

From: Bill Morris [mailto:bill.morris@ugllimited.com]
Sent: Friday, August 31, 2012 3:48 PM
To: 'CV Wong'
Cc: ckk@impiantekad.com; spt@impiantekad.com; lcc@impiantekad.com; Chin Kum Thin
Subject: Thankyou Impian Tekad

Mr Wong, CKK, IT Team

I have attached a "CUSTOMER SATISFACTION / FEEDBACK SURVEY" form.. everything reads either 'excellent' or "good"

I do not usually get the opportunity to pass compliments like this... thank you gentlemen

I can say with sincerity Impian Tekad have performed extra well.... I am very impressed with the everything that IT have done for us and the way that IT have gone about their works ... both on site and offsite w.r.t. the "management & administration".

IT have helped us out big time when we had problems (problems we never should have had... but that was our doing).

I do not remember an angry word with IT which is very unusual on a construction site.. thankyou very much CKK and your team on site.

Recently I have been reading correspondence that IT forwarded to us w.r.t. how the kilns were put together.

IT asked all the right questions....unfortunately LampsOn did not respond to your queries in a very adequate manner.... But it does demonstrate that IT were very professional in their approach to doing not only the Kilns but all of the other works that IT did on this project.

When I look back I can say thankyou for the quiet & calm way you have gone about your works with all of your senior engineers and staff working very professionally to achieve the outcome that we now have.

It is something that IT and all members of the IT team can be very proud of ... thankyou to IT

And thankyou Mr Wong for leading up your team... well done.

Congratulations IT... keep up the good work.

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