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To whom it may concern,

**Almacenes RODEM S.A.** is a company that specializes in warehousing services for export and import cargo in its different forms: bonded cargo, general cargo, consolidated cargo and re-exported cargo to Santo Domingo.

We hereby would like to highly recommend the company **London Consulting Group** for the services rendered during the project called "**SAR**", which was carried out between February and July of 2012.

During the project, the Customer Service and Warehouse Operations areas and their respective improvement initiatives for the organization were worked on.

Qualitative Improvements:

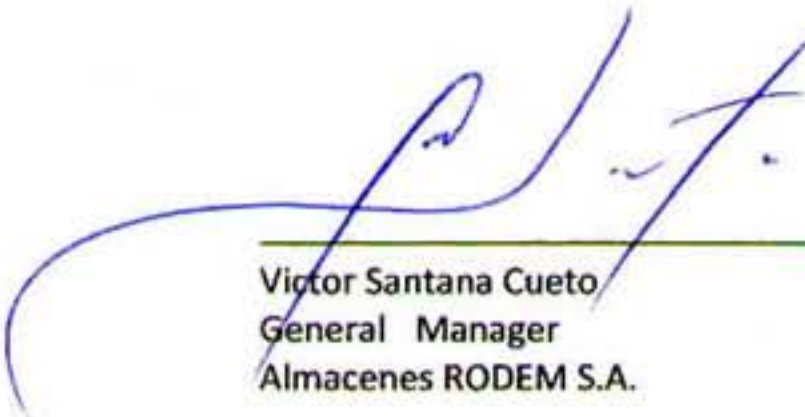
- **Implementation of the warehousing planning and management model.**
- **Implementation of the merchandise verification shifts model**, making the company a leader in the customs system in the Dominican Republic.
- Improvement in the **supervisor's skill set** through an **84 hour** training class.
- **Implementation of the typical days for supervisors and warehouse employees**
- **Implementation of a container deconsolidation system.**
- Redesign of the **organizational architecture, structure and job profiles** for the Customer Service and Warehousing areas.
- Implementation of a **management system** based on operative and financial indicators.
- Collaboration in the establishment of the **medium and long term strategic objectives**

Quantitative improvements to date:

- An increase from **29% to 59%** in the reliability of the locations.
- A reduction of **25%** average in receipt and dispatch times.
- A reduction in cargo deconsolidation time from **3.3 days to 1.9 days**.
- Level of service for consolidated containers from 0% to 85% with a maximum goal of 2 days.
- A 15% improvement in warehouse productivity, obtaining projected savings of **\$27,000 USD** annually.


The project concluded within the agreed upon timeframe, covering 100% of the promised areas. Even though there was no committed ROI, we are confident that during the first year of implementation we will obtain a return on investment of at least **1:1**.

Based on the aforementioned, I have no qualms recommending **London Consulting Group** as a consulting firm that is able to carry out projects that will positively impact the entire organization and that can commit to deliver an attractive return on investment for the organization.



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Victor Santana Cueto  
General Manager  
Almacenes RODEM S.A.



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Tomás Rodríguez De León  
General Director  
Almacenes RODEM S.A.