



Guatemala – 9th of March 2022.

To whom it may concern:

Corporación TAK is a Guatemalan company with over 30 years of experience that is dedicated to producing and selling Decorative Flowers. We have strategic partners working in the European, Japanese, and American markets so that we can continue being leaders in the exported decorative flowers market.

Between September and March 2022, we developed, in conjunction with **London Consulting Group**, the **Sales and Operations Project**. The objective of the project was to optimize the Sales and Operations departments' main processes, management systems, and work tools.

The way the changes were managed, the methodology and the way it was applied throughout the project, and the “shoulder to shoulder” implementation methods were very beneficial for our business and it enabled us to obtain results. Some of the results that most stand out are:

SALES AND OPERATIONS:

- **37.5%** reduction in the time it takes to complete our comprehensive process, from receiving the order to delivering it, including air and shipping orders.
- **44.2%** reduction in the amount of overtime generated by the production department, when compared to the base period.
- **28.5%** reduction in the fleet's cost, when compared to the base period.
- **6.14%** reduction in operative activities being carried out by the personnel involved in the order to delivery process.
- **9.1%** increase in sales of bunches for 2 of our main cash crops.
- We implemented tools and an indicator control panel on Power BI. We also strengthened the analysis and management of the main strategic, tactical, and operative indicators.

The Project was satisfactorily concluded within the agreed timeframe, generating a ROI of 0.4 : 1 by the end of the project, with a forecasted annualized return of 1.9 : 1.

We are happy to recommend London Consulting Group as a professional and committed firm which positively changes an organization's work culture through their shoulder to shoulder implementation methods, and their attainment of tangible results in a sustainable manner.

CEO

Andrés Sepe

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