

8 August 2012

Dr Harry Hertz
Director
Baldrige Performance Excellence Program
100 Bureau Drive, Stop 1020
Gaithersburg, MD 20899-1020
United States of America

Dear Harry,

As a member of the Global Excellence Model (GEM) Council and a partner of the Baldrige Program, SPRING Singapore is pleased to offer our congratulations on the occasion of the 25th anniversary of the Baldrige Program.

Since 1993, SPRING Singapore has had a close and warm relationship with the Baldrige Program office. It began when the Chairman of the Singapore Quality Award Governing Council, Prof Cham Tao Soon, led a study team to learn from the experiences of Baldrige to develop the Singapore Quality Award programme. Since then, we have successfully adopted key elements of the Baldrige framework to develop our framework, which today is respected globally.

Our relationship with Baldrige has benefited us in many ways over the years. Senior Baldrige assessors have participated in award assessments in Singapore and shared best practices at conferences and seminars. There have also been many opportunities for our senior assessors to attend Baldrige training in the US. More recently, we have benefitted from access to Baldrige training materials in the development of the Assessor and Consultant Training under the Asian Productivity Organization's Centre of Excellence partnership.

The Baldrige Program has provided us with a benchmark in terms of the development and enhancement of our framework, rigour of assessment methodology, assessor development and recognition as well as best practice learnings. Within the GEM Council, the Baldrige Program is seen as a leading excellence programme and SPRING Singapore, like other GEM Council members, has always looked to Baldrige, for the way forward.

We wish the Baldrige Program every success.

Yours sincerely



Choy Sauw Kook
SQA Administrator & Assistant Chief Executive
SPRING Singapore