

**CHEVROLET**  
  
**SIEMPRE CONTIGO**

Chevrolet Aguinaco y Compañía, S.A. de C.V.  
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Mexico, D.F., June 2011

To whom it may concern:

We hereby would like to express our gratitude and complete satisfaction with the work performed at AGUINACO by London Consulting Group during the project "Acelerando el Cambio".

During a 24-week period, a comprehensive reengineering of the Service area of our company was performed including: Strategy, Processes, Structure, Measuring, Remuneration and Profiles.

Among the main results obtained from the project were:

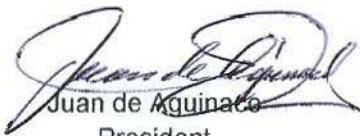
- A 12% increase of income due to the implementation of the Appointment Reminder Model
- A 67% reduction in the automobile inventory in the garage
- A 77% reduction in the automobile inventory age
- A 36% increase in technician's productivity
- A 58% reduction in the TPU – Unit Period of Stay
- An 11% reduction in payroll and an improvement of up to 21% of the payroll/gross income ratio
- A 10% increase of the CSI – Client Satisfaction Index
- A 40% increase in operating income.

It is worth mentioning that London Consulting Group's job was not only limited to giving recommendations for improvements, but to work along with our personnel shoulder-to-shoulder to design and implement the changes within the organization.

Given the results obtained we have decided to hire London Consulting Group to start a project for improvement in the Sales, Spare Parts and Management areas of our company.

Based on the above, it is our pleasure to fully recommend the firm as a group of professionals who are ideal for these types of projects focused on improving other company's competitiveness.

Sincerely,

  
Juan de Aguinaco  
President

  
Juan Carlos de Aguinaco  
General Director