

TGG: ~~JCL~~ MMG: ~~ASO~~ RF
XF: NOA

TO: Distribution

FROM: Biomedical and Environmental Affairs Department
DATE: September 15, 1989

Interoffice
Communication

SUBJ: RESPONSE TO BIOMEDICAL AND ENVIRONMENTAL AFFAIRS
FEEDBACK SURVEY.

VISTA

Earlier this year you responded to the Biomedical and Environmental Affairs Department customer survey. We thank you for participating and are enclosing the cumulative results of the survey. Out of 137 surveys sent out, 90 responses were received.

The responses were categorized by functional groups, e.g. Plant Managers, TSRs, etc. as well as cumulatively. In general we found that the responses of each group were similar for all groups. As a result, we feel that grouping all responses together is appropriate.

Since Question 2 required a free form response, no bar chart for that question was produced. However, comments received are being considered in our analysis and plans for future action.

The surveys reflect that the three most important functions of the Biomedical and Environmental Affairs Department are training, regulatory analysis and advice, and keeping Management informed.

As part of the effort to improve the Department's effectiveness in these three areas, the following action items have been initiated.

Management Information

The Department is presently interacting with the Business Area Steering Teams. These are relatively new teams developed in each of three business areas. These teams include representatives from Manufacturing, Marketing, Marketing Development, Business Areas and R & D. It is the intention of the Department to continue the interaction i.e. presentations, guidance, with these groups as they provide the greatest access to Management in addition to allowing business decisions to be made with knowledge of regulatory issues.

Regulatory Analysis

The Department has worked with Legal to send surveys throughout the company to determine the needs of the individuals receiving the regulatory resources. Improvements have been made in the Federal Summary to allow better access to the information. Other alternatives to the "white books" are being investigated.

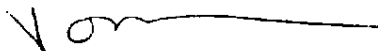
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Training

The Department is also working with Legal in developing an "Environmental Awareness Training" program. This program will be used to provide awareness on environmental issues to engineering, business and market area employees. This program is scheduled for implementation in October 1989. Concurrently, a pilot RCRA training program is being developed at Lake Charles to determine its effectiveness. Other training needs will be addressed in the near future.

We hope that these actions will be of benefit to you.



T. G. Grumbles

dlj
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B. Murray

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M. S. Reynolds
D. L. Thomas

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R. L. Poe
S. E. McGuire
V. W. Weiss

Legal:

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Territory Sales Representatives:

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N. J. Forsa-Saddle Brook
T. C. Davis-Saddle Brook
R. G. Rose-Saddle Brook
J. P. Stokes-Saddle Brook
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P. J. Haugen-Lisle
J. C. Levaridsen-Lisle
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T. Gillette-Lisle
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CSR's

