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**PCL: A Breakdown in the Enforcement of**

**Management Control**

1. Analyze the challenges faced by PCL in reducing returned sets and NFF returns.
2. Aside from the recommendations put forth by PCL, what other actions might improve the

return rate of TV sets?

1. What lessons can PCL draw from its exercise in controlling the high rate of returned TV

sets to inform its execution of internal control mechanisms in the future.