



E. I. DU PONT DE NEMOURS & COMPANY
INCORPORATED

WILMINGTON, DELAWARE 19898

CHEMICALS AND PIGMENTS DEPARTMENT
CHESTNUT RUN

DWHoppenjans-C&P-B-6237
CRowen-C&P-B-17249-9
JLDeming-C&P-Newport
DGray-C&P-Newark
WRZonin-C&P-Newark
REPeavy-C&P-Newark
PAWriede-C&P-Jackson Lab
JALamiet/EWStewart
MVHarkins
FRHilfiker
File

September 7, 1983

TO: N. J. KANE

FROM: F. R. HILFIKER *FRH*

COLOR QUALITY REPORT STATUS

The status of active Color Quality Reports for August is attached. No service or delivery reports have been included.

Please call 999-2805 if you have any questions about the report.

FRH/ilc
attach.

N 26974

COLOR COMPLAINT SUMMARY - AUGUST 1983

# Closed	Rec'd	Closed	Customer	Pigment	Assign	Status
CL-31	7/6/83	8/12/83	Ford Motor Co.	BP-479-D	GRP	IIB
CH-028	7/8/83	8/18/83	Acme Printing, Inc.	RT-698-D	RHZ	Complaint withdrawn.
CH-029	7/12/83	8/10/83	Sherwin-Williams	YE-637-D	TLK	IId
CH-031	7/19/83	8/10/83	DeSoto	YW-911-P	TLK	Ia1
CH-032	7/21/83	8/10/83	Sherwin-Williams	YE-637-D	TLK	IId
SF-0003	7/26/83	8/10/83	Devoe Marine Coatings	YE-637-D	TLK	IId
IN-056-83	8/23/83	8/26/83	Toyo Ink-Moriyama Plant	RT-787-D	FRH	Ib
NY-0015	8/10/83	8/16/83	Permuthane	RW-635-P	CGQ	Ia
CT-020	8/1/83	8/12/83	Rutland Plastics	Y-433-D	CGQ	Ib
<u># Open</u>						
CT-013	6/16/83		Acme Printing, Inc.	RT-698-D	RHZ	Work complete; Ib
CH-030	7/12/83		General Press Color	BT-487-P	RHZ	Awaiting sample.
IN-057	8/23/83		Poly Ink Ltd., Quebec	RT-695-D	RHZ	Awaiting vehicle.
IN-058	8/23/83		C.I.L. Paints	RT-859-D	GRP	Work complete--reviewing with customer
IN-060	8/23/83		C.I.L. Paints	RT-859-D	GRP	"
CH-034	8/23/83		Donald Cook	YW-958-P	TLK	Active
CL-037	8/23/83		Lord Corporation	GT-751-D	TLK	Active
CT-0002	8/29/83		Caldwell Chemical	BT-425-D	TLK	Active
NY-0024	8/29/83		Permuthane	RW-767-P	CGQ	Active
WY-0020	8/31/83		PPG	YE-637-D	GRP	Active

(1) See attached sheet for explanation of category designations.

FRHilfiker/ilc
9/7/83

COLORED PIGMENTS
QUALITY/SERVICE REPORTS

CATEGORIES AND ACTION PLANS

I. OUTSIDE SPECIFICATIONS

a. Fails Plant Shipping Tests

1. due to testing or judgement error Action: Retest sample at plant and Chestnut Run. Prevent recurrence: Implement test audits, site cross checks, and instrumental color reading.
 2. due to product non-uniformity Action: Resample lot and retest vs. original at plant. Prevent recurrence: (Non-uniformity incidents should be reduced as a result of plant progress on process control and reproducibility prior to blending. These programs are continuing, and have already resulted in Q/S improvement in this category.)
- b. Fail simulated customer system tests at Chestnut Run.
(Note: DuPont warrants that colored pigment shipments will perform like standard in the customer's system--regardless of the system.) Action: Confirm test differences. Prevent recurrence: Change shipping test or modify release limits or establish SCS as appropriate.
- c. Fail due to evidence of contamination, foreign material (e.g. metal pieces, fibers, contamination with other pigments). Action/Prevent recurrence: Identify source and correct.

II. WITHIN SPECIFICATIONS

- a. Marginally passes all tests. Action/Prevent recurrence: Review shipping test, test limits, consider SCS.
- b. Simulated tests at Chestnut Run inadequately duplicate customer system. Action/Prevent recurrence: Technical Service review test correlation.
- c. Passes tests but end-use application is marginal. Action/Prevent recurrence: Technical Service recommend better DuPont product for application or provide guidance on use of existing product.
- d. Customer process or testing deficiency (e.g. customer equipment malfunction, misoperation, or other raw materials caused problem, or customer mistested. Action/Prevent recurrence: Technical Service assistance to customer.
- e. Improper standard or out of date standard used by customer. Action/Prevent recurrence: Technical Service communication to sales representative.
- f. No customer returned sample (plant retained sample passes all tests). Action/Prevent recurrence: Technical Service communication to sales representative.