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To whom it may concern:

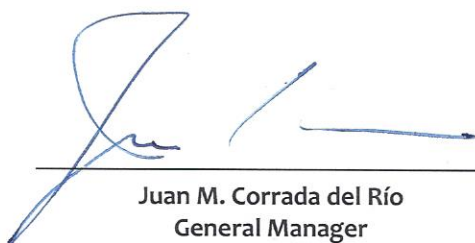
Vaquería Tres Monjitas, leader in dairy products manufacturing and sale in Puerto Rico with over 98 years of market presence, recognizes **London Consulting Group's Human Development** area for their excellent collaboration in the **Change Management and Management Development** of the participating personnel in our Project "**Centenario**".

This program was the perfect complement for the operational area of our project, since it helped to reinforce the skills in terms of **Management and Generated an Optimum Level of Change Openness** of our managerial staff. This was a key factor for a successful implementation.

Some of the most relevant activities carried out were:

- **Project's Communication Program:** This program was methodically unfolded during the project, enabling us to communicate on a visual and effective way the milestones, progress and achievements of the project. Also, it's important to mention that keeping this constant communication with our staff was a key element to achieve a **Shared Vision** regarding the relevance of this project for our company.
- **Strategic Coaching:** On these sessions, our staff had a private and personal space to clarify any doubts and concerns about the change process that we are experiencing. At the end, this was translated into a better execution of new processes and activities required for the project.
- **Management Skills Seminar:** This workshop was the core of the program, since in this seminar we could acquire knowledge through vivid experiences and activities due to the dynamic structure of the training program. It's important to mention that this program was composed by 8 sessions designed specifically to reinforce the **Management and Leadership Skills of our 43 Managerial Employees** that participated.
- **Improvement Mini-projects:** This initiative had a very positive impact in terms of the integration of our managerial staff, since they were able to work as multi-disciplinary teams to successfully design and implement a series of improvement projects. It's important to underline that through this initiative we were able to fully appreciate the way in which our staff adopted this new Methodology to generate efficiencies inside their different work areas.

Without a doubt, this program was very important for our organization, since a better disposition towards change and the new acquired skills, have become key elements for our staff's development. Therefore, we reiterate our full recommendation for **London Consulting Group's Human Development Area** for their professionalism, commitment and efficiency to execute a program of this nature.



Juan M. Corrada del Río
General Manager