



LA MONARCA
BAKERY & CAFE

Gardena, CA
June 18th, 2021

To whom it may concern,

Founded in 2006, La Monarca was born with the aim of bringing the sweet flavor of Mexico to the U.S. With 12 owned retail stores and a manufacturing plant, La Monarca Bakery operates in the L.A. area. Our offer includes fresh pan dulce, specialty cakes, organic coffee, savory, and signature products such as tortillas, cookies, chocolate, champurrado, and jams, among others. La Monarca focuses on traditional, all natural, Hispanic products that have positioned the brand effectively in the regional market.

To achieve our long-term growth plans, which include new sales channels, La Monarca took the strategic decision to pursue the SQF Certification. In 2021, La Monarca hired London Consulting Group to create a partnership for the implementation of the Food Safety Systems that will take us to that level. With their methodology they were able to get our staff and leaders on board since the beginning. They led a project that involved multi-department leaders and created tailor-made processes and procedures for our business. The steps of the process were truly clear as well as the deliverables, starting with an initial assessment, gathering of information through records and interviews, the documentation of the new best practices, the training of the staff, and the side-by-side implementation on the floor until the employees owned the new systems.

The London Consulting Group team assigned to our project were always professional, highly qualified, and they offered a great balance of practical and technical solution, as well as English and Spanish communication.

Working with London Consulting Group was an enriching experience that helped La Monarca gain a competitive advantage, and the skills we learned will allow us to continuously improve our systems and satisfy our customer needs. We recommend any food processor to use the services of London Consulting Group for their Food Safety and Process Improvement projects.

Sincerely,

Ricardo Cervantes
CEO

Alfredo Livas
CFO