

Office of
DONALD D. THRELKELD
Vice President Chemical Division

THE UPJOHN COMPANY

POLYMER CHEMICALS DIVISION
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HOUSTON, TEXAS, U.S.A.

May 22, 1984

Mr. Harris Halpert
Conoco Chemical
P.O. Box 19029
Houston, Texas 77224

Dear

The Polymer Chemicals Division of The Upjohn Company is committed to an operating philosophy designed to improve our products and services which reads as follows:

"We are committed to meet customer requirements through programs which involve our employees and suppliers to assure continuing improvements of products and services in a safe and environmentally acceptable manner."

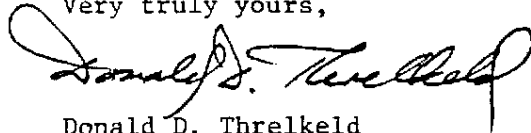
Your participation is important to the success of these programs.

As the first step in getting you involved, we ask that you complete and return the enclosed questionnaire to our SPC Coordinator, Clarence Forsvall, by June 15, 1984.

Clarence is also available to field your questions regarding this program.

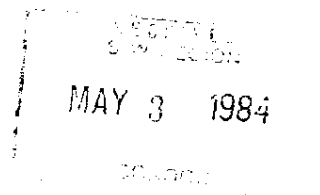
This questionnaire will give us an indication of how closely our current approaches to quality coincide with yours. We appreciate your participation in our continuing efforts to improve our products and services and look forward to having you remain a valued supplier.

Very truly yours,



Donald D. Threlkeld

Enclosure
DDT:mj



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UPJOHN RAW MATERIAL SUPPLIER QUESTIONNAIRE

I. QUALITY PHILOSOPHY

Has your top management as a part of your business strategy made a written commitment to quality management? Please attach a copy.
If not, when will a written committment be expected?

II. ORGANIZATION

Who should be our contact with regard to the following?

	NAME	TITLE	PHONE
Sales	_____	_____	_____
Technical Service	_____	_____	_____
Quality	_____	_____	_____

III. PRODUCT CONTROL

1. How are your raw materials qualified? _____

2. How do you define a product lot? _____

3. When is the lot number assigned? _____

4. How is it sampled for analysis? _____

5. Are all Upjohn specification tests run and statistically monitored on each lot? _____

6. If yes, how? _____

7. Are you willing to supply Upjohn with this data? _____

8. What is done with out-of-specification material? _____

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IV. PROCESS CONTROL

1. Outline briefly the mechanisms used to control the process and to assure the product conforms to Upjohn specifications? (e.g., standard operating procedures, process control monitoring, online analyzers, computers, etc.) _____

2. Is it routine practice for you to notify the customer when manufacturing process changes occur? _____

V. PRODUCT HISTORY

1. Can a history of the product be traced from raw materials? _____

2. If not, how far? _____
3. How long are these records kept? _____
4. What retains are kept? How long? _____
 - a. Raw Materials _____
 - b. Process Materials _____
 - c. Shipping Materials _____

VI. INVENTORY AND DELIVERY INFORMATION

1. What is your normal inventory level for this product? _____

2. What lead time is required to ship material? _____

3. Do you have multi-plant production? _____

4. Do you have multi-source raw material supply? _____

5. Is it routine practice for your company to notify customers of production shut downs? _____

VII. PRODUCT REGISTRY AND COMPLIANCE INFORMATION

Please complete the attached product forms.

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