



An IC Industries Company

August 19, 1980

Abex Corporation
Friction Products Division
P.O. Box 3250
Winchester, Va. 22601
(703) 663-3871

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. Ivarsson

BI/ad

Attachment

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

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