



March 20, 2018

Mr. Klahre,

I recently learned of your innovative solution for package flow, and I applaud your initiative. You have demonstrated the true spirit of Quality Driven Management (QDM) at FedEx: identifying the root cause of a problem and exploring creative, simple and scalable solutions. To express our appreciation for your ingenuity and dedication to FedEx Ground, we are pleased to recognize you with this Bravo Zulu award.

At FedEx Ground, we value the level of creativity you have demonstrated and encourage you to bring any additional ideas you may have to your management and facilities maintenance personnel. We also invite you to participate in the hub's quality teams. As one of our QDM principles reminds us: Quality Involves Teamwork.

Thank you again for your commitment to FedEx Ground. Well done!

Sincerely,



Henry Maier

