



As Executive President and Vice President of BID, it is a privilege to present this

CERTIFICATE

to

**ALHILAL DRUG STORE - JORDAN
DR. NASSRI ABU LAIL**

in recognition of outstanding commitment
to Quality and Excellence,
which merits the

**INTERNATIONAL
QUALITY CROWN AWARD
LONDON 2002**



in the realm of Customer Satisfaction, Leadership, Innovation and Efficiency,
as established in the QC100 TQM model.

London, December 1, 2002

A handwritten signature in blue ink.

Jose E. Prieto
President
BID Business Initiative Directions

A handwritten signature in blue ink.

Dayle L. Fickling
Vice President
BID Business Initiative Directions