



LTM Group Ltd.
The Stables
Castle Fraser
Sauchen
Aberdeenshire, AB51 7LD
United Kingdom

To whom it may concern

Performance Feedback - Carisma RCT

LTM Group Ltd. (LTM) have used the services of Carisma RCT on an *ERP post-implementation Review*.

Carisma RCT were asked to map and analyse the complex organisational structure and processes of LTM and to assess the fit-for-purpose of the management systems currently used by the business. The main objective of this project was to inform critical strategic and operational decisions relating to the choice of the systems most appropriate to support the expected growth of LTM.

I was positively impressed by Carisma's analytical approach, which led to a thorough understanding of our business and current challenges. Throughout the project, Carisma conducted several structured interviews with our staff, analysed our internal documentation and conducted in-depth research in the background.

The main outcome of the project was a report presenting the results of the AS-IS assessment together with a proposed way forward based on the analysis of multiple possible scenarios. This project, the interaction with Carisma and the final report gave us valuable insight into some of the inefficiencies and hurdles we were experiencing. The study also clearly identified a number of immediate and long-term improvement and cost-saving opportunities.

Overall, Carisma offered us a tailored service, demonstrating a sound knowledge of the subject and dedication to learning the true nature of our business and our specific requirements.


Steven Laing
Managing Director
LTM Group Ltd.

ltm group ltd the stables castle fraser sauchen aberdeenshire ab51 7ld u.k.
t 01330 833941 f 01330 833942 info@traditionalmasonry.co.uk
www.traditionalmasonry.co.uk

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