

Los Angeles, California, July 24th of 2018

To whom it may concern:

Cisco Brothers Co. is a high-quality furniture manufacturer and retailer, founded in 1990 at Los Angeles California. It is recognized by its customers for offering handcrafted products with unique designs, made with environmentally friendly and high duration materials. From January to May of 2018, we worked with London Consulting Group to develop a process improvement project to optimize customer service, finished product warehouses and material warehouses. During this project, our working systems were aligned with our objectives resulting in a re-design and implementation of processes that increased the competitiveness of our company.

The main results that we obtained due to the implementation of the working systems are:

Customer service:

- **51%** reduction on customer complaints due to quality problems
- **50%** reduction on processing time for customer orders
- **4.2 days** reduction on delivery time for production orders
- Design of a process order tracking tool
- Re-design of customer order requirements forms
- Restructure of the Customer Service department roles and functions

Warehouses

- **25%** reduction on old inventory of finished goods
- **15%** reduction on old inventory of fabrics and leathers
- **54%** reduction on old inventory of wood frames

Power BI

- Administrative time reduction by designing tools, reports and dashboards to better manage departments with information automatically gathered from our ERP.
- Communication and management between departments improvement by designing the proper tools, reports and shared dashboards.

At the end of the project the return on investment was **2.7 to 1** and we project a return of **5.9 to 1** after one year of project completion. We want to recognize the commitment and professionalism shown by London Consulting Group staff, as well as the effectiveness of the work jointly done with CISCO Brothers Co. staff, with whom it would have not been possible to achieve the objectives of the project.

Sincerely:



Marco Lucioni
Presidente