



BOYS & GIRLS CLUBS
OF PUERTO RICO

San Juan, Puerto Rico
July, 2022

To whom it may concern:

Boys & Girls Club Puerto Rico is a non-profit organization that seeks to provide safe and creative spaces where girls, boys, and young people can develop themselves and become leaders that reach their academic, personal, and professional goals. Between November 2021 and July 2022 we developed in conjunction with *London Consulting Group* the second phase of our strategic and operational transformation project called "CAMIEN". This time round the project focused on improving the operations within our 11 service centers and at the same time ensuring consistency across the entire organization.

We would like to thank *London Consulting Group* for their work implementing their process methodology, which was directed towards the service center directors and the operative team. These are a few of the activities that we carried out:

- 1. Designing processes for operating the clubs** – We implemented 12 processes that allowed the organization to standardize the operative activities carried out by all of the club's reporting lines. Furthermore, we optimized the supervisory activities by automating the activity registration process. This enabled our supervisors to focus their time on active supervision and managing the clubs.
- 2. Automating the indicators** – We implemented 7 indicator control panels for the different departments within the organization, such as Finance, Human Resources, Management, Operations, and Resource Development. These allowed us to reduce the time it takes to generate and update the indicators which created more time for analyzing the results and taking better informed decisions.
- 3. Designing inventory control processes** – We restructured the inventory control process and improved the level of communication between the procurement department and the asset control area within each service center. We eliminated 45% of the inventory that was wrongly classified.

Without a doubt this project has been excellent in transforming our organization's operations and ensuring that the changes are effective and long-lasting. We recommend *London Consulting Group* for their professionalism, commitment, and efficiency in carrying out efficiency and continuous improvement projects.

Sincerely,

Lcda. Olga I. Ramos Carrasquillo
President