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Guaynabo, P.R. 00966 - 2715

San Juan, Puerto Rico  
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Freije Supply is a Puerto Rican company founded in 2014, with more than 100 years of experience in the industry, providing a variety of high-quality electrical, plumbing, and miscellaneous products, serving hardware stores and contractors in Puerto Rico and the Caribbean.

From November 2022 to July 2023, Freije Supply, alongside London Consulting Group, strategically developed and executed the "FWRD" Project, targeting core business operations such as Organizational Structure, Purchasing, and Sales. By emphasizing process streamlining, workload optimization, and automation, the FWRD Project enhanced efficiency and productivity, achieving exceptional results for Freije Supply's growing landscape.

As part of the key initiatives, the main achievements were:

- Design and implementation of a new organizational structure.
- 18% increase in the sales orders fill rate.
- 100% increase in suppliers' service level.
- 38% reduction of out-of-stock inventory.
- Over US\$135,000 of potential savings from negotiations with current suppliers.
- 39% reduction in average lost sales.

Leveraging innovative digital solutions, such as mobile applications and Power BI's KPI dashboards, we can now access online information and make data-driven decisions, gearing our company towards this new technology age.

LCG's Change Management division played a pivotal role in supporting the organizational transformation, by cultivating synergies among departments, constructing a sponsorship coalition, and strategically deploying centralized mobilization plans to counteract resistance and mitigate obstacles.

Upon completion, we successfully attained a ROI of 1 to 1, with a 4 to 1 ROI projected for the year to come.

We would like to recognize the commitment and professionalism shown by the staff of London Consulting Group. Their methodology secured the involvement and commitment of all levels in the organization and a sustainable impact in the long term. Therefore, together with the London Consulting Group we are going to start a second project in the area of operations.

Sincerely,

Manuel Freije  
President

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