IPC

Memorandum

October 20, 2017

To: Dennis Frailey, Adjunct Professor, UTA

From: Melinda Shah, Software Maintenance Manager

Subject: Need DMAIC Analysis of Our Customer Response Problem

IPC has been fielding complaints from several of its customers about slow response to fix software failures. We would like to commission you and your students to do a DMAIC process to analyze the situation and recommend a solution. We are requesting you for these reasons:

* You are knowledgeable about these issues
* You are an independent, unbiased observer
* We are told that you have excellent students who can assist with this activity

If you accept this commission I will forward relevant information. It is vital that this be done in a timely fashion, with a final report no later than November 30.

**Melinda Shah**