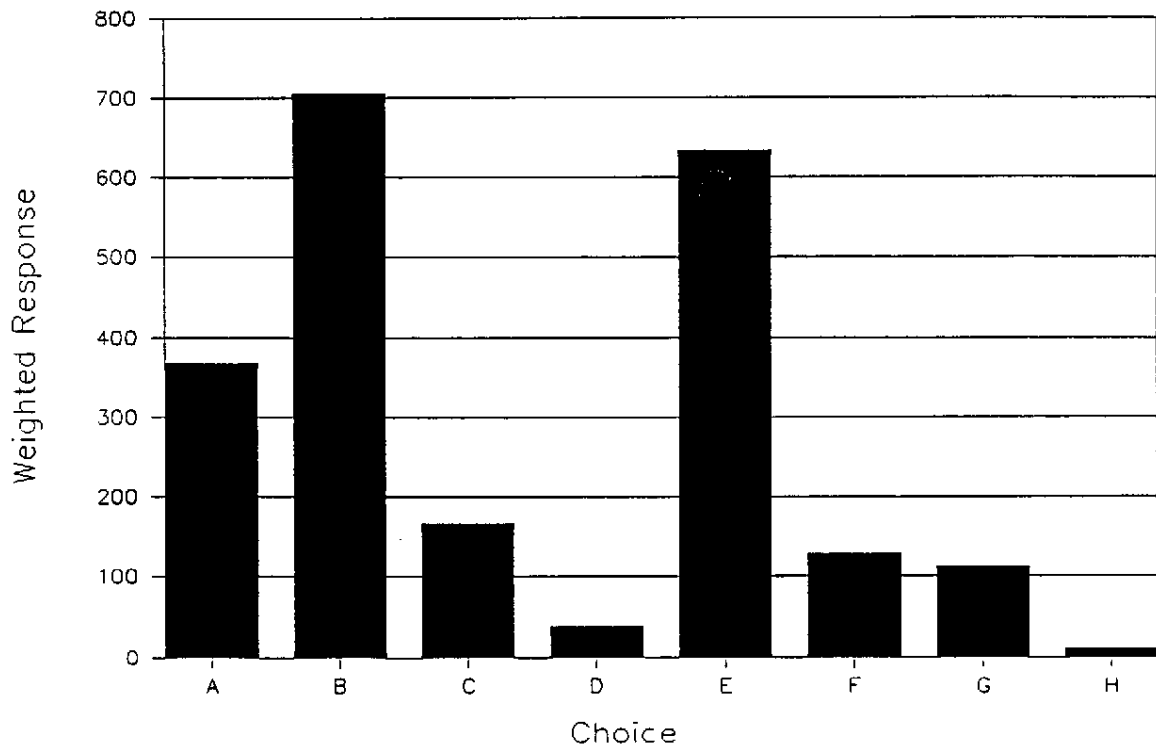
Anne Chepolis-Lisle
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Buren Solley
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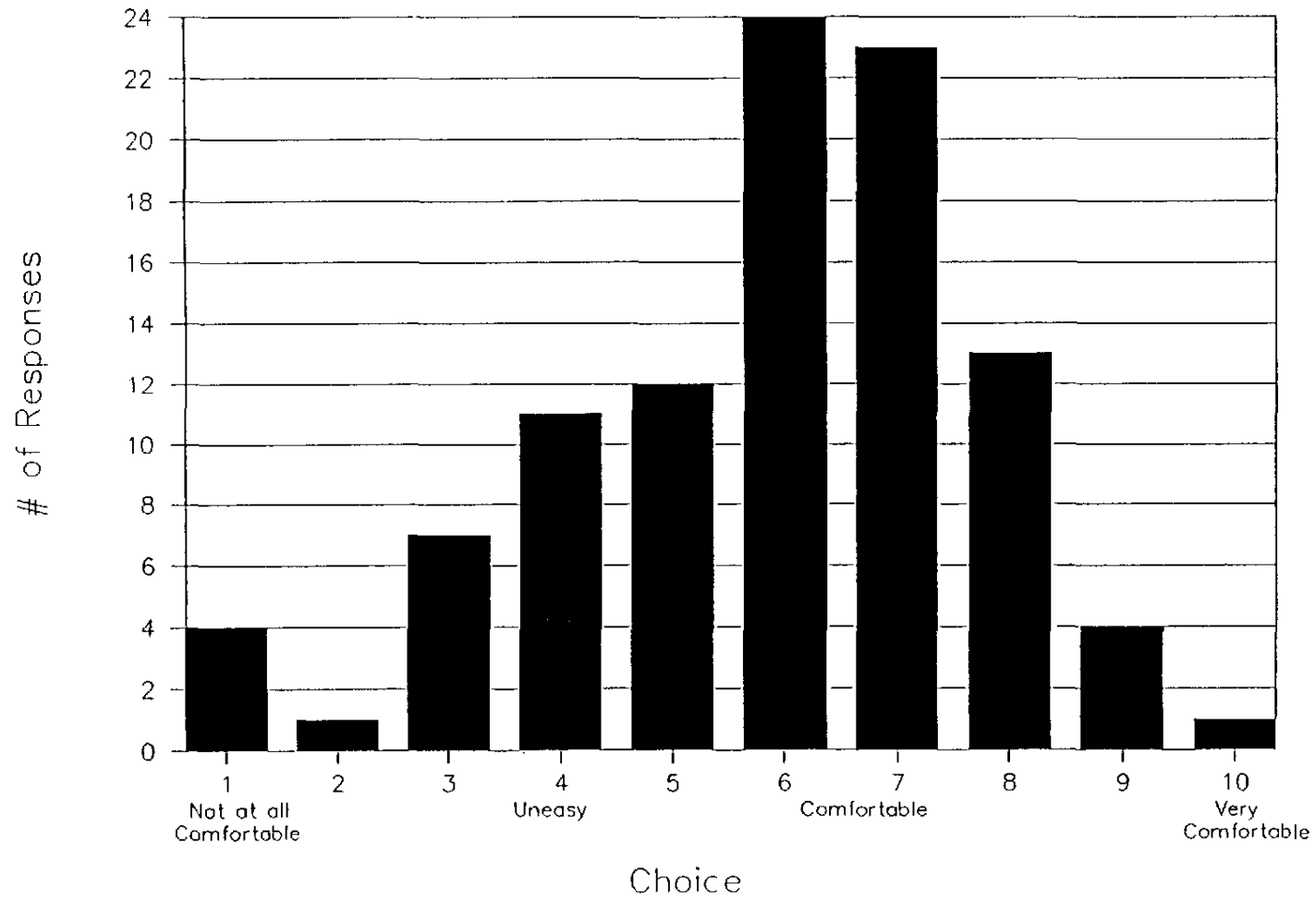
Q1 In your opinion, what functions does the Biomedical and Environmental Affairs Dept. perform for Vista?
(Circle one or more, prioritize those you circle.)



