

Our Ref.: (26) in CP/CI/54/53
Your Ref:
Telephone No.: 2860 7000
Fax No. : 2200 4349



Hong Kong Police Force
Complaints & Internal
Investigations Branch
26/ F, Arsenal House,
Police Headquarters,
Wanchai,
Hong Kong

12 April 2012

Dr. LAM Wai
Professor,
Department of Systems Engineering and Engineering Management,
The Chinese University of Hong Kong,
Shatin, Hong Kong

Dear Dr. LAM,

Letter of Appreciation

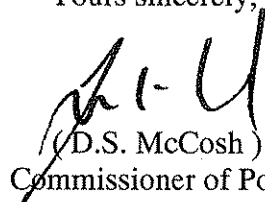
I would like to express my sincere appreciation for your advice and contributions over the past months to the collaborative project in developing tools for analyzing the complaints data of the Complaints Against Police Office (CAPO).

The goals of the project have been to enhance understanding of the complaints database using business intelligence / business analytics technology, to identify possible root causes of complaints, and to recommend actions that may reduce the incidence of avoidable complaints in order to improve service quality.

I am pleased to note that the goals and deliverables outlined in the Project Execution Plan have been successfully completed on schedule with your valuable advice and comments given. The tools developed by the project team provided all the proposed functionalities, which helped generate many new insights and patterns that help CAPO officers to better understand the complaints data available to them.

Once again, I would like to express my gratitude for your advice and contributions towards securing success in this project.

Yours sincerely,


(D.S. McCosh)
for Commissioner of Police