

To whom it may concern:

Diagnostic Centers and Advanced Medicine and Telemedicine and Medical Conference (CEDIMAT) are considered among the most modern health institutions in the Dominican Republic, Central America and the Caribbean. We have 77 beds for different specialties and our equipment is the most technologically advanced and has the capacity to perform diagnostics or therapeutic procedures that no other center in the Dominican Republic is able to perform.

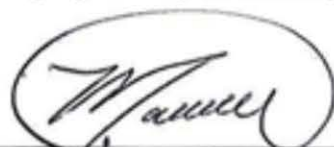
We would like to express our complete satisfaction with **London Consulting Group**, for the results obtained during the project carried out between the months of **November 2013 and March 2014**.

During the project, different areas were addressed related to the Supply Chain, Operating Room and Human Resources areas. The following are the qualitative and quantitative results of the project:

- With the formalization of inventory controls and the establishment of maximums and minimums within the warehouse and the pharmacy we were able to achieve the following:
 - A **20%** reduction in the number of days of coverage of the warehouse's inventory.
 - A **13%** reduction in the number of days of coverage of the pharmacy's inventory.
- A **21%** increase in the fulfillment of on-time delivery of merchandise from the suppliers.
- A **66%** reduction in the average time taken in manual and automatic purchases through the implementation of controls and follow-up routines.
- Through the implementation of a 5's model in the warehouse and pharmacy, we were able to regain order and cleanliness facilitating the control of raw materials and customer service times.
- In the Operating Room we implemented new models such as programming, follow-up, effective supervision routines and communication between areas which allowed us to achieve the following:
 - A **111%** increase in the compliance with the surgical procedures program optimizing the use of operating rooms.
 - A **46%** reduction in the time it takes for a patient to be admitted into an operating room.
 - A **24%** reduction in the time dedicated to cleaning the operating rooms.
 - A **35%** reduction in the times it takes for a patient to recover.
- Through the implementation of reports, supervision routines and follow-up of action plans by Human Resources, we were able to reduce the overtime controlled by the different areas by **88%**.
- Gathering and design of profiles and performance evaluations from the totality of CEDIMAT's employees defining responsibilities and preventing operating risks.
- We worked on the proposal for CEDIMAT's structure while trying to improve the lines of communication and the center's effectiveness.

The project concluded within the agreed timeframe surpassing our expectations and obtaining a return on investment of **2.53 to 1**.

Due to the aforementioned, we hereby highly recommend **London Consulting Group** as a consulting firm with the capacity of carrying out improvement projects that positively impact the entire organization.



Milagros Ureña
General Director



Gloria Muñiz
Director of Planning and Development