IPC

Memorandum

September 17, 2018

To: Rachel Wallace, Software Maintenance Manger

From: James Donahu, President

Subject: Software Failures

It has come to my attention that several of our customers have encountered an abnormally high number of software failures with some of our products and, furthermore, that IPC’s response to fixing these problems has been abysmally slow. See the attached letters for more information from two of our largest and most important customers. These are only the most recent of fifteen such customer complaint I have received in the past several months! We may lose several valuable customers if these problems persist. We must fix these problems! I expect to see a report by tomorrow outlining your plan for fixing these problems. I have promised all of the customers that we will have a short term plan in place immediately and a long term, permanent fix plan in place and being implemented before the end of the year.

**Jim**