



LEADERSHIP NEWS

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IDS selects Baldrige criteria

On March 9, 2004, President George W. Bush presented the Malcolm Baldrige National Quality Award to the Aerospace Support Group, led by David Spong. The IDS leadership team has now decided to adopt the Baldrige National Quality Program as the framework for our business model company-wide. This will help us further to lead effectively, execute flawlessly; shape markets and grow profitably.



I am delighted to announce that David Spong, retiring Aerospace Support vice president and general manager, has agreed to serve as an adviser to me on this important endeavor, and that we are creating a Business Excellence organization which will be lead by Debbie Collard, reporting to the IDS Office of the President. Both have extensive experience with the criteria and have led two successful efforts to win the Baldrige award.

We want to be No. 1 in the eyes of our customers, employees, communities and shareholders. We intend to use these Baldrige criteria to help us build on our organization's strengths and identify areas for improvement. The proven Baldrige model will help us increasingly develop our performance-based culture and improve our overall business performance.

This effort will require hard, focused work and widespread, long-term commitment. I know our team has what it takes to succeed.

Thanks for all you do...JIM



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