



E. I. DU PONT DE NEMOURS & COMPANY
INCORPORATED

WILMINGTON, DELAWARE 19898

CHEMICALS AND PIGMENTS DEPARTMENT
CHESTNUT RUN

JStnackrah-C&P-B-6237
PAWriede-C&P-Jackson Lab
DOMiller-C&P-Newark
DGray-C&P-Newark
DWillette-C&P-Newport
JLDeming-C&P-Newport
EWStewart
JALamiet
Tech. Serv. Colors Group
NJKane

September 1, 1983

TO: STANDARDS AND SPECIFICATIONS COMMITTEE

R. E. PEAVY, C&P, NEWARK
W. R. ZONIN, C&P, NEWARK
B. H. GARTH, C&P, B-6237
D. W. HOPPENJANS, C&P, B-6237
W. M. WILLIAMS, C&P, NEWPORT
D. E. YONKER, C&P, CHESTNUT RUN

FROM: N. J. KANE, CHAIRMAN

COLORED PIGMENTS

Q/S REPORTS

An analysis of the first six (6) months' quality performance as measured by Q/S reports is attached. Performance on these has continued to improve with a projected 15% reduction in incidents, on an annualized basis, versus 1982 and an impressive 40% reduction in instances of "outside specification" complaints versus 1982. For the first six (6) months, we received 33 Q/S reports and only eight (8) were out of specification.

However, in July and August we have received a significant increase in quality complaints. An analysis of the twenty new Q/S reports received in the past two (2) months is not complete since half of these complaints are still active. A listing of the July and August incidents is attached for your study. Increased attention is needed to get back on track with performance exhibited in the first half.

SUMMARY

• Outside Specifications

In the areas where we have the best ability to control (i.e. performance versus plant shipping tests and performance in product uniformity/freedom from contamination) we have made excellent progress. In the first six months, we've had only one complaint where material failed the plant shipping test and no instances of confirmed contamination complaints.

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The largest problem area continues to be failure in simulated customer tests (passes plant shipping tests)--although this area had also improved versus 1982 in the first half. Further reduction in this area is needed with primary responsibility of Marketing Technical Service in identifying special customer needs.

- Within Specifications

The major area in this category continues to be related to non-pigment quality problems by the customer. Technical Service has continued to provide customer assistance in these areas (e.g. identified a customer equipment deficiency, identified a customer test procedural error, etc.). This area is not considered to reflect negatively on DuPont pigment quality but is an opportunity to provide valued customer assistance.

In other areas of this category, the instances of shipments marginally within specification and instances of use of improper product standard have continued to decline.

- July/August Performance

The dramatic increase in complaints currently cannot be treated as a statistical aberration if continued progress is to be made in reducing customer quality problems with our pigments.

Preliminary comments on July and August work:

- 9 of the 20 Q/S reports received in July/August are still active.
 - Of the 20 Q/S reports received, 8 involve new test methods by customers or suspected testing errors by customers. These accounts are being visited.
 - Of the 20 Q/S reports received, 4 involve aqueous dispersions. New labels for proper standards use had been recommended. Newark is reviewing quality data on the dispersions.
- Of the 11 Q/S requests completed, 5 were outside specs (compared to only 8 in the first six months of 1983).
 - Of these 5, 2 involved test result differences between Chestnut Run and Newark and these should be addressed in the testing cross audit.
 - Of these 5, 2 involved failures caused by RT-787-D (in a minor end use) that will be prevented in the future by a new product standard.
 - One failed the plant shipping test.

