



November 2, 2018, Baldwin Park, CA.

To whom it may concern,

Distinct Indulgence is a craft bakery that serves customers mainly in California, however it has recently expanded its presence to other regions in the US. We take pride in our unique and innovative recipes, hand craft products and fresh product deliveries.

My family's business, culinary background and food industry knowledge has influenced our quality and innovation culture that distinguishes Distinct Indulgence from others.

For the last 5 years I have focused in the company's growth and expansion and have worked with London Consulting Group ever since on several initiatives:

Food Safety Project Dec-2012 to Apr-2013

- Development, training and implementation of **SQF System**, achieving certification and resulting in the development of **food safety culture** with employees that had been working in the company for many years.

Operations Improvement Project Jun-2013 to Nov-2013

- **Assessment** on Production Process for new product's introduction requirements.
- Development and implementation of **production plan, production schedule, employee's schedule, and production control** through KPIs and supervision routines.

Food Safety Program adaptation to New Facility Jun to Sept 2017

- Upgrade, training and implementation on **new SQF System Edition**
- Food safety system revision to comply with **new facility**

Business growth through new product's introduction Jul to Sept 2018

- **Assessment** on Production Process for new product's introduction requirements.
- Development and implementation of **production plan, production schedule, employee's schedule, and production control** through KPIs and supervision routines.

All these projects have supported our main goal of company growth and expansion. London Consulting Group's staff is knowledgeable, professional and provide an effective methodology for different types of projects. I strongly recommend London Consulting Group's services to companies looking to grow and be more efficient.

Yours truly,

Robert W. Gray
President