



COMMONWEALTH of VIRGINIA

Office of the Governor

Robert F. McDonnell
Governor

September 11, 2013

Dear Friends:

On behalf of the citizens of the Commonwealth of Virginia, I am pleased to congratulate the American Society for Quality, Northern Virginia Section 0511, on its thirtieth anniversary. Since the organization was chartered in 1983, you have provided assistance for quality in all levels of government, industry, and academia.

I would like to commend the organizers of this year's event for their hard work and dedication to a successful meeting. There will be a panel discussion on business trends in quality, today's ROI/cost of quality, and reaching the next generation of quality professionals. Your organization provides education, conducts tests, certification, consulting, and training seminars in support of quality matters. The members of the group diligently work to ensure that there is quality in all aspects of products and services such as hardware products, software, business practices, customer service, transportation, healthcare, and education. I applaud the members of the Northern Virginia Section 0511 for their dedication and commitment to maintain high standards of quality and for promoting sound business ethics and business practices. The duties you perform are essential to ensuring that people receive quality services. Your innovation and dedication have contributed to a true Commonwealth of Opportunity.

Your efforts on behalf of the citizens are greatly appreciated, and I am confident that you will continue to better our Commonwealth.

Best wishes for a rewarding and successful anniversary.

Sincerely,

A handwritten signature in black ink, reading "Robert F. McDonnell".

Robert F. McDonnell

RFM/kaj