

San Juan, Puerto Rico, June 10th, 2005

To whom it may concern,

Between February and May 2005, as part of Kimberly Clark's RUMBA Project, London Consulting Group supported a Business Process Re-Engineering and Change Management project in the Caribbean to enhance customer satisfaction and propelling growth through the regional integration of business processes.

The London team, working side by side with the executive team and individuals at all levels in the supply chain, finance and commercial areas at several locations:

- Customized roles and job descriptions for the Caribbean operations
- Defined key positions and users to fit the re-engineered Caribbean business
- Determined the capacities and qualifications required for each position
- Analyzed current employees knowledge, experience and psychological profiles

These activities culminated in the design of the new organizational structure, the identification of suitable personnel for each position, and the development of a strategic implementation plan to enable Kimberly Clark-Caribbean to manage the change program and facilitate a smooth transition to the new structure and business processes.

The expertise that the London team brought to the project assisted the management team with the blueprint for improving employee motivation, organizational communication and integration.

Therefore, Kimberly Clark recommends London Consulting Group to organizations seeking to improve their competitiveness and would consider using their services in future endeavors.



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