



Santo Domingo, Dominican Republic October 28, 2022

To whom it may concern:

**Chocolates Cortés** is a family company with more than 90 years of history, with national and international presence, being leaders in the industrialization of cocoa, manufacture, and distribution of chocolate in the Caribbean Region, with more than 50 varieties of high-quality products, especially, semi-processed cocoa products. The company has two production plants located in the Dominican Republic with different collection centers nationwide and one production plant in Puerto Rico.

During the months of March through October 2022, with the objective of continuous improvement within the operational area, we developed together London Consulting Group the design and implementation phases for functional areas, Quality Control and Distribution for both factories in the Dominican Republic. During this period, we focused on shoulder-to-shoulder implementation of homologous and standardized processes, activities and best practices, establishing y placing in practice roles, responsibilities and key process indicators.

Among the key performed activities and results during this phase, we highlight the following:

- Design and implementation of **29 processes** within the Quality Control and Distribution departments.
- Design, development and implementation of an Information Technology System to centralize management data within the Quality Control department, comprehending: **6** data capture modules, **20** data capture submodules, **7** specification configuration modules, **71** graphic interface, management and data visualization screens through Microsoft PowerApps and **42** data tables in Microsoft Dataverse.
- Design, extraction, transformation and load of process data for operative, tactic and strategic Key Performance Indicators through Microsoft SQL Server and Microsoft Power BI.
- Conceptualization, development and implementation of performance management indicators for the distribution department: **2** strategic, **4** tactic and **4** operative.
- **2%** improvement in complete order fulfillment from July to September.
- **45.78%** devolution decrease in returned boxes from July to September.
- Conceptualization, development and implementation of performance management indicators for the Quality Control department: **2** strategic, **8** tactic and **52** operative.
- **300** training hours divided among work systems, work tools, performance indicators, and performance tracking meetings.
- Governance Model implementation consisting of **3** key performance tracking meetings and feedback.

This stage of the project was concluded successfully in the agreed time thanks to the dedication and professional work of the staff of Cortés Hermanos and London Consulting Group. With the methodology applied, we were able to add value to the company preparing ourselves for the continuous improvement of our operations.

Therefore, it is gratifying to recommend London Consulting Group as a professional and committed firm, which with its leadership contributes to cultural change and the achievement of objectives in a short span of time.

Kind regards,

Eduardo Cortes

**Vice President of Operations**