

15 October 1999-10-15
Mr. Danny Ker
Senior Consultant
NOVO Quality Services Pte Ltd
3 Science Park Drive #02-13/14/15
PSB Annex Singapore 118223



For Service Excellence

Dear Danny,

Re: Appreciation

I would like to take this opportunity to thank you personally as a friend and consultant in your capacity in helping us in our pursuit of ISO Certification.

Now that we have attained ISO 9002 Certification, I would like to share this joy and achievement with you and the help you have given during this project.

Enclosed is the correspondence from PSB addressed to Service Quality (SQ) Centre Pte Ltd conferring our Certification Award for your perusal and retention.

With warmest regards.

Sincerely,

A handwritten signature in blue ink, appearing to read "Michael S. J. Butterworth", written over a faint, illegible stamp or watermark.

Michael S. J. Butterworth
Management Representative – ISO Steering Committee
F/NOVO141099