



1353 Luis Vigoreaux Ave., PMB - 354
Guaynabo, P.R. 00966 - 2715

December 12, 2023.

To whom it may concern,

FREIJE SUPPLY is a Puerto Rican company founded in 2014 with over 100 years of experience in the industry. It specializes in wholesale distribution of electrical, plumbing, and household miscellaneous items, serving hardware stores and contractors in Puerto Rico and the Caribbean.

London Consulting Group advised us on process optimization projects from November 2022 to December 2023, demonstrating deep knowledge of the Puerto Rican market and our organizational needs.

From June to December 2023, we undertook the second project, "FWRD," in the operations area:

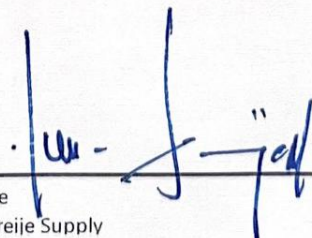
- 75% reduction in open sales orders without delivery.
- 42% reduction in order delivery times to customers.
- 31% increase in inventory accuracy.
- 26% increase in sales order delivery fill rate.
- 22% increase in inventory quality.

Other qualitative benefits include:

- 100% compliance in implementing the Active Supervision and Floor Control System.
- Implementation of 14 mobile tools for warehouse management using Microsoft's Power Apps and Power Platform.
- Development of Business Intelligence with seven dashboards for tracking and analyzing information on the Microsoft Power BI platform.
- Implementation of the performance governance model through tracking and feedback forums at all levels of the organization.
- Implementation of warehouse management best practices with 5S methodology and inventory cycle counts.
- Redesign warehouse layout optimizing workers routes and pickers productivity.

The project concluded successfully within the agreed-upon timeframe, generating a return on investment of 0.77 to 1 by November 2023, with a projected 12-month ROI of 1.5 to 1. Furthermore, personalized strategies were developed with our staff to increase the adoption and use of the new tools, proving instrumental in achieving these results.

Therefore, we are pleased to recommend London Consulting Group as a professional and committed firm with cutting-edge methodology to bring the transformation process to fruition.

X 
Manuel Freije
Presidente Freije Supply

Carr. 190, Km 3.0 Barrio Sabana Abajo, Carolina, P.R. 00983
Tel. 787.768.8068 • Fax. 787.768.8834
e-mail: ventas@freijesupply.com • www.freijesupply.com