IPC

Memorandum

October 15, 2017

To: Melinda Shah, Software Maintenance Manger

From: James Donahu, President

Subject: Slow response to Gamma Corporation software failures

It has come to my attention that Gamma Corporation has encountered a number of software failures over the past year and that IPC’s response has been abysmally slow. See the attached letter for more information. This is the seventh such customer complaint I have received in the past several months! We may lose several valuable customers if this problem persists. We must fix this problem! I expect to see a report by tomorrow outlining your plan for fixing the problem. I have promised Gamma that we will have a short term plan in place immediately and a long term, permanent fix plan in place and being implemented by February.

**Jim**