Monsanto

FROM (NAME & LOCATION) Sauget, Illinois

DATE February 9, 1970

SUBJECT Customer Relations

REFERENCE

TO : W. A. Kuhn
General Offices

cc: T. W. Dalton
R. M. McCutchan
P. K. Maier - Cincinnati
D. T. Mayer

→ Bill Kuhn
Pleasanger customer, I think!

The Champion Paper Company of Hamilton, Ohio has a new process and plant that will require between .5M and 1M pounds of 1248 Aroclor per year. They ordered the first trailer load for delivery on 1/21/70 and requested a company representative be sent to oversee the unloading. The request was apparently made through our office in Cincinnati.

Mr. Pete Maier, our salesman in Cincinnati, and I went to the Champion Paper Company. The trailer unloaded with very little difficulty. However, we had a lengthy discussion with Bill Ennis, their manufacturing supervisor, and it is my belief this discussion made the visit worth while to both companies.

They had several questions and doubts about Aroclor due to its newness to them, but after our talk it was evident they were more at ease about using our product. Some items discussed were personal hygiene, vapors, pollution, product stability and maintenance.

I forward two observations as a result of my trip.

1. The customer is mixing Aroclor with other chemicals and I have serious doubts that adquate ventilation has been installed to carry away vapors at all points of the process. Although it was discussed, someone should follow up on it.

2. Their new equipment and piping for storage and circulation was impressive, but they missed several things. At sometime in the near future this will become a housekeeping and maintenance problem to them. Had this trip been made before their construction was completed, changes could easily have been made and we would have a more satisfied customer.

Virgil Brawley

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