- A – Work with the plants
- B – Track emerging laws & regs that affect Vista products
- C – Understand & communicate transportation regs
- D – Do capital expenditure planning for anticipated environmental projects
- E – Keep management informed
- F – Answer questions about safety
- G – Coordinate medical testing
- H – Engineer emission control equipment

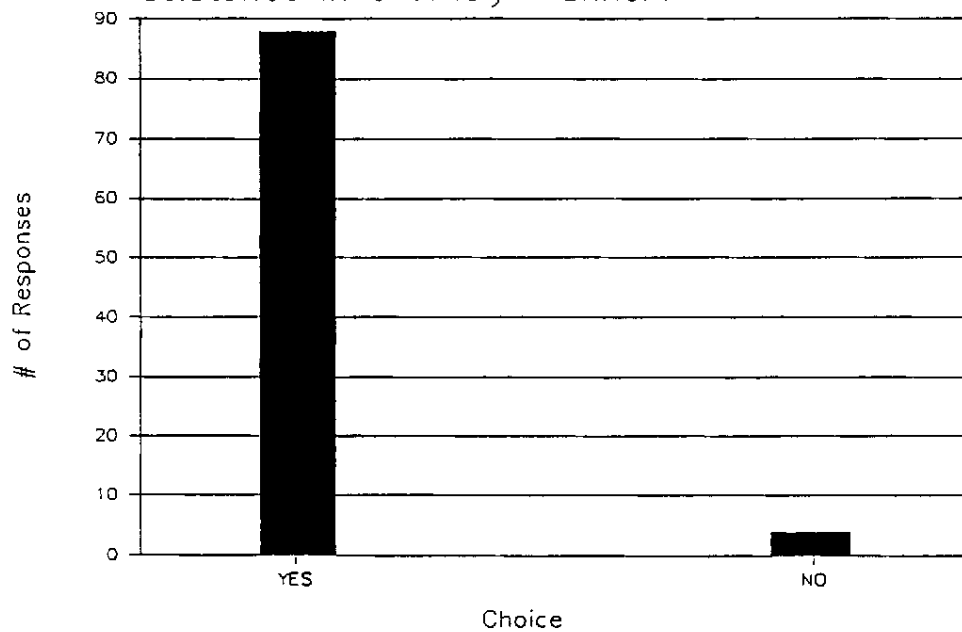
Weighted Response Method
 1 = 10 5 = 2
 2 = 7 6 = 1
 3 = 5 7 = 1
 4 = 3 8 = 1

Q3 Indicate the degree to which you feel comfortable with your knowledge of the impact of health and environmental rules in your area of responsibility.

