



**Puerto Rico July 2022**

To whom it may concern:

**Laboratorio Clínico Toledo** is a recognized clinical laboratory in Puerto Rico with presence throughout the island with 10 branches. We have the commitment to be at the vanguard with highly qualified resources to offer an exceptional service, providing tools so that the patient can obtain a better diagnosis and treatment through the use of the most advanced technological resources in the industry.

With the objective of improving our services, together with the firm **London Consulting Group**, we carried out the **Project "Futura II"** throughout February and July of 2022.

The implemented strategies have generated improvements and internal efficiencies, from which we would like to highlight the following results:

- Development of a mobile laboratory as a business unit
- 25% increase in productivity within the mobile laboratory
- Design and implementation of an organizational structure with a corporate focus
- Implementation of a corporate key performance indicators model
- Digitalization of procedures, increasing administrative efficiency
- Formalization of supervision protocols relating to cybersecurity
- 30% increase in internal I.T. service levels
- 14% reduction in hiring times
- 31% improvement in employee turnover
- Development of competences for company leaders through individualized coaching sessions

We can affirm with satisfaction that our objectives have been completely fulfilled and have surpassed our expectations.

Due to all the previously mentioned, we highly recommend **London Consulting Group** as a committed and professional company with an excellent work methodology.

Sincerely,

**Lcda. Ilia Toledo García**  
President

**Lcda. Ilia M. Morales Toledo**  
Executive Director