



San Juan, Puerto Rico. 7th of February 2018

To who it may concern,

Flexitank, Inc. is a model company with a lot of experience in logistics, and liquid transportation services. We currently operate in Puerto Rico, USA, Colombia, Mexico, other Latin American countries, and around the world, where each year we carry out between 6,000 and 7,000 equipment transactions for our clients, who are our business' main priority.

In order to improve the Equipment Control's departmental management level, we teamed up with London Consulting Group between July 2017 and January 2018 to carry out the "ECO- Equipment Control Organization" project with the objective of optimizing the processes in the Equipment Control department.

During this period, we achieved the following results:

- 25% reduction in cycle days for the Equipment Control's domestic transactions.
- 33% reduction in cycle days for the Equipment Control's international transactions.
- Implementing Control Panels and Operational reports which promoted a management style focused on results, active supervision, and performing better on service-orientated tasks.
- Implementing operative tools in the department's key processes which focused on improving the performance, the decision-making process, and problem prevention.
- Implementing a management model with periodic feedback meeting between the different levels of the organization (operational, supervisory, and management).

These results, along with the training conducted in the Managerial Abilities Development program, changed the personnel's work culture which has guaranteed the continuity of the work systems that have been implemented.

London Consulting Group has met the expectations that were established at the beginning of the project, surpassing our expectations. Their achievements generated a financial return on investment (ROI) of **.85:1** with a ROI of **5.9:1** forecasted to a year after the project's completion.

Due to this, we would like to highly recommend **London Consulting Group** as a committed and professional firm, which has an excellent work methodology that enables them to carry out projects which positively impact businesses.

Sincerely,

A handwritten signature in blue ink, appearing to be "Johnny Fernández", written over a circular stamp or watermark.

Sr. Johnny Fernández
Gerente General

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We would like to acknowledge **London Consulting Group's Human Development** department for their excellent work as leaders of the **Change Management and Managerial Development** aspects of our Process Improvement Project (Proyecto ECO) which had an impact on all of the project's participating personnel. These aspects of the project were carried out at our Equipment Control department between **July 2017 and January 2018**. The objective of the program was to establish conditions which enabled our participating personnel to excel in terms of **Methodology, Mind-set, and Attitude**.

Some of the initiatives that were undertaken were:

- **The Project's Communications Program and Change Management:** With this initiative, we were able to constantly maintain the company's personnel informed, and at the same time, we were able to promote values and behaviors which enabled us to develop the project successfully.
- **Managerial Abilities Seminar:** This seminar was composed of 6 dynamic and interactive workshops which were designed in a specific manner in order to address the development necessities of 6 participating members of the project, in relation to the implemented methodology. In the same way, we included follow up and coaching sessions which helped the personnel to master the concepts and apply them to their work.
- **Redesigning the Organizational Structure:** The redesigning process was based on the results generated by the Competency Profile Tests which allowed us to determine the level of suitability our personnel have to their corresponding position's requirements. This was undertaken for all the positions within the Equipment Control department.
- **Operational Workshops:** As part of the project's comprehensive impact, we developed 5 operational workshops for 8 participants. These workshops vastly improved the level of integration between departments and promoted the involvement of other departments in the project.

Without a doubt, this program has been very important to our organization. The increased level of aperture towards change, and the new set of skills that were acquired, have enabled our personnel to develop their leadership skills. We highly recommend **London Consulting Group's Human Development department** due to their professionalism, commitment and effectiveness in developing a program of this nature.



Johnny Fernández
VP & General Manager
Flexitank Inc.