

Customer Escalation Justification for Quality Assurance Issues

[Your Name]
[Your Position]
[Your Company Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]

[Recipient's Name]
[Recipient's Position]
[Recipient's Company Name]
[Recipient's Address]
[City, State, Zip Code]

Subject: Escalation of Quality Assurance Issues

Dear [Recipient's Name],

I am writing to formally escalate our ongoing quality assurance issues that have significantly impacted our operations. Despite previous communications and attempts to resolve these matters, we have yet to see the necessary improvements, which has led us to seek your urgent attention.

The key issues we have experienced include:

- Repeated product defects resulting in increased returns.
- Lack of response on submitted quality reports.
- Delays in addressing previously identified problems.

These concerns have not only affected our workflow but have also led to dissatisfaction among our customers. Therefore, we kindly request your immediate intervention to address and rectify these quality assurance issues.

We value our partnership and appreciate your attention to this matter. Please let me know a suitable time for us to discuss this further.

Thank you for your prompt action.

Sincerely,

[Your Name]
[Your Position]
[Your Company Name]