

Santo Domingo, Dominican Republic  
5<sup>th</sup> of May 2021

To whom it may concern:



**Agua Planeta Azul** is a leading company in the water purification and bottling market. We produce and sell bottled water, under different brands, and always with the highest quality standards. We currently have three production plants that serve over 20,000 clients through direct sales and through distributors, over 800 employees, and an annual revenue of over \$40 million USD.

For 30 weeks, between October 2020 and May 2021, alongside London Consulting Group, we developed an operational improvement project that focused on the **Production and Maintenance** processes. Some of the most representative achievements and results of the project were:

- 8% increase in the production plants' availability. Increasing their availability from 79% to 85%.
- 12% increase in the production plants' performance. Increasing their performance from 82% to 92%.
- 20% increase in the production plants' efficiency. Increasing the efficiency from 64% to 77%.
- 85% reduction in wasted 16 oz. bottles due to being indented. Reducing wastage from 0.93% to 0.14% vs production.
- 81% reduction in wasted 16 oz. bottles due to insufficient level. Reducing wastage from 1.16% to 0.22% vs production.
- Increasing the number of bottles detected for damages during inspection. Increasing the average amount of bottles inspected from 1,334 to 16,403 bottles a month. This equates to an increase from 1.48% to 18.2% of the production. This generated savings in the production and logistical costs, along with, improving customer service.
- 48% reduction in the total average time of unprogrammed machine stoppages.
- 6% increase in the average general availability of the production plant.
- 98% compliance to the preventive maintenance plan.
- 92% compliance to the vehicles' preventive maintenance plan.
- 25% increase in the availability of the BT5 distribution fleet, and a 17% increase in the EVP fleet's availability.
- 45% reduction in the amount of BT5 vehicles in the workshop, and a 68% reduction in EVP vehicles in the workshop.

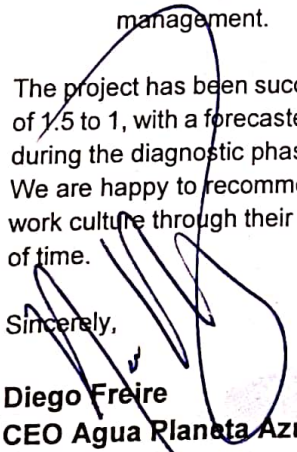
Other benefits and impacts generated by the project:

- Elimination of 90% of manual registers and reports, designing 26 digital tools which capture information throughout the production process through tablets.
- Implementing a Trello platform, administration software for the work routines, designing over 13 control panels for the routines and the operation's critical points, along with, a logbook which is used to follow up on agreements made during a meeting.
- 3 tools were designed on the AppSheet platform. This platform develops applications using databases.
- 34 control indicators were designed and implemented into Power BI.
- Over 50 hours were dedicated to training the personnel to adopt the tools that were designed.
- Designing and implementing a model which automatically registers stoppages in the production plant.
- Implementing a maintenance programming committee and a Production Faults and Stoppages committee.
- Implementing a maintenance indicator control panel for the production plant and transportation.
- Designing and implementing an annual maintenance plan for vehicles.
- Designing and implementing a resumé for each vehicle, and digital mechanical checklists which verify and review the processes.
- Designing and implementing control procedures and documentation for the fleet, and for the mechanical workshops' management.

The project has been successfully concluded. The financial savings generated by the project to date have yielded a return on investment of 1.5 to 1, with a forecasted annualized return of 7 to 1. These results have surpassed our expectations and the return that was estimated during the diagnostic phase.

We are happy to recommend London Consulting Group as professional and committed firm which positively changes an organization's work culture through their shoulder to shoulder implementation methods, and their drive to capitalize on tangible results in a short period of time.

Sincerely,

  
**Diego Freire**  
CEO Agua Planeta Azul

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