



華源金屬 (馬) 有限公司  
**HWA GUAN METAL (M) SDN BHD**  
(277522-P)

NO. 6, JALAN UTARID U5/14,  
SEKSYEN U5, 40150 SHAH ALAM,  
SELANGOR DARUL EHSAN, MALAYSIA.  
TEL: (+603) 7847 3063 (4 LINES)  
FAX: (+603) 7847 4328 / 7847 4699  
E-MAIL: hwa-guan@hotmail.com  
WEBSITE: www.hwaguanmetal.com

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Ms. Eileen Ong  
Consultant  
Cambridge Management Sdn Bhd  
No. 33-3A-1 Jalan Metro Perdana Barat 1  
Taman Usahawan Kepong Utara  
52100 Kuala Lumpur Malaysia.

Dear Ms. Eileen Ong,

**RE: TESTIMONIAL FOR THE ISO 9001:2008 CERTIFICATION PROJECT**

On behalf of all employees at **Hwa Guan Metal (M) Sdn Bhd**, we would like to express our highest appreciation for your help, support and involvement in our company's certification to ISO 9001:2008.

We needed ISO 9001 but were apprehensive about the process, and whether the end result would really benefit the company. Having a Consultant with your experience and refreshing 'keep it practical' approach really made the difference.

Instead of an awkward system, you kept focus on our company, the way we work, what was in place already and the elements that were important to us. Your advice was excellent! You made sure that the system remained our system and helped us make useful improvements in various aspects, all without sacrificing the flexibility so essential in our business environment.

We could not have achieved our certification within 3 months on the first attempt without your thoughtful, direct and practical approach. Your ability to provide guidance on what was vital allowed us to learn about the standard and manage the system ourselves. This has helped us to 'live' the system and understand why we have it instead of treating it as a separate entity.

In closing, I'd like to say that your professional support in helping us implement the ISO 9001:2008 was awesome. I would highly recommend your services and products to any company looking to implement a quality management system.

Thank you.

Yours faithfully,

*Jin*



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Name: Saw Eu Jin  
Designation: Operation Manager