Abex

An IC Industries Company

Abex Corporation
Friction Products Division
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(703) 662-387

August 19, 1980

Mr. Robert McKenna
NAPA
Suite 1129
Parklane Towers West
Dearborn, Michigan 48126

Many thanks for your letter of July 30, 1980. As in previous years, we appear to have a difference of opinion as to what our actual Turnaround Time is. Per enclosed chart, we appear to have a total number of workdays of 44 with 9 orders, which gives us an average of 4.9.

As you know, Rayloc shipments are via the Rayloc truck; and, therefore, we have no control over the Turnaround Time for these shipments. Thus, if we deduct the two Rayloc orders, we end up with 32 days and 7 orders, which gives us an average of 4.6.

I wholeheartedly agree that 4.6 is not good enough; and, through the efforts of Ron Ward, we hope to be able to bring it down to the three-day level shortly. If you find anything wrong with our way of calculating the Turnaround Time, then, please let me know.

Many thanks.

Sincerely yours,

B. Iwarsson

BI/ad

Attachment

cc: S. S. Conway - New York
Edward Jones - Atlanta
Ron Ward - Troy

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