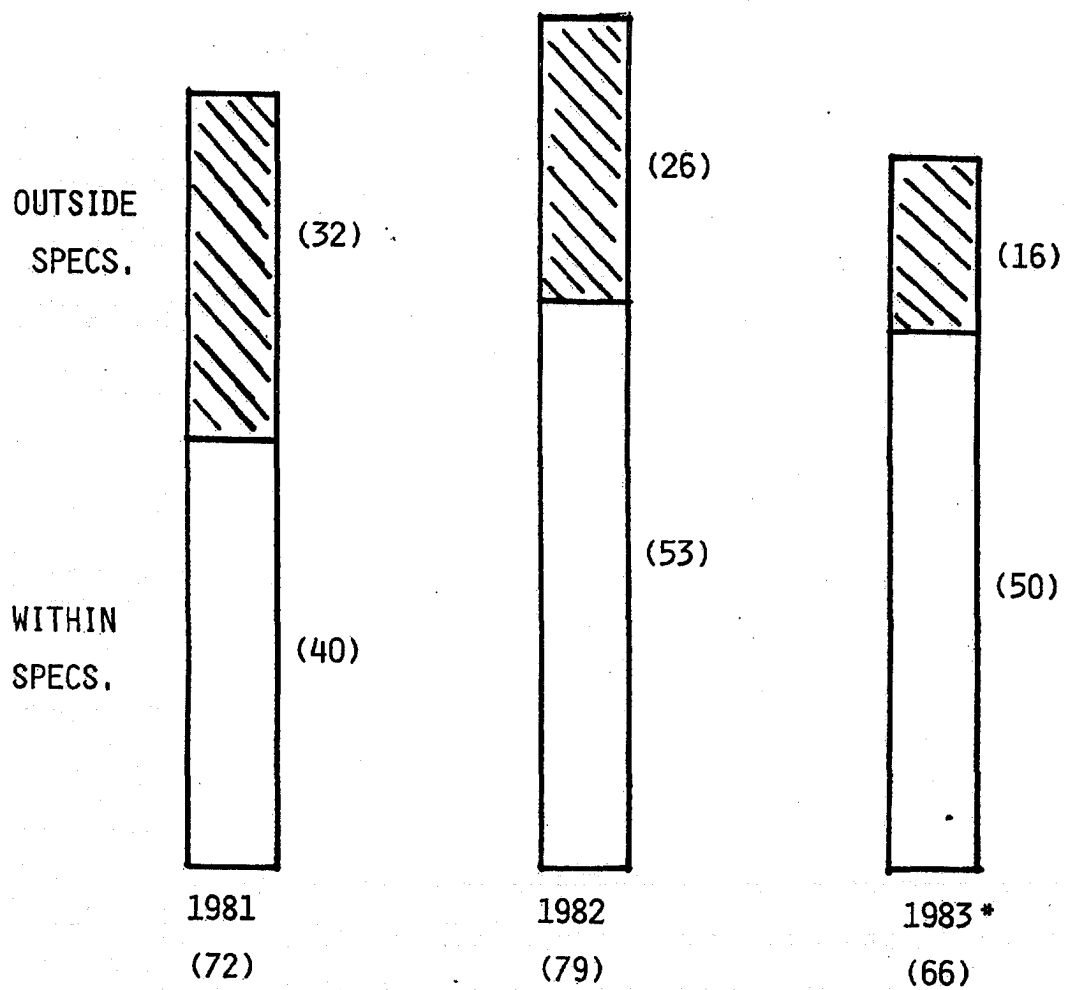
- Of the 11 Q/S requests completed, 7 were within specs.
- Of these 7, 3 resulted from non-pigment customer use and/or testing problems--now resolved with customer.
- Of these 7, 4 involved YE-637-D at three accounts--one requires an SCS (circulating), three involve customer test differences (customer visits scheduled). Newark will again review quality data.

Action elements planned are:

- Technical Service visits to the following accounts: Acme, General Press Color, Ford (Paint), Ford (Plastics), Rutland, Permuthane, Sherwin-Williams, and CIL. (A plant Q/C representative has been invited on some of these customer visits.)
- New caution labels for aqueous dispersion standard samples to advise customers on proper use of these (T. L. Kolski has prepared text to Newark for labels.)
- Restandardize RT-787-D, assign temporary standard for RT-235-D. (September 15 Standards meeting)
- Addressees are asked to review the current problem areas attached and provide recommendations for review at the September Standards and Specifications meeting.
- Plant review data on aqueous dispersion quality and data on YE-637-D. Plant provide exhibits and materials for quality cross audit on shipping test methods.

NJK/ilc
attachs.

