

COMPETITIVENESS
of India Inc.

S. K. Kakkar
Principal Counselor &
Head- CII Institute of Quality

CII Institute of Quality

Confederation of Indian Industry
Near Dhansu Nagar, 2nd Stage,
Majal Main Road, Vishwanestram Post,
Bangalore - 560 031
Tel : 3266500/266265/3267460 Fax : 3266393/356314
E-mail : s.k.kakkar@ciionline.org
Web site : www.ciionline.org

October 28, 2003

Dear Mr. Koka

CII-EXIM Bank Award 2003

I am pleased to inform you that the Jury has recommended the *Commendation Certificate for Strong Commitment to TQM* to your organization

I congratulate you and your team on winning this recognition. The results will be made public and the certificate awarded on Tuesday, the 4th of November, during the Inaugural Session of the 11th Quality Summit at the Indian Institute of Science (Tata Auditorium), Bangalore, between 10.00 and 11.30 am.

May I request you to attend the Inaugural Ceremony along with your team members to receive the Commendation Certificate.

Please confirm your participation.

Looking forward to hear from you.

Regards,

Yours sincerely,

Mallikarjuna

S.K. KAKKAR

Mr. Sitharam Koka
Vice President
Carborandum Universal Ltd.
Industrial Ceramics Division
47, Sipcot Industrial Complex
Housr - 635 126
04344-276539