To: [contact@wardassociates.com](mailto:contact@wardassociates.com)

From: [betty.friedman@wch.com](mailto:betty.friedman@wch.com)

Subject: Follow-up on the final report / WCH

Dear Mr. / Ms.

I hope this mail finds you well.

I would like to thank you for the detailed report that you sent after the important analysis of our internal and external communication issues. We really appreciate the time and the effort you put into your analysis during the past month while you were in our company.

Regarding the first issue, we agree with your initial recommendation, with some adjustments. Our heads of department will begin sending biweekly reports to the board of directors. However, for the second recommendation, we believe that our staff have already built strong relationships with our key customers. Instead of bringing in new people, we feel it’s important to focus on enhancing these relationships by developing greater trust and communication skills.

About the sales representatives & Head Office, we will start using “Teams” to share daily updates and important customer information.

Finally, we fully agree with your feedback on the customer services department. Any product complaint that has health and safety implications should be immediately forwarded to the following departments: Marketing, R&D, public relations.

Thank you once again for your hard work and insightful recommendations.

We greatly appreciate your effort and dedication.

Best regards,  
  
Betty Friedman  
Communications Director

WCH