To: williamhooper@wardassociates.com

From: bettyfriedman@wch.com

Subject: solution for WA communication problems

Dear Mr William;

You will find in below our analysis for communications problems that you faced in your company and the solution that we take to solve it.

First of all, we have made the decision to add a new coordinator position in the company to solve the communication problems between directors and head of department, that will cost you less money than a new manager and the coordinator will take and daily report the information from head of department to directors.

Second, I ordered the IT Department to develop a new platform that allow to head office to see all transactions made by sales reps.

Finally, all complaint about a product that customer service department receive will be sent automatically to all intervenant to solve it on quickly.

I would like to thank your trust and let me know if we have any further questions.

Best wishes

Betty Friedman

WCH Director