Khai Phan

Head of Software Development Team

Smart Solution Inc.,

5500 Warden Avenue,   
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905-666-7272 (ext. 444)

February 22nd, 2018

Mr. Mark Thompson

Project Manager

Smart Solution Inc.,

5500 Warden Avenue

Markham, ON, M2F 3D4

905-666-7272 (ext. 555)

Dear Mr. Thompson,

On behalf of the Software team, we would like to apologize for our delay in software that you've planned to deliver for Good Health Clinics. However, there are some issues that I think I should let you know. As a leader in the Software team, with 10 years of experience in coding, this software is a complex one that requires a lot of security-enhanced and server database so out client, Good Health Clinics can share their data amongst their offices.

With our hard-working in the past month, we have completed the coding by this week, and we are testing our program to see if we've made any mistake in order to make the program works fluently. I understand that you are looking to deliver the software on time so I would like to address your concern out about that, as a Software team, we cannot cut down testing and fix bugs as they are parts of our jobs, and I think it is better to deliver a complete software rather than an incomplete one, which will cause bad reputation in our company, for you and for my team as well.

In this letter, we will also give you a set of deadlines which we are expected to meet. We are looking to complete our bug fixings in approximate of 10 days, which is March 4th, 2018. By March 5th, we should do our last testing to see if we have complete the bugs or not. By March 6th, we can allow our customer to test the program and see if they need any change, and if nothing goes wrong and they are satisfied with it, we can get things deliver by March 7th, as our latest expected.

Thank you for your understanding, and if you need me or our team to explain anything more to you, we can sit down and talk about it

Khai Phan

Head of Software Development