

Subject: Project Sponsor Authorization

I Francis Tommy Sen, in my capacity as the designated sponsor for the Integration of Customer Feedback System project (Project XYZ-2023-001), hereby provide my formal authorization and support for the initiation and execution of the aforementioned project.

Having reviewed the risks, assumptions, and procurement plan outlined in the project documentation, I acknowledge the potential challenges and assumptions associated with this initiative. I am confident that the project team, led by Alex Johnson has adequately considered these factors and developed strategies to mitigate risks and address assumptions.

I recognize the importance of integrating the new customer feedback system with our existing operations and technology. I authorize the project team to proceed with the planned activities, including the procurement of necessary software, training platforms, technology infrastructure upgrades, consulting services, and project management software, as outlined in the provided procurement plan.

Furthermore, I endorse the responsibilities outlined in the RACI matrix, confirming that the designated individuals and teams are well-positioned to carry out their assigned tasks and deliverables throughout the project lifecycle.

Please consider this letter as an official endorsement of the Integration of Customer Feedback System project (Project XYZ-2023-001). I commit to providing the required resources, support, and guidance to ensure the successful execution of the project.

Should any significant changes or deviations from the approved project plan arise, I expect to be informed promptly to facilitate timely decision-making and issue resolution.

Thank you for your attention to this matter, and I look forward to the successful implementation of the Integration of Customer Feedback System project.

Sincerely,

President CFO: Francis Tommy Sen

*Francis Tommy Sen*