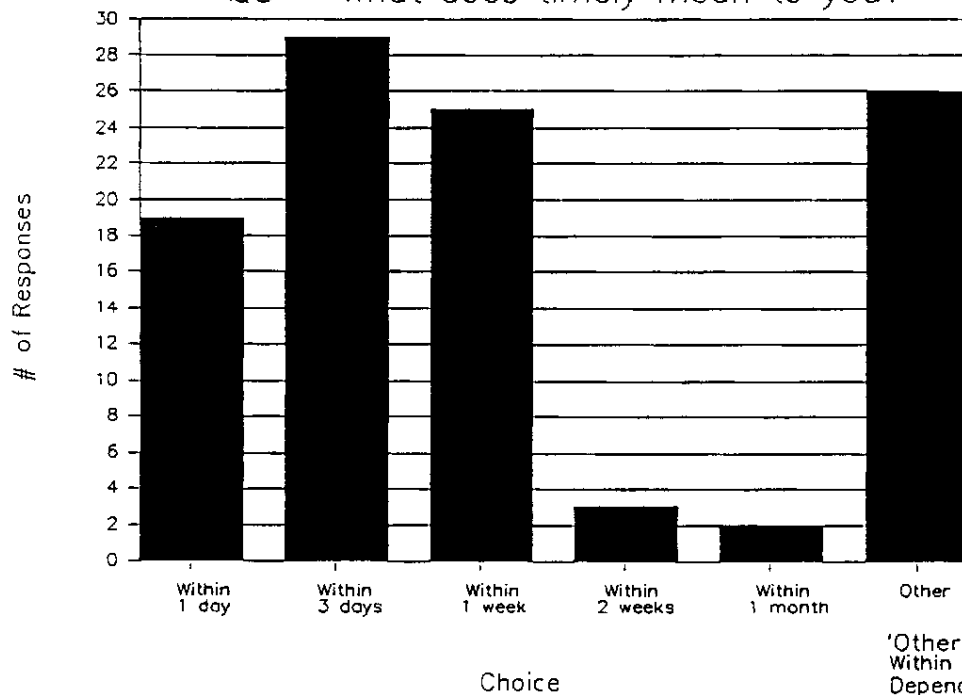


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Q4 Do we answer your request for information or assistance in a timely manner?

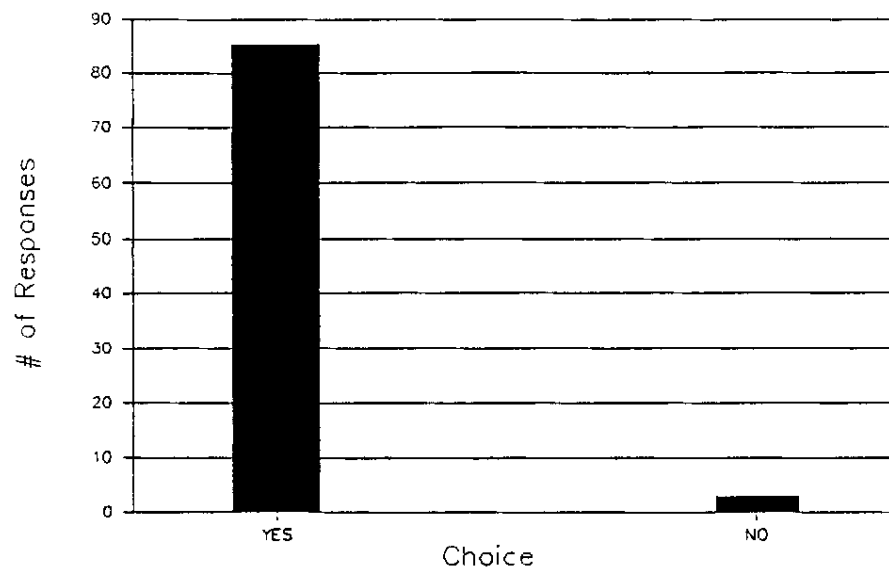


Q5 – What does timely mean to you?

