



Puerto Rico, December 2021

To whom it may concern:

**Laboratorio Clínico Toledo** is a recognized clinical laboratory in Puerto Rico with presence throughout the island. We have the commitment to be at the vanguard with highly qualified resources to offer an exceptional service, providing tools so that the patient can obtain a better diagnosis and treatment through the use of the most advanced technological resources in the industry.

With the objective of improving our services, together with the firm **London Consulting Group**, we carried out the **Project "Futura"** throughout June and December of 2021.

The implemented strategies have generated improvements and internal efficiencies, from which we would like to highlight the following results:

- Increase in sales by improving **10%** of our portfolio's penetration
- Increase in **2.8%** of gross margin
- Increase in **83%** of the productivity in the sales force visits to customers
- Increase in **26%** of productivity (work volume / man-hour) in administrative areas:  
Billing, Data Entry y Customer Service
- Increase in **36%** in inventory within policies
- Increase in **63%** in inventory reliability
- Increase in **37%** in the supplier's OTIF key performance indicator
- Reduction in **91%** of errors received in patients' information
- Reduction in **44%** of errors from samples received from our clients
- Reduction in **51%** of claim denials within medical insurance billing

Additionally, the project has incorporated new methodologies and technologies which we have effectively adopted within our organizational culture that will help us maintain a continuous improvement process.

We can affirm with satisfaction that our objectives have been completely fulfilled and have surpassed our expectations, accomplishing a return of investment of **1.1 to 1** at the end of the project and a **4.3 to 1** projected 12 months after its completion.

Due to all the previously mentioned, we highly recommend **London Consulting Group** as a committed and professional company with an excellent work methodology. Thanks to the results of this project, we are evaluating for them to accompany us in new improvement projects within our organization.

Sincerely,

**Lcda. Ilia Toledo García**  
President

**Lcda. Ilia M. Morales Toledo**  
Executive Director