

Zaragoza, Julio 1, 2004

We have reached the end of the Project Ideconsa-EffCo 2004 and I, therefore, would like to express my congratulations to the EffCo team for the positive achievements in Ideconsa.

We are a company operating in the construction sector, which has based his own historical track records in both excellent process criteria and client satisfaction.

Due to our objective of improving our position in the market and for continuing growing, we invited Efficiency Coaching (EffCo) to a depth analysis of our operations, in which four points of improvements were identified, points utilized for the main mainframe of the project.

1. Organizacional structure
2. Consolidate and strengthening our client's relations
3. The effectiveness and efficiency of our processes
4. The existing management tools

EffCo worked smoothly, driven by results, understanding our processes rapidly. EffCo also achieved to have all our management team involved in the Project, developing with them the solutions which today are a reality, focusing in the "buying in" for all the activities which have been carried out.

I can not denied that at the beginning there were some resistances, resistance that was rapidly treated constructively, through dialogue and coaching, which together with your enthusiasm and commitment, was transformed in a positive change meanwhile the new structure (organization and systems) became a reality.

The tools Developer and implemented are of great value to our company, and it is our hope that these tools will be part of our daily activities, including our continuous improvement process.

The Project has concluded with success and I will like to say thank you for such work and for the contribution of the EffCo team to our company.

I wish EffCo the best for the future.

Your sincerely,

Domingo Aguerri San Rafael  
Managing Director