**CODEGRAPHIC PROGRAMMING INSTITUTE**

**Address:** Block 4, Along Area 10, Gimbiya Street, Area 11, Abuja

**To:** All Staff Members  
**From:** Jubril Deborah, Business Development Manager  
**Date:** November 21, 2024.

**SUBJECT:** **IMPLEMENTATION OF A NEW CUSTOMER FEEDBACK SYSTEM**

Dear Team,

In line with our goal of continuous improvement and ensuring customer satisfaction, we are pleased to announce the launch of a new **Customer Feedback System** starting **December 1, 2024**. This system is designed to collect real-time customer feedback to help us identify areas for improvement and enhance our services.

**Key Details of the New Development:**

* The feedback system will be accessible via our website and mobile app.
* Training sessions on how to use the system effectively will be conducted for all customer-facing staff on **November 28, 2024**.
* Participation in the feedback process will contribute to individual and team performance reviews.

Your cooperation is vital to the success of this initiative. Please reach out to the Business Development Department for any questions or concerns.

Thank you for your commitment to excellence.

Warm regards,

Jubril Deborah  
Business Development Manager