

September 17<sup>th</sup>, 2012.

**Harry Hertz**  
**Director**  
**Baldrige Performance Excellence Program**

**Dear Dr. Hertz:**

I am writing to congratulate the community and staff of the Baldrige Performance Excellence Program on the occasion of the Baldrige Program's 25th anniversary.

As a member of the Global Excellence Model (GEM) Council and a partner of the Baldrige Program, the Institute is pleased to offer such congratulations. The Baldrige Program has been a reference for all the excellence programs around the world, in our case we have closely watched each one of the steps Baldrige has taken to look for leanings that could support and enrich our program and the Mexican Quality Award.

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

Sincerely,

Ana Aceves



Director  
Institute for the Development of Total Quality