

Los Angeles, California, September 11th 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 May to September of 2018, we worked with London Consulting Group to develop a process improvement project to optimize production planning, stores replenishment and materials supply. 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:

#### **Production Planning**

- **6.1%** reduction on direct overhead
- **9.8%** increase in manufacturing productivity
- **13.4%** increase in upholstery productivity
- Production plan re-definition by subprocess and considering production capacity

#### **Materials Supply:**

- **26%** inventory reduction on wood and metal materials
- **37%** reduction in Wood frames accounts payable
- **13%** increase on on-time and in-full deliveries

#### **Stores replenishment:**

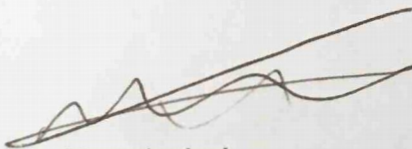
- Design of a tool to efficiently replenish finished product into retail stores
- **16%** potential sales increase identification on top seller items

#### **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 **1.7 to 1** and we project a return of **10.4 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  
President