



R.N.C. 1-01-00566-1

LA ANTILLANA COMERCIAL, S.A.

EQUIPOS TRANSPORTE, CONSTRUCCION, AGRICOLAS, INDUSTRIAL Y MINERIA



Santo Domingo, Dominican Republic, December 10, 2012



JOHN DEERE

To whom it may concern,



LA ANTILLANA COMERCIAL, S.A. is a company that imports and distributes equipment and machinery, sells spare parts and services, and sells and rents power generation plants. The company represents several brands: International, John Deere (Construction), Valtra, Daedong, Cummings, among others.



We would hereby like to express our high satisfaction with the company London Consulting Group for the services rendered during the project called "PASOS" which was carried out between July and December of 2012.



During the project the Commercial, Spare Parts, Inventories, Portfolio Recovery, Services and Managerial, Commercial and Supervisory Skill Development areas and their respective improvement initiatives for the organization were addressed. The project achieved the following improvements:



- A 15% increase in commercial activity volume, through the standardization of the customer service and support concepts through a commercial skills seminar.
- The implementation of a commercial system based on a proactive follow-up of the relationship with our clients through an activity management tool.
- A 17% improvement of the portfolio recovery. Redefinition of the policies and processes established for the issuance of credit and exception approval levels. The design of a portfolio management tool focusing on recovery per amounts and higher maturity.
- Reduction in lost sales due to better purchase planning and timely recording of purchases. Development of an equipment, plant and spare parts quote model based on list prices and requesting unlisted prices from the plant. Adaptation of the tool for spare parts inventory replacement orders.
- Design and implementation of the model for the creation of income and expense budgets, establishing the parameters and revision and approval process.
- 84% of unit inventory reliability and 95% inventory placement. Redesign of the inventory management models from reception to dispatch to clients. Design of a



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tool for cyclic inventories at the spare parts warehouse, while implementing its use and application of the established model.

- Decrease time of the service orders to be invoiced. Implementation of an active supervision model for services provided in service shops, supported by an operative skills development seminar with 6 operative modules.
- 80% efficiency when contacting clients achieving a 20% efficiency in closing new agreements during the implementation of a client recovery plan for power plant maintenance.
- Development of the personnel's 54% supervision skills levels through the development of a Management Skills seminar composed of 5 modules where 480 man-hours of training were provided.
- Implementation of a management system based on commercial, operation and financial indicators.
- Adequacy the organization structure, through the redesign of the organizational architecture, structure and job profiles throughout the company.

The project concluded within the agreed timeframe covering 100% of the committed approach. During the project we achieved a return on investment of 1.09:1 and we have an annual projection of 5.35.

Based on the aforementioned, I hereby highly recommend London Consulting Group as a consulting company that is able to carry out improvement projects that positively impact the entire organization and that commits to deliver an attractive return on investment for any organization.

Ing. Francisco A. Rodríguez Guzmán
President
La Antillana Comercial, S. A.

