Bird
Incorporated

PLAINTIFF'S EXHIBIT
BIR-852

Memo To: J. F. Hardy
From: R. C. Maloof

Subject: COMPLAINTS
Date: May 8, 1986

Please note the attached complaint report which totals $100,000 for four months. This is approximately 1% of sales, which is much better than we have done in the past. However, if our information from GAF is correct and they have approximately $100,000 of complaints per 1 million squares, then we are operating with at least twice the complaint rate that GAF is operating with. As you know, many of our complaints involve old material, but recently we have experienced off-width as well as off-blend complaints.

Please review this with your supervisors at your next meeting. Our goal was to have complaints of $300,000 or less in 1986.

RCM:VC
Enclosure

cc: S. A. Ward
G. S. Chase
C. J. Patenaude

FBMIS SYSTEMS
ALCOMP.PRO

YEAR-TO-DATE COMPLAINT REPORT

STATUS - CLOSED
by CATAGORY
11 NORWOOD

6-May-1986

(F)

CODE	No. OF COMPLAINTS	POLICY ADJUSTMENT	ALLOWANCE NON-SPEC MTL	ALLOWANCE NON-SPEC OTH	--- TOTAL ---
			COMPLAINT DOLLARS		
01 NOT SEALING	43	9,757.98	6,143.74	6,958.06	22,859.78
02 BLISTERING	7			5.115.28	5,115.28
03 CRACKING	6	352.00	1,114.35	1,137.97	2,604.32
04 SHEDDING	11	209.15	2,313.55	7,191.71	9,714.41
08 VISUAL DEFECT	14		2,021.83	270.00	2,291.83
09 OFF BLEND	5	637.41	615.12	900.00	2,352.53
10 SHADING-EMBED	14	200.00	1,939.06	7,243.66	9,382.72
11 STAIN-BACKSURFACE	1	825.30			825.30
13 SHADING-OFF COLOR	2	1,200.00	2,000.00		3,200.00
14 OFF DIMENSION	2	150.00	100.00		250.00
18 CLAWING	2		497.00	654.00	1,151.00
20 CURLING	8	1,500.00	2,617.44	5,600.00	9,717.44
21 BUCKING	1		745.86	1,400.00	2,145.86
22 FISHMOUTHS	4	500.00	1,244.86	4,192.00	5,936.86
23 PREMATURE FAILURE	21		11,442.57	3,666.66	15,109.23
50 OTHER - VINYL	2		46.45		46.45
51 WEATHERING	6		700.00		700.00
52 DAMAGED	2		189.64		189.64
88 OTHER	11	50.65	3,111.85	3,654.45	6,816.95
THIS DIVISION HAS 162 COMPLAINTS TOTALING		15,582.49	36,843.32	47,983.79	100,409.60

300
850

BIRD 013344