



February 2020  
Comerio, Puerto Rico

To whom it may concern:

Store Management System founded in 1988, operates 5 stores from the Econo Supermarkets (Barranquitas, Comerio, Humacao, Naranjito and Naguabo), the leading independently owned chain in Puerto Rico.

During the months from July 2018 and April 2019 London Consulting Group and Store Management System engaged in a project to analyze and improve our internal operation procedures in the Meat departments of the stores.

The annualize Return of Investment (ROI) in this project is **1.9 to 1**. I would like to highlight some of the main achievements:

- Product coding base on relevant sales.
- Development and design of a Master Capacity Plan for butchers.
- Development of a KPI's system and a typical supervision routine for Meat Managers.
- Standard Practices for Inventory Control and Production.
- **10%** increase of sales in meat department.
- **12%** reduction of reprocessing.
- Gross Margin increases in our operations.

This experience with London Consulting Group has been highly satisfactory and based on their commitment to results and personal involvement in coaching my organization for success, we recommended LCG as experts in process improvements projects.

Respectfully yours,

Juan Carlos Agosto  
Chief Executive Officer  
Store Management System