Letter of Transmittal

By

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For

Embry Riddle Aeronautical University

October 1, 2015

Dear Mr. Ki-Young Jeong,

Enclosed is the Quality Analysis of Qantas Airlines required for MGMT 532. The main findings of our analysis are:

1) Poor quality leads a company to lose business as well as investors.

2) Employee relationships with management improve with intentional focus on communication with its employees frequently and instantly.

3) Immediate responses to clients questions with faster technology to establish better relationship with clients.

4) Investing in useful and appropriate computer technology is recommended for this company, failure to do so could cause the company to fail.

Finally, I would like to thank Joshua Huelsbeck, Justin Jones, and Joseph Kalathil for all of the effort to complete this and other projects during this class. We all appreciate the opportunity to learn from the experience of participating in this Quality Analysis of Qantas Airlines. We have learned a great deal during this research, which will prove to be invaluable in our future projects.

Regards,

Chris Goff

Reference:

PMI. (2013). A Guide to the Body of Knowledge (POMBOK Guide) Fifth Edition. Project

Management, Inc. Newtown Square, Pennsylvania.