

United States Senate

WASHINGTON, DC 20510

September 18, 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 want to congratulate the Tennessee Center for Performance Excellence and the Baldrige Performance Excellence Program on the occasion of the 25th anniversary of the Malcolm Baldrige National Quality Improvement Act.

Thank you for your commitment to helping U.S. organizations become more competitive and more sustainable. In this tough economy, our best businesses and organizations have looked for ways to maintain the quality of their products while they increase productivity and cut costs. The Baldrige program and TNCPE Award program are important tools to recognize their commitment to performance.

I'm proud that Tennessee is home to several Baldrige Award recipients including: Eastman Chemical Company, Federal Express Corporation, Pal's Sudden Service, and Caterpillar Financial Services. I applaud their commitment to economic development and community leadership.

It's encouraging that the Baldrige Award has been expanded to recognize leaders in the education and health care sectors, two growing industries that will reshape our economy in the next decade. We will need efficient and well-managed organizations in these industries, and this award will help identify those with the best ability to deliver quality goods and services while creating good jobs.

I wish you the best on this anniversary and much success in the coming years.

Sincerely,



Lamar Alexander
United States Senator