

To whom it may concern:

The Neuroscience Institute of the Guayaquil Welfare Board (JBG) is a nonprofit institution that provides integral mental health services to patients with mental disorders through the implementation of a modern customer care model in accordance with global avant-garde and the latest tendencies within the mental health field, which promotes social, family and work reintegration of the patients.

We developed along with **London Consulting Group** the project "Path to Excellence" which we started on September 8, 2014 with the objective of optimizing the operations, increasing profitability and the quality of the services rendered, while focusing in the External Consultation, Pharmacy, Expenses and Agreements areas. Likewise, we had the Management Systems team learn the methodology and internalize and multiply within the institution a culture based on formal work systems and indicator analysis for the decision-making of preventive and corrective actions.

Now that the project "Path to Excellence" has been completed we can confirm that all objectives have been achieved, both qualitative as well as quantitative, and all within the established timeframe. All of the above has been achieved thanks to the effort from all of the collaborators at the **NEUROSCIENCE INSTITUTE** along with the support of **London Consulting Group** with whom we worked shoulder-to-shoulder during the last 24 weeks.

Some of the main operating results achieved by the end of the project were as follows:

- We performed a reengineering of External Consultation achieving a 40% improvement in operating efficiency.
- An 11% increase in Average Ticket in our Pharmacy.
- A committee for expense control was implemented.
- Controls for the follow-up and control of agreement comments were implemented.

These optimization improvements are equal in financial terms to a projected return on investment (ROI) of **3:1** if we continue on today's financial trends.

Based on the above, we are pleased to recommend **London Consulting Group** as a professional and reliable company committed to reach set goals within the established timeframe and to creating an excellent work relationship with the personnel of the company they are working with.

Guayaquil, February 23, 2015



Ing. Benjamin Rosales V.
Inspector INC