



¡HACEMOS FAMILIAS FELICES!

Barranquilla, Colombia. November 2015.

To whom it may concern:

Jamar is a company with more than 60 years in the market making happy families, furnishing their homes with quality and comfort. It has the third largest South America Logistic Center, and the largest in Colombia, dedicated to the furniture sector that place the company as the leader in the country market. Today, Jamar has 15 stores in Colombia and 5 in Panama and a headcount of more than 1,000 workers.

During the months of April to November of this year, we started a project with **London Consulting Group**, focused to deliver higher quality products and a better after sales service to our customers, this was done in 3 cities of Colombia (Barranquilla, Bucaramanga and Cartagena) and in Panama City, Panama.

During the 31 weeks of project we implemented the methodology of London, achieving the following results:

Colombia Quality:

- A decrease of 35% in customers claims (0-30 days).
- A decrease of 8% in products with quarantine/observation status
- A decrease of 8% in supplier quality metrics

Colombia After Sales:

- An increase of 69% in guarantee visits productivity
- An increase of 5% in home service repair
- An increase of 13% the service center repair
- A decrease of 33% in product changes
- A decrease of 13% in product returns
- A decrease of 8% in reservice home repair
- A decrease of 8% in reservice service center repair
- A decrease of 7% in the guarantee service cost
- A decrease of 56% in the damaged product inventory (CENDIS)
- A decrease of 38% in the damaged product inventory of service center
- A decrease of 102% in the economic loss because of product changes and returns
- A decrease of 66% in the economic loss because of product remove and auction
- A decrease of 9% in the headcount value of after sales department

Panama Quality:

- A decrease of 30% in customers claims (0-30 days)
- A decrease of 17% in products with quarantine/observation status
- A decrease of 19% in supplier quality metrics

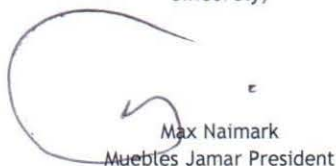
Panama After Sales:

- An increase of 40% in guarantee visits productivity
- An increase of 10% in home service repair
- An increase of 37% the service center repair
- A decrease of 19% in product changes
- A decrease of 30% in product returns
- A decrease of 44% in reservice home repair
- A decrease of 51% in reservice service center repair
- A decrease of 7% in the guarantee service cost
- A decrease of 71% in the damaged product inventory (CENDIS)
- A decrease of 93% in the economic loss because of product changes and returns
- A decrease of 38% in the economic loss because of product remove and auction
- A decrease of 31% in the headcount value of after sales department

The project's economic benefits have surpassed our expectations achieving a ROI of 1.5 to 1 by the end of the project and an annual ROI of 7.0 to 1 after one year. It is worth noting London Consulting Group's methodology as one of the key factors for the project's success, in which their change management stands out, as well as their shoulder-to-shoulder implementation and the involvement of all levels within the organization to generate a cultural change within our personnel.

We hereby would like to highly recommend London Consulting Group as a professional company that focuses on results, which is why we continue developing other improvement initiatives within the organization.

Sincerely,



Max Naimark
Muebles Jamar President



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During the months of October and November of this year, we started a **Management Skills Program** with **London Consulting Group**, focus in improve and develop skills in Jamar leaders.

During the 6 weeks of program we achieved the following results:

- Improve of **18%** the Management Skill Evaluation of the assistant group
- An increase of **14%** in the adaptability to change
- An increase of **15%** in focus on results
- An increase of **18%** in using process methodologies
- An increase of **12%** in employee management
- An increase of **26%** in team work skill
- An increase of **140%** the number of assistants that increase their level to "team builder" (expected leader level)
- President and Vice Presidents, took individual coaching sessions, which allow to generate individual plans and feedback ways to improve their team workers.
- We realized a Project Fair, in which assistants presented 11 proposes of intern improves, like meetings efficiency, better customer service, improve intern processes, among others.

It is worth noting London Consulting Group's dynamic and easy apply methodology as one of the key factors for the program success, in which stands out their professional sessions, the **involvement of all levels within the organization to generate a cultural change** and the positive impact of the assistant to promote positive changes.

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Sincerely,

Max Naimark
Muebles Jamar President