

VISA 23 February, 2001



Mr. Tay Hong Leap
Novo Quality Services Pte Ltd
3 Science Park Drive
#02-13 PSB Annex
Singapore 118223

Dear Mr. Tay,

Letter of Appreciation

We would like to express our appreciation to Mr. Danny Ker for his efforts in conducting the 'ISO9000 - 2000 Awareness Training' on 8th January and 16th February 2001 professionally and making the materials covered enjoyable.

The training was concise and enlightening with timely injection of illustrations from his past experiences helping attendees better understand, familiarize and relate to a Quality Management System.

The feedback we received from attendees has been most encouraging.

Thank you.

Murali Dharan
Management Representative

Kaven Yeo
Operations Manager