

New York, USA
July 2018

To whom it may concern,

INTERNATIONAL PLANNED PARENTHOOD FEDERATION/WESTERN HEMISPHERE REGION (IPPF/WHR) is an international non-profit organization which works with 50 partner organizations in 40 countries across the Americas and the Caribbean to ensure sexual and reproductive rights for all, including universal access to high-quality sexual and reproductive health services and comprehensive sexual education.

During the months of November to June 2018, IPPF/WHR worked with the international consulting firm **LONDON CONSULTING GROUP** in a reengineering project focused on implementing a Shared Service Center in order to increase the efficiency of the most recurrent operations throughout the different departments.

The most relevant improvements are listed below:

- Definition of the model and its complete integration with the organization's Intranet ensuring its continuous improvement and sustainability
- Standardization of the communication process of the information and task allocation based on workload monitoring and centralization of requests
- Service Level Agreements definition and the monitoring tools to ensure the transfer of funds to Member Associations and Collaborative Partners within the established time

Moreover, the organization's macrostructure was re-defined for greater alignment with the Federation's strategic framework and to enhance execution of key processes:

- The Deputy Regional Director, Rights and Justice position was created which centralizes the areas that add value to the organization to strengthen the Restricted Project Management
- The Deputy Regional Director, Organization Effectiveness and Membership position was created with the objective of centralizing support processes and consolidate and internal customer-oriented culture

Given the results of the project and the quality of the deliverables, the **INTERNATIONAL PLANNED PARENTHOOD FEDERATION/WESTERN HEMISPHERE REGION** is pleased to express complete satisfaction of the work accomplished and we recommend **LONDON CONSULTING GROUP** for the development of institutional strengthening projects.

Sincerely,



Giselle Carino
Regional Director & CEO

From choice, a world of possibilities

CEO & Regional Director Giselle Carino

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Vice-President Darío Rosario Adames

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