



STATE OF GEORGIA
OFFICE OF THE GOVERNOR
ATLANTA 30334-0900

Sonny Perdue
GOVERNOR

September 14, 2004

The Honorable Lois F. Oakley
Chief State Administrative Law Judge
Office of State Administrative Hearings
230 Peachtree Street
Atlanta, Georgia 30303

Dear Judge Oakley:

Congratulations for leading your organization to use the *Georgia Oglethorpe (Baldrige) Criteria for Performance Excellence* to improve your bottom line performance. Having completed the *2004 Georgia Focus Recognition Self-Assessment Tool*, you join an elite group of organizations intent on outperforming its competition!

On behalf of the citizens of Georgia, I commend you and your Office of State Administrative Hearings team. Your efforts to make your organization more effective and efficient allow us to become better stewards of our taxpayers' dollars. It is encouraging for me to know that you and your team recognize the importance of sound leadership and customer focus, as well as being an effective and efficient business partner. Measuring and continuously assessing your organization's performance is admirable in today's environment and moves us closer to achieving our *Vision for a New Georgia*.

I would like to see every Georgia organization become world class, and I believe the *Georgia Focus Recognition Self-Assessment Tool* is an excellent way to begin this journey. I am pleased that your team has chosen to use this approach.

Again, congratulations to you and your entire Office of State Administrative Hearings team. We are proud of your participation in this process of continuous learning and improvement.

Sincerely,

A handwritten signature in black ink that reads "Sonny Perdue".

Sonny Perdue

SP/pam