**Subject: Follow-up on Your Report**

Dear Mr. Williams,

Thank you for your report about the communication problems at WCH. The directors have now talked about your ideas and made some decisions.

For internal communication, we think that weekly reports from department heads would take too much time, so we decided not to do them. However, we will create a new position for a Key Accounts Manager.

For Sales Representatives, we decided to give them smartphones so they can send a short report every day to Head Office.

We also agreed with your idea to have a new way to handle product complaints about health and safety. From now, these complaints will go to the Marketing, Research and Development, Public Relations departments.

Thank you again for your help, and I will tell you later how the changes work out.

Best regards,  
  
Betty Friedman  
Communications Director, WCH