

St. George's, Grenada

Aug 2017

**To whom it may concern:**

**REAL VALUE IGA SUPERMARKET** is a self service commercial company with over 15 years of operation, leader in the Grenadian retail market offering a wide variety of food, grocery, drinks, liquors, personal and household products among others.

Between October 2016 and August 2017, we developed along with **LONDON CONSULTING GROUP** an improvement Project called "NEW VISION" executed in the departments of Purchasing, Warehouse, Storeroom and Store Operations.

Some of the quantitative benefits obtained during the Project are:

- 56% reduction in lost sales caused by out of stock
- 31% reduction in the Damaged and Expired products
- 29% increase in sales of slow moving - high gross margin products

Additionally, new tools were developed that had an impact on the Planning and Execution of several work systems, such as:

- Purchasing applications for all the departments that define the formal inventory policies and evaluate inventory coverage days for each item.
- Out of Stock management system and cross check procedures.
- Warehouse to Store Supply Tool that improves Service Level and product availability in the store.
- Live Replenishment tool from Storeroom to Shelf improving cycle times and reduction of Shelf Out of Stock.
- KPI indicators and Dashboards along with the Governance Model for an adequate evaluation and feedback of all the work systems.

As a result of the mentioned initiatives, we have quantified a projected annualized Return On Investment ROI of **2.8 to 1**. Real Value Supermarket is pleased to recommend London Consulting Group as a Company with a highly effective methodology to develop this kind of improvement projects.

Sincerely,



Hassan Hadeed

Managing Director