



Caguas Puerto Rico, March 2019

To whom it may concern:

**SUPER TRUCK PARTS** is a company which has over 50 years of experience selling parts and spare parts for trucks and heavy equipment. In this time, we have grown to 8 branches located on the Island's most geographically relevant points in order to opportunely attend our client's needs.

**SUPER TRUCK PARTS** continuously strives towards improving the company's customer service by building a more efficient organization. Due to this, between November 2018 and April 2019, we developed the TRASCENDER project, in conjunction with London Consulting Group, in order to improve the company's diesel truck service shops.

The methodology which London Consulting Group taught us, and the dedication displayed by the **SUPER TRUCK PARTS'** personnel, were key to achieving our objectives. Our personnel and the London Consulting Group's team worked together to redesign and implement a new work system, including a continuous improvement process. Thanks to this initiative, we have transformed the company's work culture towards measuring the achievement of established objectives and following up the processes, through efficient and organized work systems.

The project focused on improving the efficiency of the customer service model within the service facilities, and by the end of the project we achieved a ROI of **0.30 to 1**. We forecast the project will achieve a ROI of **1.6 to 1** by April 2020.

We would like to mention some of the main qualitative and quantitative results we achieved:

- **57%** increase in the amount of billable hours for works within the workshop.
- **51%** reduction in the average service time for trucks in the workshops.
- 3 truck attention bays were added in the Bayamón Workshop, increasing the installed utilization capacity by **23%**.
- A truck receiving model was implemented in the workshops in order to increase the shops total goods sold per invoice, and improve customer satisfaction.
- A prospecting model was implemented, allowing us to attract new clients to the service facilities.
- A follow up model was implemented, allowing us to maintain the customer's loyalty by monitoring his/her scheduled preventive maintenance dates.
- A feedback methodology was implemented using digital satisfaction surveys which allow us to know our workshop customer's opinions and to identify unsatisfactory areas in our service.
- An incentive model was implemented in order to motivate the technicians, and to improve their performance within the shops.

It is important to highlight the effectiveness of London CG's analysis methodology, their solution development and implementation process, and their shoulder-shoulder implementation process, which allowed them to quickly understand the nature of the business operations and ensured that we achieved sustainable results.

We highly recommend London Consulting Group as a professional and committed consulting firm, which contributes towards the attainment of tangible results in a short amount of time, and which facilitates a change in the organization's work culture in order to sustain those results.



Jorge Mederos.  
Presidente



Santo Domingo, Dominican Republic 17<sup>th</sup> of October 2018

**To whom it may concern:**

**Super Industrial** began in 1975 to offer solutions orientated towards the reconstruction of clutches and brakes for trucks in the national market, and has now won over the confidence of the Dominican market. With the objective of better satisfying the market's needs, **La Casa del Camionero** was born in 1985 and it has become the country's leader in spare part sales for equipment and heavy trucks.

Thanks to the support and confidence placed by their clients, Super Industrial and La Casa del Camionero, continue to adapt to the market's needs. Currently, in conjunction with their **61** partners, they have become one of the most trusted companies in the Dominican Republic.

In August 2018, we began the "Movimiento" improvement project in conjunction with London Consulting Group. The objective of the project was to develop initiatives which focused on strategically increasing sales, and controlling and managing the inventory, through the implementation of a methodology which optimizes processes and seeks to improve continuously.

Through this letter we would like to acknowledge **London Consulting Group's Human Development** department for their excellent work as leaders of the **Human Development Program** which was directed towards the personnel within the scope of the "**Movimiento**" Continuous Improvement Project. We would like to highlight some of the activities which were undertaken:

▼ **Communication's Program:**

This program, which was directed towards the whole organization, generated a level of involvement from the personnel and constantly provided relevant information on the objectives, initiatives and results of the project through printed and digital newsletters. Furthermore, through the "**Team Contract**" we were able to promote values, behaviors, and attitudes which were critical aspects in achieving the project's success.

▼ **Managerial Skills Seminar**

5 workshops were developed which significantly improved our personnel's knowledge and skills. This program impacted **12 key participants** in both the Santo Domingo and the Santiago de Los Caballeros' offices. Furthermore, 3 sessions were given to the sales force in which they were taught new work systems which allows them to adopt new management and sales tools.

▼ **Strategic Coaching and defining action plans:**

In these one-on-one sessions, concerns and necessities, as well as strengths and opportunities, were identified and individual improvement action plans were devised accordingly.

Without a doubt, this program has been very important to our organization. The increased level of openness towards change, along with the new set of skills that were acquired, greatly improved our personnel's leadership skills. Due to this, we highly recommend **London Consulting Group's Human Development** department for their professionalism, commitment and effectiveness in developing a program of this nature.

Sra. Ana Mederos  
President  
Super Industrial SRL

Carolina Mederos  
General Manager  
Super Industrial SRL