



Distrito Federal, México, February 25<sup>th</sup> of 2009

TO WHOM IT MAY CONCERN:

Between October (2008) and March (2009), as part of the initiative "*Earn the preferred position of the Customer*", London Consulting Group supported a Business Process Re-Engineering and Change Management Project to enhance customer satisfaction.

The London Consulting Team, along with the managerial team and individuals of Monsanto worked in the Supply Chain, Finance and Commercial Areas on the following topics:

- Biotech and Agrochemical Analysis.
- Design and Implement a Discount Application Model.
- Design of Customer Report.
- Re-Engineering to the Reconciliation Elaboration Model.
- Design and Implement a Measurement Model (KPIs).
- Perform an Automation Tool Assessment in order to automate the designed solutions.

Some of the most important results obtained were:

- Increase from 57% to 100% the Service Level (On Time Delivery of the Reconciliations).
- Reduce 97% the variation on the Reconciliations caused by differences on the discount application criteria.
- Increase 13% the Customer Satisfaction Index.
- Annual ROI of 13.6:1 for this specific project.

In conclusion, we highly recommend the London Consulting Group, which proved to be an organization of professionals that can successfully improve the competitiveness of organizations.

Cordially,

  
James E Bowman  
Commercial Director

  
Melissa Eiswirth  
Manufacturing Director