Monsanto

FROM ANNISTON, ALABAMA

DATE July 25, 1966

SUBJECT Quality Complaint Index

REFERENCE

cc: R. G. Moody
A. E. Leisy
C. K. Eastman
A. J. Koenig
H. L. Phillips
O. E. Dolin
W. B. Dunlap

TO W. B. Papageorge

In the staff meeting Wednesday, July 20, 1966, the Quality Complaint index was questioned. The figure reported was 0.13. This figure is correct and reports 0.13 complaints per 100 shipments--year to date.

Back up data is:

Re: Memo H. L. Gray to W. B. Papageorge July 6, 1966
(figure reported verbally to O. E. Dolin for report purposes)

Shipments to Customers
thru June 3006

Number of Complaints 4

Calc: $\frac{4}{3006} \times 100 = 0.13$

For information, the index on pounds shipped has been previously reported as complaints per 100 million pounds shipped. Through June, this figure is 3.45.

Complaints:

Pounds shipped 116,103,129

The lab report this year has been reported as complaints/million pounds shipped. We will report this in the future as complaints/100 million pounds.

L. C. Fuhrmeister

DSW 551631

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