2016, we developed along with **London Consulting Group** and the collaboration of Bona's personnel the project called "**Bona Rocket**" in the areas of: Purchasing, Planning, Warehouse, Production and Operations. The change management, the pre implementation process and process induction, the dedication of the team members, the methodology applied and transferred throughout the different phases of the project were very useful to prepare and start the implementation process. Some of the models and tools created for each process were as follows:

- Design of macro processes based on the continuous improvement approach for the areas involved: Purchasing, Planning, Warehouse, Production and Operations.
- Design and implementation of tools for price analysis and negotiation with suppliers, starting the call and negotiation process with suppliers that have an impact on price optimization.
- Design and implementation of tools for the follow-up of purchase orders and supplier's levels of service.
- Design of tools for the control of inventory coverage and replacement.
- Design and implementation of inventory cycle counting processes at Distribution Warehouses, with the design of a tool to follow-up on reliability, while increasing the reliability of the different warehouses by 51%.
- Design and implementation of reports and protocols for the accountability report in the operations area including reports for the follow-up of the main Key Performance Indicators (KPI), while consolidating transactional and sales information for the operation of over 25 stores.
- Design of tools for the control, daily balance and follow-up of inventories at every point of sale; design of a web platform for the online recording and update of the different brands.
- Design and pilot implementation of a tool for planning, while centralizing the flow of orders of the new businesses.
- Design of processes and tools for the explosion of production materials.
- Design and implementation of tools for the control of recipes in production and the follow-up of assembly costs for the different products.
- Design of the "One Page" Management report with the main ratios of the operating processes.

The owners of the processes have actively participated in the development of the project utilizing **London's** methodology and have been committed with the new work systems, creating a change in the daily operations and ensuring the active participation of the people responsible in order to obtain a better benefit for the company.

Based on the above it is our pleasure to recommend **London Consulting Group**, as a professional and committed firm. We reiterate our satisfaction with the work performed and are thankful for the effort and dedication shown by the consulting team.

Sincerely,

Giovanni Bonarelli  
General Director



Virginia Pimentel  
Management and Control Director