

Memorandum

October 27, 2017

To: Melinda Shah, Software Maintenance Manager, IPC

From: Dennis Frailey, Adjunct Professor, UTA

Subject: Re: Need DMAIC Analysis of Our Customer Response Problem

Thank you for contacting me regarding your need for a DMAIC. I do, indeed, have some excellent students and this problem is a perfect fit for their course on software measurement and quality engineering, so I will accept this commission. Please forward all relevant materials and I will begin interviewing people immediately.

Best regards,

**Dennis J. Frailey**