



We, the Conference Committee of the ESM'2008 Conference, which was held in Le Havre from October 27-29, 2008, hereby declare that after a peer review

Jose Machado, Antonio Abelha, Paulo Novais, Joao Neves and Jose Neves

were selected with their paper entitled

Quality of Service in Healthcare Units

As Best Paper of the aforementioned conference

Cyrille Bertelle
ESM'2008 Conference Chair

Claude Duvallet
ESM'2008 Conference Co- Chair