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August 8, 2012

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

Dear Dr. Hertz:

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

As President Ronald Reagan wrote in 1987 when the Malcolm Baldrige National Quality Improvement Act became law, "The [Baldrige] Award salutes companies that improve the qualities of their goods and services, thus enhancing productivity, lowering costs, and increasing profitability. . . . They are the engines of growth, jobs, and prosperity in any society, along with the good management and attention to quality and customer needs that the Award will promote."

Twenty-five years later, Henry Ford Health System and the other Baldrige Award winners still exemplify performance excellence and serve as U.S. role models across all sectors of the economy. By sharing best practices and pursuing excellence, the Baldrige Award winners, through the Baldrige Performance Excellence Program, have proven that U.S. organizations can excel in a global economy—creating jobs, saving lives, helping our children learn, increasing sales and market share, and improving manufacturing revenue.

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

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

Sincerely,

A handwritten signature in blue ink that reads "Candice S. Miller".

Candice S. Miller
Member of Congress