



BILL HASLAM
GOVERNOR
STATE OF TENNESSEE

August 24, 2012

Dr. Joe F. Alexander
Chairman of the Board of Directors
Tennessee Center for Performance Excellence
2525 Perimeter Place Drive
Nashville, TN 37214-3773

Dr. Harry Hertz, Director
Baldrige Performance Excellence Program
100 Bureau Drive, Stop 1020
Gaithersburg, MD 20899-1020

Dear Dr. Alexander and Dr. Hertz:

I am writing to congratulate Caterpillar Financial Services, Pal's Sudden Service, Eastman Chemical, FedEx, the Tennessee Center for Performance Excellence (formerly the Tennessee Quality Award), and the Baldrige Performance Excellence Program on the occasion of the 25th anniversary of the Malcolm Baldrige National Quality Improvement Act.

As President Ronald Reagan wrote in 1987 when the act became law, "The [Baldrige] Award salutes companies that improve the qualities of their goods and services, thus enhancing productivity, lowering costs, and increasing profitability. . . . They are the engines of growth, jobs, and prosperity in any society, along with the good management and attention to quality and customer needs that the Award will promote."

Twenty-five years later, Tennessee's Baldrige Award recipients still exemplify performance excellence and serve as role models across all sectors of the U.S. economy. By sharing best practices and pursuing excellence, award winners have proven that U.S. companies and organizations can excel in a global economy—creating jobs, saving lives, helping our children learn, increasing sales and market share, and improving manufacturing revenue.

Thank you for your commitment to helping our state and nation become more competitive and our economy more sustainable.

I wish you a joyous anniversary celebration and much success in the years to come.

Sincerely,

A handwritten signature in blue ink that reads "Bill Haslam".

Bill Haslam