

To whom it may concern:

Profamilia is a non-governmental organization which has pioneered sexual health and reproductive health services in the Dominican Republic. It was founded in 1966 and counts with over 50 years of trajectory experience. Currently we have seven clinics nationally and over 500 collaborators. It has become an institution which offers comprehensive health services by offering a broad range of services, consultations, and specialized processes.

In accordance with the Strategic Plan and the Profamilia 2016-2022 objectives, and taking in consideration the challenges which are presented by the current environment, between February and August 2017 Profamilia, together with London Consulting Group's Corporate Social Responsibility contribution, we developed the "OPTIPRO" project. The project focused on improving Profamilia's Purchasing and Supplying efficiency, Performance Evaluations and Indicators, Organizational Structure, and developing the personnel's Management Capabilities in order to strengthen the level of management within our company.

The manner in which changes were managed, the training process, the dedication displayed by the team members, the applied methodology and the manner it evolved through the different phases of the project, helped ensure the attainment of both qualitative and quantitative results in our business. The key results that we attained were:

- 7% reduction in annual payroll costs due to the design and implementation of the new Organizational Structure.
- 12% increase and optimization of the Central Office's span of control.
- 47% increase in Inventory Reliability.
- 300% increase in cyclical counts carried out at the clinic's supply warehouse.
- 17% costs reduction due to better management of products which are not utilized or have low usage throughout all the clinics.
- 6% reduction in out-of-stock items in all the clinics.
- 60% reduction in costs which stem from products that have surpassed their expiry date throughout all the clinics.
- 80% reduction in incomplete purchasing orders by implementing follow up and management processes.
- 100% increase in the amount of evaluated suppliers.

Other benefits and impacts of the Project:

- Implementing a negotiation model with suppliers and defining the sales agreements which impacted the level of service. Over 15 Sales and Level of Service agreements were reached and signed by the suppliers, which encompassed over 200 products which are now guaranteed by the Level of Service Agreement.
- Centralizing the purchasing processes for the institution and their 7 clinics. Designing and implementing the model and the inventory replacement tools in order to guarantee the supply and the balance in all the warehouses involved.
- Designing and implementing a Strategic and Tactical Committee for the whole institution, which promoted a culture which bases its decisions on indicators.
- Implementing a Management Model in the impact areas which focused on following up and actively managing those areas by basing decisions on the management indicators.
- Over 20 hours of Workshops in order to develop the personnel's management abilities. 24 strategic collaborators were impacted and over 60 individual coaching sessions were carried out in order to align the selected personnel to the requirements presented by their positions.
- 360 hours of training focused on understanding and managing the new processes, roles, tools, reports and indicators.
- Updating and defining the job descriptions which were impacted by the new organizational structure, a total of 46.
- Designing the Performance Evaluations in a manner that encompassed the organization's values, the personnel's competencies and the result-orientated indicators. This allows us to link the evaluation's results with a salary or performance incentives.
- Analyzing, designing, and setting up the in-house Web Application that was developed in order to auto evaluate, validate, and follow-up the employee-supervisor performance.
- Defining the management's key success factors according to the new organizational structure. Updating and centralizing the institution's indicators administration and defining the management policies regarding the indicators.
- Analyzing, designing and implementing the Microsoft Power Business Intelligence platform in order to follow up and monitor the institution's performance as a whole.
- Analyzing, defining, modelling, generating visualizations, training and implementing 20 prioritized indicators for the Health Services Directors, Institutional Managing Director, Administrative and Finance Management, Marketing Management, and the Biomedical Investigations Management for 20 users which operate Microsoft's "Power BI" software.

The project was successfully concluded within the established time frame, and it generated a return on investment at the end of July of **0.6 to 1**, with a forecasted return on investment of **2.7 to 1** after 12 months. This is due to the professional work undertaken by both the Profamilia and the London Consulting Group personnel.

Due to this, we recommend **London Consulting Group** as a professional and committed firm which contributes towards generating a cultural change through their implementation of practical solutions, their leaderships and the commitment they displayed towards attaining tangible results in a short period of time.

Sincerely,


Magaly Caram
Executive Director

To whom it may concern:

PROFAMILIA, a non-governmental organization, was founded in 1996. Our purpose is to provide health services, especially sexual and reproductive health services to women, youth, and men within a comprehensive and high quality framework.

We would like to praise **London Consulting Group's Human Development Department** for their excellent work. They were responsible for the **Human Development Program** which encompassed our members within our Continuous Improvement Project called "**OPTPRO**".

This program managed to strengthen our personnel's abilities, especially in terms of their **Methodology, Mentality and Leadership** abilities. Some of the most important activities that were developed during the program were:

■ **Communications Program:**

This program managed to maintain the members of the project, along with the rest of the organization, constantly informed on the progress, the initiatives and the results of the project. Through the "Team Contract" they also promoted values, behaviors and attitudes which helped ensure the success of the project.

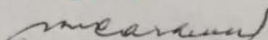
■ **Strategic Coaching for the Managerial Personnel:**

In these one-to-one reunions, the participants received support, guidance and feedback on their personal strengths and opportunities in order to improve their performance within their position. These sessions were also carried out with key project personnel, which generated 23 action plans.

■ **Managerial Abilities Seminar:**

This seminar, composed of 5 very dynamic workshops, provided us with the necessary techniques and tools to carry out our tasks in a more effective manner. 24 of our leaders, from Directors to Department Coordinators, participated in these workshops which assisted them by creating a more strategical and methodological management culture, allowing us to provide a better level of service to our clients.

Without a doubt, this program was very important to our organization as it increased the willingness to accept changes and it taught us new abilities, both which were key factors in the leadership development of our personnel. Due to this, we highly recommend **London Consulting Group's Human Resources Department** because of their professionalism, their commitment and the effective manner in which they executed such a program.

 **profamilia**

Magaly Caram,
Executive Director