IPC

Memorandum

October 20, 2019

To: James Donohu

From: Melinda Shah, Software Maintenance Manager

Subject: Update Re: Software Failures

My staff and I have developed a two-phase plan to deal with the software failure issues you identified. The immediate plan is that we have assigned James Johnson (our customer rep to our major customers) to handle any new failures as his top priority and have given him top priority for access to all resources in dealing with any future problem reports from our major customers. The second phase of the plan is to put together a team of software experts to do a detailed DMAIC analysis of the situation and propose a solution. We will have the results of that analysis to you by November 30.

Let me know if you need any additional details on this matter.

**Mel**