

# CONSTRUCTION PRODUCTS DIVISION

MR. R. GRACE & CO., 62 WHITTEMORE AVENUE, CAMBRIDGE, MASSACHUSETTS 02142, TEL. 875-7674

September 12, 1974

PLAINTIFF'S EXHIBIT

USG-1661

Mr. W. I. Blosser  
Development Manager  
Tooling and Casting Division  
United States Gypsum  
101 S. Wacker Drive  
Chicago, Illinois 60606

Dear Ivan:

During the past six months we have encountered some set time control difficulties. I am sure you will be happy to know that in each case, because of our well documented procedures and the records that are being kept by your plant lab quality control people, we were able to eliminate our ZOU supplier as the cause of the problem. Nevertheless it did focus my attention on the need for us to further improve our set time control procedures.

I have just issued to our manufacturing plants a revision "C" to our Quality Control Operating Instruction A-100. I am attaching a copy of this. The two key changes are designed to provide for increased exchange of information between our CPD plants and your quality control lab.

The first of these changes is detailed in paragraph B-2 where it provides that we shall furnish your lab with a fresh sample of vermiculite every two months. This will be forwarded to your quality control lab with the notice which is attachment #2 to this instruction. As you know, there are changes which occur from time to time in the vermiculite stream which do affect the set characteristics of MONOKOTE. Obviously if your standard sample is replaced on a more frequent basis than it has been, we can at least minimize the problem represented by an obsolete standard sample.

The second change is also spelled out in paragraph B-2. I became convinced that our plant managers were not feeding back information to your quality control people either frequently enough or in an organized manner. I have now provided that a Xerox copy of the control chart they are making be submitted to your quality control lab. This same chart is submitted to me in Cambridge for a monthly audit.

GRACE

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Let me know if you have any questions about how this procedure is supposed to operate. I request that you disseminate information concerning these changes internally in your organization as soon as possible. As we both know, set time control is difficult. Despite this, the percentage of product that we process that does not meet specifications is very low. I know that this good performance would not be possible without the very fine cooperation your organization has given us.

Very truly yours,

*Robert C. Ericson*  
Robert C. Ericson

Quality Assurance Manager

RCE:br

Attachment

cc: J. H. Schachter

CP030 1549