

To whom it may concern:

Termo Envases it's a Dominican company founded in 1992, leader company in disposable products with international growth, integrating our business to economic development. Our disposable products portfolio is categorized in Trays, Plates & Cutlery, Containers & Lids, Plastic Bags, Hygienic Paper & Napkins, PVC Film, Straws and Cups.

In our constant search to offer our customers excellent service and quality products, in the period from February to July 2014 we developed an operational improvement Project headed by the firm London Consulting Group. We worked in conjunction with London to develop improvements processes within the following critical areas of the Company: Commercial, Production Planning, Production, Maintenance, Quality, Warehouse and Distribution.

Based on average performance from April to July 2014, the commercial area achievements are as follow:

- **10%** increase in sales volume in our thermoformed and flexible stock products portfolio.
- Reduction of **83%** in the lost sale ratio due to the implementation of a centralized production planning model involving the commercial production and operations departments.
- Design and implementation of the new commercial serving model based in product and customer management aligned with the sales forecast.

Based on the performance from May to July 2014, the production, maintenance, quality and operations units achieved the following:

- **14%** reduction in the warehouse overtime cost.
- Reduction of **15%** in the fuels cost thru a fleet management system.
- Increase of **87%** in the finished goods productivity by implementing a floor control management system.
- **7.5%** improvement in the dispatch plan fulfillment after the implementation of service level agreements.
- Improvement in productivity of **73%** in the disposables area through an active supervision model and floor control management system.
- Reduction of **12%** in the conversion cost in the disposables area and **2%** in flexible area as a result of the headcount and overtime management system.
- Improvement in the preventive vs corrective maintenance workload of **50%** as a result of a standardize maintenance system model implemented.
- Raise awareness in the managerial and supervisory level about the importance of the active supervision of their personnel thru the use of management tools and working systems aligned with the organization objectives.

The Project concluded accordingly and has completely meet all of our expectations. We would also like to highlight the commitment and professionalism showed by London Consulting Group Personnel. Their methodology is highly effective as it promotes the involvement and commitment within all levels of the organization.

Based on the aforementioned, we would like to express our complete satisfaction with the work performed by London consulting group who demonstrated themselves to be a reliable, professional and committed company.

Jose Singer
Presidente Termo Envases