



Montreal, this 20<sup>th</sup> of July, 2009

170 Filion  
Laval, QC  
Canada  
H7L 2W4

Telephone:  
(514) 333-5767  
(800) 263-0128

Fax:  
(514) 221-3651

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To whom it may concern:

I hereby attest to the remarkable work carried out over many years by “El Instituto Latinoamericano de la Calidad, A.C., known worldwide as INLAC.

INLAC has achieved much over the years. I have been privileged to witness at least two of its most successful endeavours: contributing to the development of international standards and promoting the use of these standards.

INLAC has proven to be a reliable collaborator within ISO TC 176, the committee responsible for the ISO 9000 family of standards, which I was honoured to chair between 1997 and 2003. INLAC was creative, reliable, and unequalled in bringing people together to foster the development of international consensus in the field of management systems particularly for quality and for the environment.

Through its annual “Foro Mundial”, as well as other promotional activities, INLAC has exercised a much admired leadership in Latin America, in providing opportunities for education in the fields of quality and environmental management systems as well as a platform for national and international sharing of experiences in that field. The “INLAC Foro” rapidly came to be recognized worldwide as one of the best organized, best attended and most fruitful activity of its kind.

None of the above would have happened without vision, commitment, leadership, tremendous organizational skills and hard, hard work. It is my privilege to be given this opportunity to provide this testimony.

President, Accademia Qualitas  
Past-Chairman (1997-2003), ISO TC176  
Past-Chairman (2003-2007), World Quality Council

