



GALBO LTD  
Attn. General Manager  
kv. Reduta, ul. I. Dragostinov, 39, ap. 7  
1505 SOFIA  
BULGARIA

Madrid, September 7, 2001

Dear Sir:

I wish to extend my congratulations to your company for having been chosen as a recipient of the **International Star Award for Quality** for the year 2001. This award will be presented in Geneva, Switzerland, on Monday, October 22 during the International BID Convention.

As you know, one of the goals of the **26th International Star Award Quality Convention (ISAQC)** in Europe is to gather companies whose business activities have gained them prestige for their achievements in the area of quality and who are interested in continuous improvement in their quest for excellence.

In my capacity as Director of Quality and President of Business Presentations at the Geneva 2001 Convention, I would like to point out that upon receiving the International Star Award for Quality, you will also receive the **Total Quality Management (TQM) CC100** model. The latter is an indispensable tool for the new Quality Culture, permitting your company to improve business relations with other companies and sectors.

The International Star Award for Quality, as such, represents a true victory for GALBO LTD.

This recognition confirms that your company is continuously making efforts to strengthen its commitment to quality. At the same time, your employees are motivated to ensure customer satisfaction, the ultimate measure of any company's success.

To confirm attendance at the Convention, please fax the enclosed Registration Form, indicating your preferences.

Sincerely,

Alfonso Casal  
Director of Quality

*Send the Registration Form to:*

Fax: (+34) 91 555 56 02  
(+34) 91 556 20 29  
Tel.: (+34) 91 597 33 69  
e-mail: [convention@bid-star.com](mailto:convention@bid-star.com)

**Web:** [www.bid-star.com](http://www.bid-star.com)

*BID has blocked the nights of  
October 21 and 22 in the  
Intercontinental Hotel.*

Fax. +34 915 55 56 02 - Tel. +34 915 97 33 69\* (48 lines)