



National Parks Board

Headquarters

Singapore Botanic Gardens

1 Cluny Road

Singapore 259569

Tel: (65) 64717808, Telefax: (65) 64723033

Website: <http://www.nparks.gov.sg>

Email: NParks_Mailbox@NPARKS.GOV.SG

A  Statutory Board

NP 1.28.1 V1

2 January 2004

Mr. Henry Heng
Chief Executive Officer
PSB Corporation Pte Ltd
1, Science Park Drive
Singapore 118221

Dear Mr. Heng,

Re: Thank you to Mr. Danny Ker

NParks is glad to be certified for the ISO 9000: 2001. This is a testimony of our pursuit in better meeting and satisfying customers' requirements and needs. I am writing to thank PSB Corporation as our consultant for the ISO project, and would like to give special mention to the dedicated effort of your lead consultant, Mr Danny Ker. It has been a pleasure working with Mr Danny Ker, who has displayed great professionalism and patience to us in our ISO journey. Mr Danny Ker's knowledge and expertise have proved invaluable in our ISO certification process. He has helped us improved our processes and our understanding of the intentions of ISO certification.

We look forward to the continued support of PSB Corporation, particularly Mr Danny Ker, as NParks strives to better improve its processes to delight our customers and meet our business objectives.

Once again, thank you.

Sincerely,

Chia Seng Jiang
Director, Corporate Development
National Parks Board

→ cc Mr. Danny Ker, Senior Consultant, Corporate Development Office