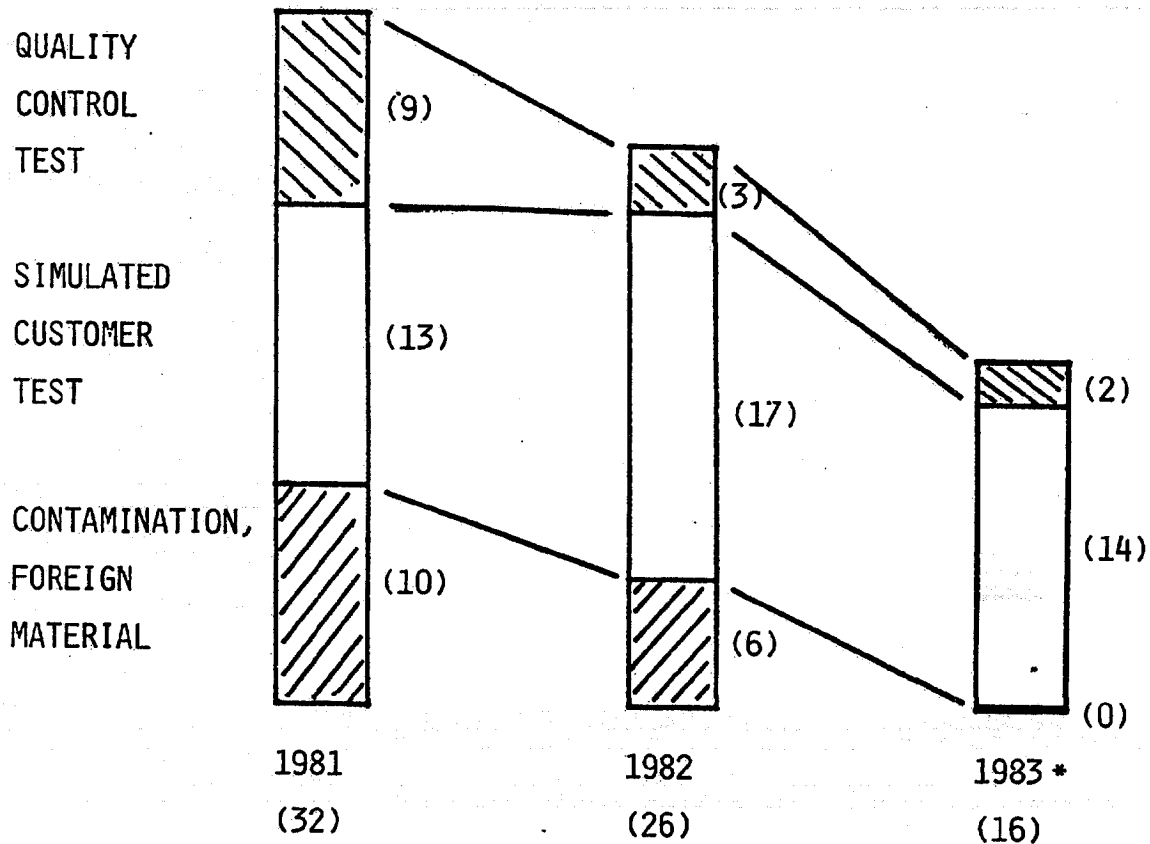
PIGMENT COLORS/QUALITY REPORTS



*BASED ON 1ST HALF ANNUALIZED

PIGMENT COLORS/QUALITY REPORTS

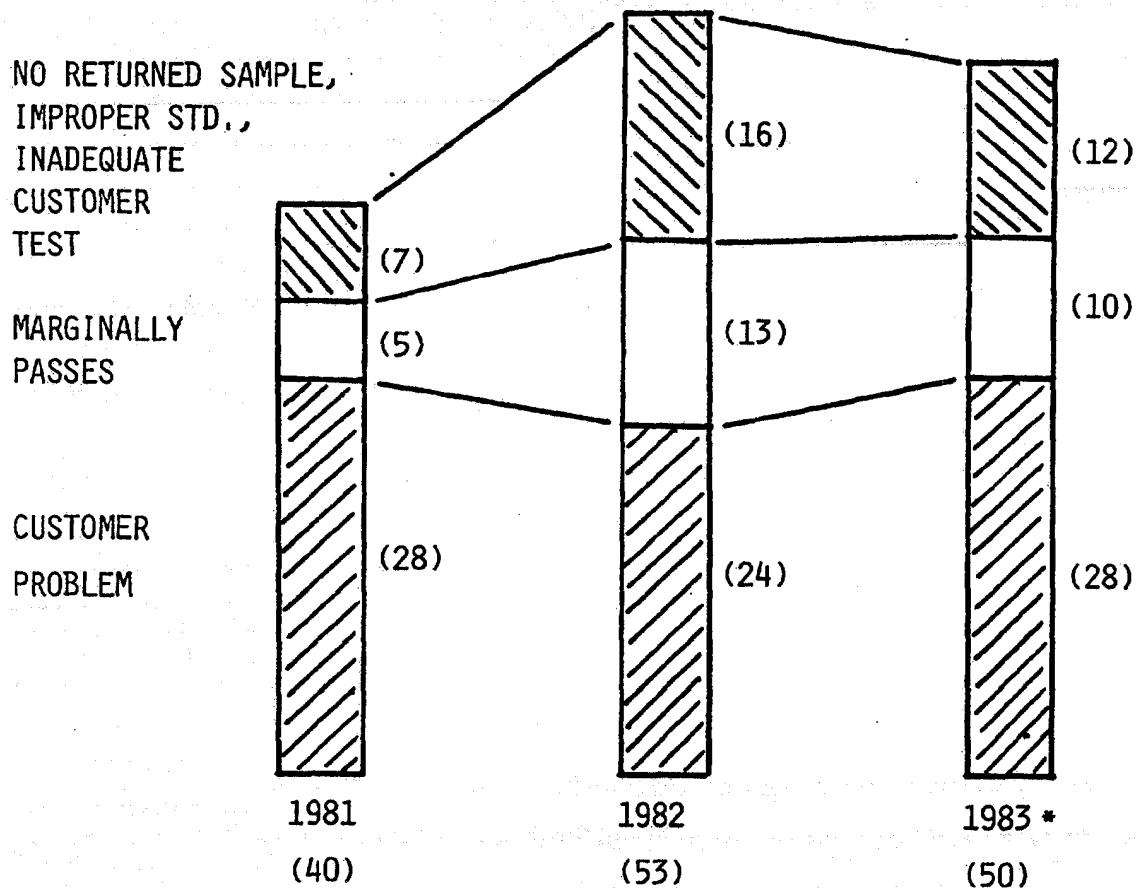
OUTSIDE SPECIFICATIONS



*BASED ON 1ST HALF ANNUALIZED

PIGMENT COLORS/QUALITY REPORTS

WITHIN SPECIFICATIONS



*BASED ON 1ST HALF ANNUALIZED

JULY AND AUGUST QUALITY SERVICE REPORTS

<u>INK</u>	<u>Category*</u>	<u>Customer</u>	<u>Comments</u>	<u>Red'd</u>
8322-X CT-013-83	Open	Acme (T.S. visit)	RT-698-D; conductivity	6/16
26-X CH-028-83	Closed	Acme, K.C.	RT-698-D; bad roll on customer's 3-roll mill	7/11
27-X CH-030-83	Open	Gen. Press (T.S. visit)	Blue G P.C.; rheology	7/12
29-X IN-057-83	Open	Poly Ink (sales rep. visit)	RT-698-D; film blocking	8/24
<u>PLASTICS</u>				
8365-X CL-030-83	Closed	Ford (T.S. visit)	RT-235-D; dispersion	7/11
66-X CL-032-83	Closed	BFG (SCS recommended)	YE-637-D; weak	7/15
69-X CT-020-83	Closed	Rutland (T.S. contact)	Y-433-D; dispersion	8/1
74-X NY-0015-83	Closed	Permuthane (T.S. visit)	RW-635-P; weak	8/10
