

October 2018
Caguas, Puerto Rico

To whom it may concern:

Cortes Industrial was founded in 1977 as a workshop that focused on repairing industrial generators and electric motors. Over time, the range of services offered by Cortes Industrial has increased as we have grown, and it now includes repairs for mechanical pumps and other industrial rotating equipment, field services and consultation, on-site repair, equipment repair, and predictive maintenance. Furthermore, we distribute renown brands of motors and drives. Guided by our mission to “Minimize our client’s down time”, Cortes Industrial has become the main supplier of these services to the manufacturing, hospitality, maritime and governmental industries in Puerto Rico and the Caribbean.

Between March and October 2018, we carried out a project, in conjunction with London Consulting Group, that focused on implementing strategies and procedures which would improve the efficiency of our operation.

The project impacted the Sales, Customer Service, Operations and Purchasing departments. The implemented strategies have generated significant improvements in our operating procedures and services, and yielded the following results:

Quantifiable Improvements:

- 3% increase in the Customer Service department’s Gross Profit.
- 44% increase in visits carried out by sales representatives.
- 24% increase in sales per sales representative vs. previous year.
- 13% increase in total invoice.
- 35% reduction in the average amount of days taken to present the client with a sales quote.
- 1% increase in the On-Site department’s Gross Profit.

Qualitative Improvements:

- Enhanced synergy between departments which improved our focus on customer service.
- Ability to see the status of each department’s tasks.
- Coordinating and supporting the implementation of the new information system.
- Developing and strengthening our key personnel’s leadership skills.
- Implementing a governance model which supports a results-orientated management style.

The project has enabled us to achieve an annualized Return on Investment (ROI) of **2.34 to 1**.

I would like to highlight the work carried out by London Consulting Group, due to the manner in which they applied their methodology and the professionalism they displayed in carrying out this project.

Sincerely,



Enrique Cortés
President

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San Juan Puerto Rico 10th of August 2018

To whom it may concern:

Cortes Industrial started in 1977 as a workshop that focused on repairing industrial generators and electric motors. The range of services we offer has increased as we have grown, and it now includes mechanical pumps and other industrial rotating equipment repairs, field services and consultation, on-site repair, equipment repair, and predictive maintenance through vibration analysis and infrared thermography studies. Furthermore, we distribute the most competitive brand's motors and drives. Guided by our mission to "Minimize our client's downtime", today Cortes Industrial is the main provider of these services to the manufacturing, hospitality, maritime and government industries in Puerto Rico and the Caribbean.

Between March and August 2018, London Consulting Group (LCG) designed and developed the Managerial and Commercial Skills Development Program.

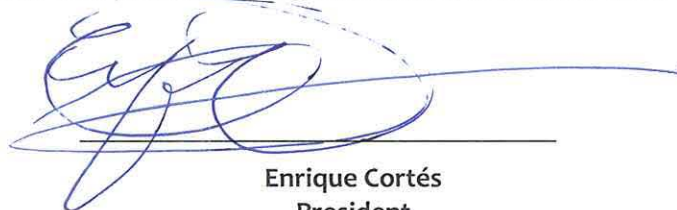
The objective of this program was to improve the organization's key personnel's managerial and commercial skills, in order to develop a work culture that was more open to change and more result-orientated.

The initiatives undertaken were:

- **Communication Program and Change Management:** With this initiative we were able to maintain the company's personnel informed, and at the same time, we were able to promote values and behaviours which were necessary for the project's development.
- **Managerial and Commercial Skills Seminar:** This seminar was composed of 11 dynamic and interactive workshops which were designed in order to address the development necessities of the participating personnel (18 participants).
- **Follow up Program:** This initiative ensured that the change management aspects of the project were actively implemented by the key personnel, through individual shoulder-to-shoulder implementation and Coaching sessions. This helped the personnel to incorporate the concepts they learned into their daily tasks, and to develop skills which allowed them to achieve their objectives.

The implementation of the program enabled the participants to adopt new tools and concepts which improved their department's operations. The program also developed and strengthened their leadership skills which improved their management of interpersonal relationships.

Due to what has been mentioned, I would like to highly recommend **London Consulting Group's Human Development** department for their professionalism, commitment, and effectiveness in undertaking a program of this nature.



Enrique Cortés
President

MINIMIZING OUR CUSTOMERS DOWNTIME