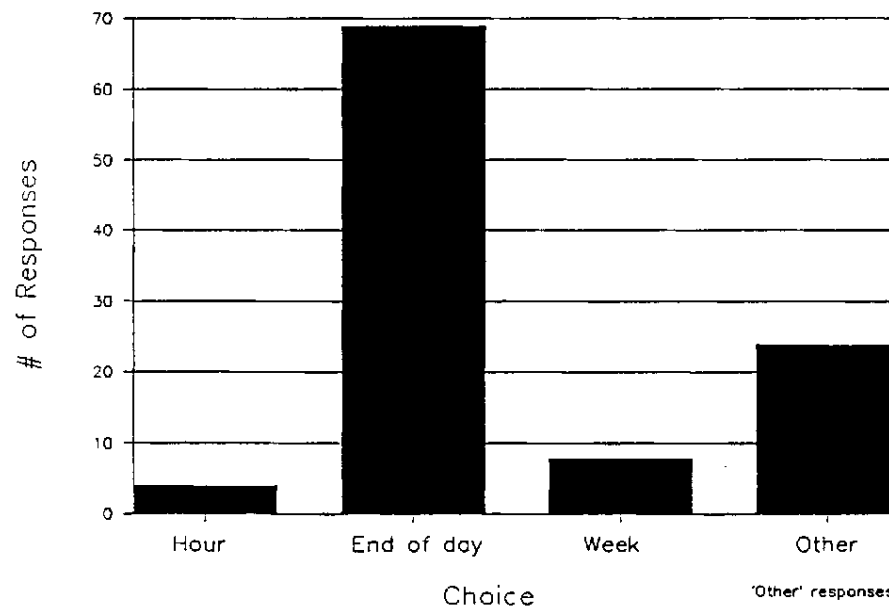


'Other' responses were:
 Within requested time frame
 Depends on issue
 Now
 As needed
 To meet time tables

Q6 – Do we return phone calls in a timely manner?



Q7 What do you consider timely for a return call?

