CUSTOMER PROBLEM REPORT

	196273	Everett	11/27/70	EVT-33-P
CUSTOMER	PRODUCT	QUANTITY SHIPPED	PROBLEM QUANTITY	DATE ENTERED
Colonial Press Company	Aroclor 5460	30,000 lbs.	30,000 lbs.	10/7/70
SHIP TO	SHIPPED FROM	LOT NUMBERS		DATE REQUIRED
Clinton, Massachusetts	Anniston, Ala.	AM-247, AM-289, AM-290		ASAP
		CARRIER		DATE SHIPPED
		R C Motor Lines		10/9/70

TO Mr. Toby Bell FROM J. H. Gannon

LOC. Anniston, Ala. LOC. Everett, Mass. EXHIBITS

SHIPPING/LOADING	CARRIER	CONTAINERS	COMMUNICATIONS
☐ INCORRECT ROUTING	☐ LATE DELIVERY	☐ BAGS ☐ DRUMS	☐ NO WEIGHT TICKET
☐ WRONG DESTINATION	☐ EARLY DELIVERY	☐ WRONG TYPE	☐ CTF ANAL (EXPLAIN)
☐ WRONG EQUIPMENT	☐ UNLOADING PROBLEM	☐ TORN	☐ ROS (EXPLAIN)
☐ INADEQUATE BRACING	☐ UNLOADING EQUIPMENT	☐ WET	☐ DISTRIBUTION
☐ INADEQUATE LINING	☐ DIRTY LINES	☐ LEAKY	☐ PRODUCT GROUP
☐ PLANT DELAY	☐ OTHER EXPLAIN	☐ DIRTY	☐ BILLING
☐ OTHER (EXPLAIN)		☐ OTHER (EXPLAIN)	☐ OTHER (EXPLAIN)

CHEMICAL PROPERTIES	PHYSICAL PROPERTIES						MISCELLANEOUS
☐ PH	☐ ASH	☐ COLOR	☐ MOISTURE DRYING LOSS	☐ VISCOSITY	☐ SPECIFIC GRAVITY	☐ MISCELLANEOUS	☐ WRONG LABEL
☐ ASSAY	☐ ODOR	☒ CAKING	☐ MESH SIZE	☐ APPEARANCE	☐ REFRACTIVE INDEX	☐	☐ ELECTRICAL PROPERTIES
☐ ACIDITY	☐ DIRT	☐ SPECKS	☐ FOAM TEST	☐ MELTING POINT	☐ TURBIDITY/ CLARITY	☐	☐ PERFORMANCE CHARACTERISTICS
☐ TRACE IMPURITIES	☐ LUMPS	☐ RESIDUE	☐ SOLUBILITY	☐ FOREIGN OBJECTS	☐ CRYSTALLIZING POINT	☐	☐

PROBLEMS:

Customer reports that recent shipment of Aroclor 5460 was caked hard, creating problems in mixing hot melt adhesives. Customer has no facilities to crush this caked material.

This is the second complaint of caking from Colonial Press this year. The first occurred in July. In future, customer will reject caked material.

INVESTIGATION AND SOLUTION:

The subject complaint can most likely be attributed to a recent Marketing-Production decision to increase inventories of Aroclor 5460 from a 2-week to a 3-month supply. To date, samples for investigation have not reached the plant. The inventory increase results in stacking pallets higher and a longer holding period.

Every effort will be made to supply Colonial with freshly flaked material (not stacked for a period) that hopefully will show less caking. It is interesting to note, however, that no other customers have complained of caking to date.

G. W. Miller

12/8/70

DSW 551968

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INVESTIGATOR COPY #1 - ORGANIC DIVISION

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