

To Mr. Budi, The head of Quality Assurance

Regarding the information that you can provide, we apologize that the information is correct where the data in February was lost but I have backup data and I will send it to you immediately. For performance reviews over the past two months, there has been a decline in team performance results because every business request is only delivered verbally and there is no system that serves as a written reminder for you and the data team. This caused me and the team to feel overwhelmed and this caused us to experience a decrease in monthly performance, for that we will immediately make adjustments from the results of the evaluations we faced in the last two months in order to improve my work performance of me and the related team. Regarding the plan that you have developed, namely the existence of an inter-divisional SOP, detailing the procedure for requesting data collection, it is ready and will be launched soon. To follow up on reports of miscalculations in December, I've done calculations and re-checked using the same formula as other months but still haven't found the part that is believed to have an error. In the meantime, the following is a report that I can give to you, if you want to take the time to discuss it, I have a schedule on Monday afternoon between 2-4 pm