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**Class :** ML-48

**My Responses to QA's Email**

Hello Larasati,

I acknowledge that our February 2021 data was in fact missing, but now I do have our February's data with me, so I will send it now in the attachment.

The data were missing because in the past two months, any business request was only stated verbally, and there was no system in place as a reminder. Our team were overwhelmed by it.

We're currently working on a solution. Our supervisor is developing an SOP between divisions, detailing each procedures for requesting datasets. It will be launched soon.

As for the December calculation, I'm not sure which one is incorrect. I have double checked the data, and it seems that it's using the same formula as the other months.

To discuss about this problem further, I am open for discussion on Monday afternoon between 2-4 p.m. Thank you for your time.

**Best Regards,**

Theophil Henry Soegianto