FILE NAME: Rogers Corporation (ROG)

DATE: 1978 Feb 20

DOC#: ROG018

DOCUMENT DESCRIPTION: Memo RE Rogers Corp - Condition of Arrival Complaint

R.J. Hattersley - Kingston

R.D. Mallory - AFD Asbestos

J.E. Connor - W.H.Q. 2-14
R.M. Kelleher - W.H.Q. 2-14

February 20th, 1978.

ROGERS CORP., ROGERS, CONN.
Condition of arrival complaint.

Further to our phone conversation of January 17th, 1978, our investigation into the customer's complaint that the bags of FB#5 in Maislin Van 162 shipped January 10th, 1978 on EA-1 did not have any glue on them, thus the load shifted during transit, has been completed. It is impossible for us to ascertain at this time whether the bags were produced with glue on them or not, but of course we accept the customer's word that they arrived without any glue on the bags. We varified that the order did specify P.K.G. maximum glue and also "Pinwheel Pattern", which means that each and every bag was hand palletized.

We can only surmise at this point that some misunderstanding may have occurred between the production foreman and the man or men doing the palletizing. This complaint has been brought to the attention of the production personnel concerned and they have been reinstructed to make sure that the packaging and palletizing conform to the production instructions. It is hope that these additional measures will prevent reoccurrences of this nature.

R.D. Mallory

RDM*sb