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June 1, 1998

**Novo Quality Services Pte Ltd**

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**Attn. Mr Danny Ker**

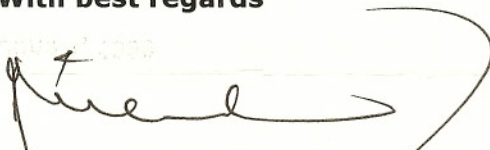
**NOTES OF APPRECIATION - MR DANNY KER**

Foremost, allow me to congratulate you in you admirable consultancy services with us that has resulted in the successful achievement of the ISO 9002 certification for the company. I have been made aware that you have gone some extra miles to ensure adequate preparation by the staff for adopting the quality system we now are so proud of.

I have also noticed that in our many interactions that your sense of dedication and responsibility clearly stands out and is an asset to your role as our consultant. My staff, I am sure benefited most from your very innovative approach to deal with problems, and the provision of your guidance and support formed the basic pillars of faith in the quest for excellence.

I would like to take this opportunity to thank you and wish you the best in all your future endeavours. I am sure that many an organisation shall gain much in procuring your services and expertise which, tempered with your fine sense of humour, makes it a memorable experience.

**With best regards**



**Jack Ng TT**  
**Chief Executive Officer (SEA)**