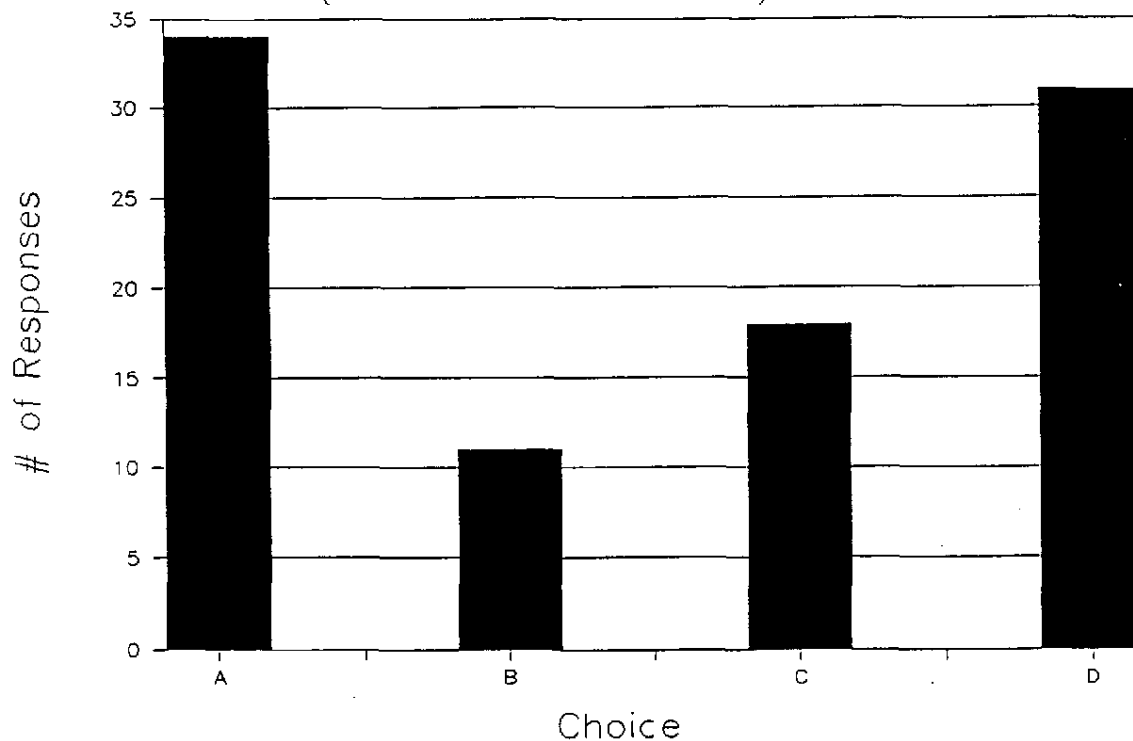


'Other' responses were:

- ASAP
- No longer than 24 hours
- Depends on the issue
- 1-5 days
- 1-2 days
- 2-3 days

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Q8 - In which areas can we do better?
(Circle one or more)



A = Provide you more training. On what subject?

- * Various
- * Status of proposed regs
- * NESHAPS regs
- * Waste management
- * Reg. implementation at plant
- * Future plans

B = Become more knowledgeable of your operation or function.
In which area?

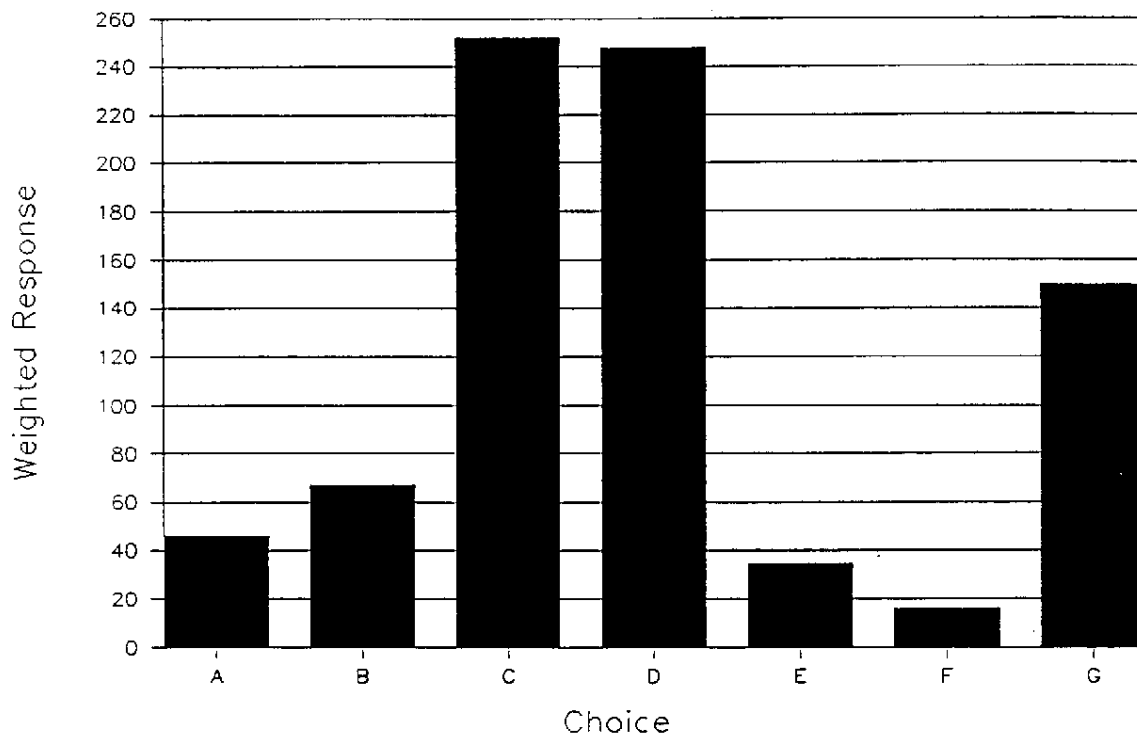
- * All
- * Environmental problems
- * I.H., safety
- * End use markets
- * Commitments to customers
- * Communicate to sales dept.
- * PVC
- * Customer service

C = Visit the plants more.

