



Santa Cruz, Bolivia, December 15th, 2017

Certification

TELCHI LITEL LTDA. is a Bolivian company, based in Santa Cruz de la Sierra, which has two main lines of business: Pharmaceutical Laboratory and drug marketer. It works in the Bolivian market for over 70 years and has two production plants, in addition to branches of selling, producing chemicals in food, pharmaceutical, industrial grade and cosmetic.

In the period from February to December 2017, and accompanied by the London Consulting Group, we have developed the operational improvement project named **CIM** (Change, Innovation and Improvement), focusing on enhancing a culture of measurement and focus on results, through the optimization of processes in **Sales** and **Supply Chain** areas, as well as **Training and Coaching in Management skills development**.

By the implementation of improvements in systems and management, we were able to achieve the following results:

Sales:

- 6% increase in net sales overall.
- 7% improvement in compliance to the sales budget.
- Improvement of 37% in the sale of products that were not sold in more than 6 months.
- Improvement of 41% in the sale of products that were not sold in less than 6 months.
- 25% increase in the average ticket sale in salons and on street sales (horizontal channel)
- 11% increase in the number of items per ticket purchased on sale at branches.
- 12% increase in the effectiveness of visits from street salesforce.
- Reduction in overdue debt in 15%.

Supply Chain:

- Reduction in cost of the inventory of finished products: 21%
- Reduction of the days of coverage of final product by 37%.
- Reduction in 45% the total lost sales.
- Increase in the compliance of the production schedule by 10%.
- A 3% increase in the level of service in the distribution.
- Implementation of a system to measure the reliability of the inventory cycle counts.

Management skills development:

- 480 hours of training in management skills and 45 hours of Coaching were offered to managers.
- Trained themes: change, focus to objectives, work system, communication, leadership, and teamwork.
- A fair Project took place with 11 proposals of improvement for the company.
- The percentage of team trainers grew 3% to 32%.

By the end of the project have been achieved improvements in the practices of work, changes in organizational culture, having a system of analysis based on performance indicators. By the end of December 2017, the financial benefits obtained are **1.5 to 1** return on the investment made, based on improvements in the company and projected economic benefits of **3.9 to 1** one year after the completion of the project. Therefore, we have no doubt in recommending a London Consulting Group as a company of high professionalism, excellent work methodology and clear focus on results.

ELIANA TELCHI

Recursos Humanos

ABRAHAM TELCHI

Sponsor de Proyecto

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