

Panama, August 2018

To whom it may concern

International Hardware Corporation (IHC) is business dedicated to selling and distributing hardware and home improvement products. Our import and export operations are based in the Colon Free Trade Zone in Panama.

In our continuous quest to improve our service and efficiency, we have conducted a project with London Consulting Group from March through August 2018. The implements initiatives and tools covered in the project were focused in the enhancement of our sales, purchases, quoting and logistics processes.

Having successfully completed these initiatives, we can confirm that we have reached substantial and sustained results in our operations, with a very positive impact in our bottom line. This project has been a corner stone in the transformation of our operations and management.

We have accomplished an increase of 18% in sales, as well as a 17% increase in net profit. This growth has led us to break a 5-year sales streak and reach historic levels in our top line.

Other important accomplishments are as follows:

Sales:

- 16% increase in closed contracts
- 18% increase in sales and shipments fulfillment

Purchasing:

- 24% improvement in timely quotes with deadlines
- 67% increase in quotes integrity
- 104% improvement in our on time and in full deliveries
- 12% increase in contract fill rates
- 33% reduction in the quoting process cycle time

Logistics:

- 60% increase in warehouse productivity (picked lines per person)
- 73% reduction of the receiving – storage time (dock to stock cycle from 6 to 1.6 days)
- 45% improvement on the average order cycle and delivery. (from 11 to 8 days)
- 60% reduction in overall warehouse process cycle. (full lead time from 17 to 7 days).

Consequently, we have capitalized a 2.1 to 1 Return on Investment by project end and an estimated 7 to 1 yearly projection.

I am pleased to recommend London Consulting Group as a highly effective and professional company, whose methodology and commitment undoubtedly helps businesses achieve concrete and sustainable results on time and whose support has been of great value to the operation of our business.



David Cohen  
Director