D = Other

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Q9 What services do you need from our department but still do not receive? (Circle all that apply; prioritize those you circle.)

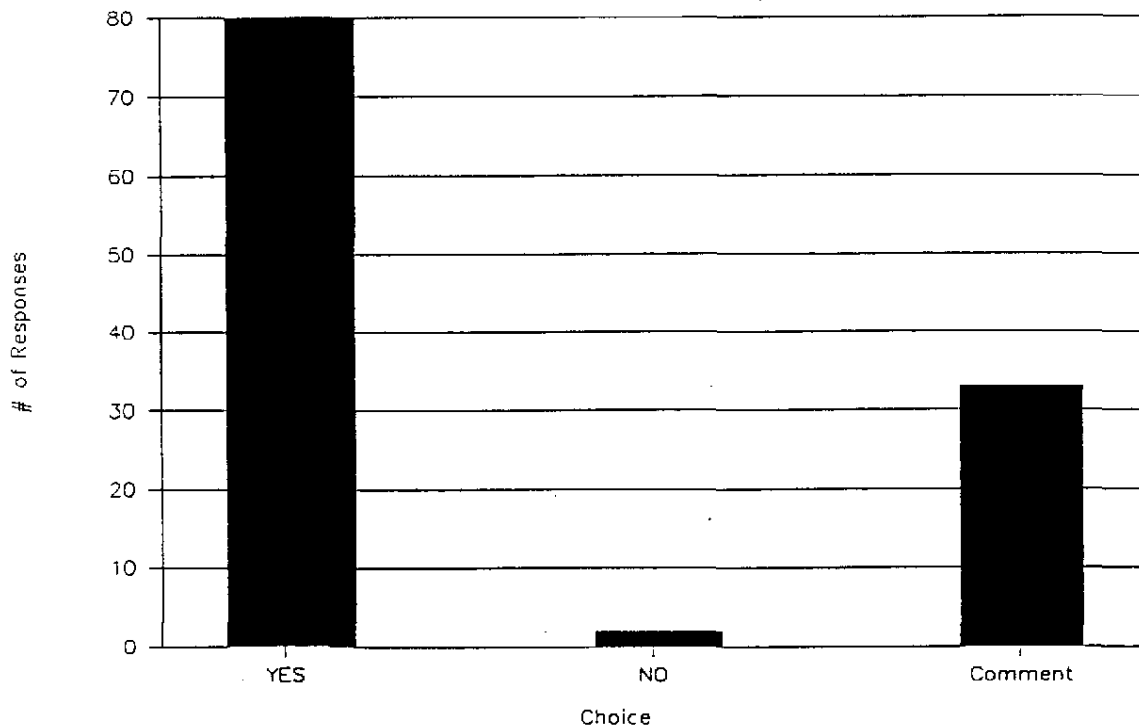


- A = Oral advice
- B = Written advice
- C = Updates on laws and regulations
- D = Training
- E = Document preparation
- F = Review drafts of documents you write
- G = Advise on environmental and health technology

Weighted Response Method .

1 = 10	5 = 1
2 = 7	6 = 1
3 = 5	7 = 1
4 = 3	

Q10 When the department provides you with advice or assistance, you you confident that the information is correct?



Some comments:

- * Usually
- * Depends on who is asked
- * Advice given at times contradicted/interpreted differently
- * B&EA doing a good job in general
- * Yes, most of the time
- * Factual
- * Not always complete
- * People are knowledgeable
- * Feel good with env/legal's advice
- * Most of the time, even if I don't agree with the answer
- * Absolutely
- * If i didn't, I wouldn't ask
- * Most of the time in areas you have worked in before
- * Depends on who gives the advice and the subject
- * Correct in so far as screwy & conflicting regs allow
- * Most of the time (90%)
- * Very competent, take the time to answer all questions

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TGG: JCL: ~~MMG~~: AJO: RF
XF: Desk

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