

1967 QUALITY REPORT
BOARD, PLASTER, & JOINT SYSTEM

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January 25, 1968

SGP 0020500

1967 Quality Report
Board, Plaster, and Joint System

Attached, you will find a summary of our complaints, indicating our quality performance for 1967 vs. 1966. Board shipments out of the Acme plant were up 59.1% over 1966, and complaint cost was down from \$.0538/M to \$.0247/M. Plaster shipments were up by 5.5%, and complaint cost per ton was up from \$.00 in 1966 to \$.08 in 1967. Joint System shipments were up by 69.7% over 1966, and complaint cost per ton was up from \$.033 in 1966 to \$.122 in 1967. Total cost of complaints was \$8,787.03 in 1967 compared to 1966 \$8,888.94.

Our greatest complaint cost in the board plant was edge, taper and formation. A total of \$1,915.24 was paid out to settle nine complaints under this category. This is 33.7% of our complaint cost for 1967. There was one complaint that was for \$1476.83 which was the largest under this category. Board shipping complaint was second highest with \$1,163.13 paid out for seven complaints.

The third largest amount in the board category was for split ply paper. There was a total of \$1,015.28 paid out on four complaints. This amount is considerably higher this year as compared to last.

Other categories where money was paid were: Poor bond, peeler-\$223.98; cracked broken - \$204.36; off dimension - \$114.30; burned wet - \$93.00; core split - \$77.97.

In the plaster packing and shipping there was \$1,055.82 paid out for two complaints. No other money was paid out for the year.

The number of Joint System complaints have risen during 1967. The cost of these complaints was \$1,411.90 paid out on four complaints. The largest amount was \$1,376.90 which was paid on the category of working properties. The other money paid was for a shipping complaint.

In the other categories there were two complaints paid. One was for \$585.00 which was a rock shipment that was refused. The other was a complaint (shipping) on foil board with \$57.43 paid.

The overall picture showed an increase in the total number of complaints received and a slight decrease in the total amount of money paid out for controllable complaints.

Looking at the complaints received and those controllable, we find that several of these could have been prevented with a little more diligence on the part of everyone concerned.

G.B.

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DEPT. AND TYPE COMPLAINT

Board Plant	No.		Paid		No.		Paid	
	Rec.	Cont.	Cont.	Policy	Rec.	Cont.	Cont.	Policy
(1) Poor Bond, Peeler	7	6	\$2116.12	\$ 724.62	2	2	\$ 223.98	\$ 85.50
(2) Core Split	2	2	240.49		5	2	77.97	
(3) Blisters	15	1	670.00	1243.98	37	4	204.36	4727.85
(4) Cracked, Broken	3	3	3400.26		10	9	1915.24	398.47
(5) Edge, Taper, Formation	9	5	50.00	50.00	5	4	1015.28	80.17
(6) Split Ply Paper	1	0			1	1	480.00	
(8) Other Paper Defects	4	4	399.70		1	0	66.84	
(9) Surface Imperfection	3	2			1	1	93.00	
(10) Burned, Wet	4	0			4	2	114.30	
(11) Off Dimension	4	0		477.75	1	0		
(12) Jagged Score & Snap	15	3	919.79	988.50	7	2	322.78	4506.40
(19) Miscellaneous Board	63	26	7796.36	3484.85	74	27	4513.75	9798.39
TOTAL BOARD PLANT	24	5	866.08	477.70	31	7	1163.13	1695.82
SHIPPING (BOARD)	87	31	8662.42	3962.55	105	34	5676.88	11494.21
TOTAL BOARD			\$.0538				\$.0247	
Complaint Cost/MSF								

Plaster Packing

(1) Setting Time	2	0		175.00	4	2	1055.82	
(2) Working Properties	2	0			1	0		168.39
(19) Miscellaneous Plaster	1	0			1	0		
Shipping (Plaster)	5	0	\$.00	175.00	7	2	1055.82	168.39
TOTAL PLASTER							\$.08	
Complaint Cost/Ton								

Joint System

(1) Poor Bond	4	0		174.60	6	1	1376.90	292.35
(2) Working Properties	3	1			11	3		
(4) Cracking	1	0		65.00	1	0		117.29
(5) Staining, Shadowing	2	0		185.00	4	0		75.00
(6) Mixing Properties	1	1	25.00		1	0		
(7) Texture Products	4	1	26.92	271.50	4	0		617.50
(19) Miscellaneous	1	0			3	1	35.00	
Shipping (Joint System)	16	3	226.52	624.00	30	5	1411.90	1102.14
TOTAL JOINT SYSTEM			\$.033				\$.122	
Complaint Cost/Ton								

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Other Complaints	No.		No.		Paid Cont.	Paid Policy	No.		Paid Cont.	Paid Policy
	Rec.	Cont.	Rec.	Cont.			Rec.	Cont.		
Industrial (Rock)	1	1					1	1	\$ 585.00	
Ceiling Tile	1	0				\$ 375.58	1	0		
Foil Board (Shipping)							1	1	57.43	
TOTAL	2	1				375.58	3	2	642.43	
TOTAL ALL DEPARTMENTS	110	35			\$888.96	\$5137.13	145	43	\$8787.03	\$12764.74

Total Wallboard Shipped	144,687 MSF	230,132 MSF up 59.1%
Total Plaster Shipped	13,516 Tons	14,258 Tons up 5.5%
Total Joint System Shipped	6,844 Tons	11,618 Tons up 69.7%

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