



Santo Domingo, 28th January 2011

To whom it may concern:

By means of this letter we would like to share our experience during the project "Revolución Feltrex" (Feltrex Revolution), which was carried out in conjunction with the company London Consulting Group between August 2010 and January 2011.

During the project the team worked on the analysis, design and implementation of improvements in the areas of Sales, Promotion, Purchasing and Planning. The methodology used enabled internal processes to be optimized and our focus towards result to be strengthened.

From the project results achieved, I would like to highlight the following:

Planning and Purchasing

- Reduction in the In-Process Inventory of **98%** relative to the base period.
- Increase in achievement of production plan targets of **25%**.
- Reduction in Lost Sales of **38%**.
- Optimization of Finished product inventory. Inventory within parameters rose by **19%**.

Sales

- Increase in sales of **14%** compared to the previous year (September to December 2010) due to implementation of cross selling strategies (Clients A - Products A)
- Increase of **13%** in the effectiveness of visits.
- Reduction in returns from 1.92% to **1.41%**.

We now have a structure of management indicators that enables us to visualize the business in a comprehensive manner, helping us to pursue our corporate objectives.

To date we have recovered our investment and we estimate a projected annual return of **3.7 to 1**.

The Management Skills seminars for supervisors and managers were an integral part of the project that enabled us to promote teamwork and an atmosphere of motivation.

The experience of carrying out this project with LCG has been satisfactory; the company's working methodology and professionalism of its employees represent the best tool of change for Laboratorios FELTREX S.A.

Best regards,

Cesilia Jiménez
Executive VP

Roberto Pastoriza 654
Evaristo Morales, Apartado
Postal 353-2 La Feria,
Santo Domingo,
República Dominicana
Tel.: 809-567-1510
1-200-1510 (sin cargos)
Fax: 809-565-7161
E-mail: feltrexsa@codotel.net.do
www.laboratoriosfeltrex.com.do

RNC: 1-41-69037-3
Capital Social Autorizado: RD\$ 30,000,000.00
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Enric L. Ekman 12,
Cerro de Guatibo,
Santiago, República Dominicana
Tel.: 809-582-7378
1-200-1510 (sin cargos)
Fax: 809-582-8880
E-mail: feltrexsa@codotel.net.do



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