



**Customer Relationship Management and
Contact Centre Association of Malaysia (CCAM)**

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13th July 2006

Our ref: CCAM/Accreditation2006/ATCEN

Mr Ernie Chen
CEO/Group Managing Consultant
ATCEN SDN. BHD.
Lot C-103A, Perdana Condo-Business Suite,
Jalan PJU 8/1, Damansara Perdana,
47820 Petaling Jaya,
Selangor Darul Ehsan.

Dear Mr Chen

ATCEN ACCREDITATION

At its June 2006 meeting, the Accreditation Commission reviewed the self-study, supporting documentation, and the Visiting Committee's narrative report for the ATCEN Sdn. Bhd..

After discussing your training company at great length, we would like to inform you that the Commission has approved to accreditate ATCEN Sdn. Bhd. based upon the Commission's finding that the institution's fulfillment of the *Standards for Accreditation* is extremely commendable in virtually every respect

The Commission hopes that the evaluation process has contributed to organizational improvement. It appreciates your cooperation in the effort to provide public assurance of the quality of higher training quality in Malaysia.

We appreciate your patience and cooperation during the Accreditation review process. If you have any questions about the Commission's action, please contact me at byron@srgasia.com.my or Ms Lily Lim, the CCAM Secretariat at ccam_secretariat@ccam.com.my.

Yours sincerely,

BYRON J. FERNANDEZ
Accreditation Commission