

Quality Overview 100

You have probably purchased many products over the years that were of poor quality. Think back to one that was particularly disappointing. Did it cost you a lot of money? Did it fail to live up to its advertised promises?

You are going to **write a letter of complaint** to the manufacturer of that product. This is a formal letter; do not indent your paragraphs, but put an extra space between each one.

1. In your first paragraph describe the problems that you had with the product. Identify specific problems with quality.
2. In the next paragraph(s), explain which part of the manufacturing process you think the company needs to improve. Give suggestions for specific steps the company should take to improve their quality in that area, using what you learned in this class. If you have several areas to discuss, use several paragraphs.
3. In the final paragraph, explain how their quality control affects you as a customer, and close the letter.

Writing tips

You are writing clear, complete sentences. Check over your writing to fix any errors. Your advice won't be credible if your writing is not clear and correct.

Keep your comments professional. Don't be insulting. Since you can't actually know what the problems are at this company, go ahead and imagine as many production problems as possible.

Your purpose is to remind the company of the importance of quality to their customers.



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