file Aroclor Quality

Monsanto

FROM : NAME & LOCATION: B2SH P. G. Benignus

DATE: December 17, 1971

SUBJECT: Aroclor Drums

REFERENCE:

TO : B2NK
E. M. POTTER

cc: 1760 R. H. Munch
B2NB J. R. Savage
B2SL T. L. Gossage
B2SH C. Paton
C3SC F. J. Camargo
1740 Art Leisy
1740 R. McCutchan
B2SA H. S. Bergen

We have the following message from Brazil:

> "All Monsanto customers are complaining that too many drums arrive leaking. They state that our drums are much lighter than the German drums. This means that we use a too-thin walled drum more easily punctured."

I don't know for how many years now I have reported that our drums are inferior to our competitors packages both from the standpoint of strength and quality.

Perhaps you don't know that our Japanese associates who had used the same drum construction as we use encountered so much trouble with drum breakage on shipments to India that they had to adopt a more suitable package.

I am aware that we are using the cheapest possible drum. What we have been trying to point out is that the savings in drum cost is of no consequence against losing our customers in Brazil and elsewhere. More recently we have emphasized that the PCB pollution problem does not allow us to take liberties with leaking drums domestic or international.

This drum thing has been in the mill a long time. For reasons given above we must now act. Please determine what is a more suitable drum and advise so this can be put into service.

Sam

P. G. Benignus

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