



# HELAPAN INC.

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San Juan, Puerto Rico 6<sup>th</sup> of July 2018

**To whom it may concern:**

**Helapan Inc.** is a company which is dedicated to the distribution of Bakery and Confectionery goods. Helapan Inc. was founded over 30 years ago and has established a central distribution center for the whole Island with which it supplies to over 500 clients, from Bakeries to Manufacturers, and Supermarkets.

During the period from March 2018 to July 2018, London Consulting Group (LCG) designed and developed the Managerial and Commercial Skills Development Program.

The objective of this program was to improve the managerial and commercial skills of key personnel of the organization, to develop a culture of openness to change and focus on results.

Some of the initiatives that were carried out were:

- **Management and Commercial Skills Seminar:** This seminar was composed of 6 dynamic and interactive workshops which were designed in a specific manner in order to address the development needs of the participating personnel (25 members) in terms of their implementation of the methodology during the project.
- **Follow up Program:** This initiative ensured that the key personnel implemented the change management aspects of the project, through individual shoulder-to-shoulder implementation and coaching sessions. This helped the personnel incorporate the concepts they learned into their daily tasks and to develop skills which allowed them to achieve their objectives.

This program was very important to our organization. The higher level of openness towards change, along with the new skills that were acquired, have allowed our personnel to really develop their leadership skills.

We continue to utilize LCG's services to mitigate against the new market challenges, focusing on achieving efficient solutions whilst allowing for the creation of a solid and sustainable operative methodology.

We highly recommend **London Consulting Group's Human Development** department due to their professionalism, commitment, and efficiency in developing programs of this nature.

**Luis Alfredo Cáceres**  
President