77-X NY-0024-83	Open	Permuthane (T.S. visit)	RW-767-P; weak	8/29
<u>COATINGS</u>				
8374-X CL-031-83	Closed	Ford (T.S. visit)	BP-479-D; solvent popping	7/11
76-X CH-029-83	Closed	S-W (T.S. visit)	YE-637-D; color & strength	7/12
79-X CH-031-83	Closed	DeSoto (new labels)	YW-911-P; weak	7/19
80-X CH-032-83	Closed	S-W (T.S. visit)	YE-637-D; weak	7/25
81-X SF-003-83	Closed	DeVoe (sales rep. call)	YE-637-D; masstone dark	7/27
82-X CP-3-015	Closed	Polycol (re-standardize)	RT-787-D; color	8/6
85-X IN-060-83	Open	CIL (T.S. visit)	RT-859-D; rheology	8/24
86-X IN-058-83	Open	CIL (T.S. visit)	RT-859-D; rheology	8/24
87-X CL-037-83	Open	Lord	Green G; stability	8/24
88-X CH-034-83	Open	D. Cook	YW-958-D; stability	8/24
90-X IN-056-83	Closed	Toyo (re-standardize)	RT-787-D; color	8/23
93-X CT-0002-83	Open	Caldwell	BT-425-D; reactivity	8/29

*Category: I-a - fail plant tests; I-b - fail simulated customer tests; II-a - marginally pass tests; II-d - customer process or customer test deficiency/error.