



August 24, 2012

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

Dear Dr. Hertz:

The Board of Directors of the Tennessee Center for Performance Excellence is pleased to congratulate the Baldrige Performance Excellence Program on the occasion of the 25th anniversary of the Malcolm Baldrige National Quality Improvement Act.

TNCPE has a rich history with the national program and performance excellence, as is evidenced by the four Tennessee organizations that have received a Malcolm Baldrige National Quality Award—Caterpillar Financial Services (2003), Pal's Sudden Service (2001), Eastman Chemical (1993) and FedEx (1990). Each of these companies has also received the Excellence Award, TNCPE's highest honor.

We know that organizations using the Baldrige framework get results—from increased revenues and employment, to improved patient outcomes and higher student achievement.

This board is proud to be affiliated with an organization whose mission is to improve the competitiveness and performance of U.S. organizations. It aligns with our vision to be the partner of choice in leading Tennessee organizations to world-class performance excellence.

Thank you for your commitment to helping U.S. organizations become more competitive and more sustainable.

The TNCPE Board of Directors wishes you a joyous anniversary celebration and much success in the years to come.

Sincerely,

Joe Alexander
Chair

Kathryn S. Rawls
President & CEO