



PLAINTIFF'S EXHIBIT

BIR-1023

Memo To:

F.W. Wood

From:

D.R. Suva

Subject:

SHREVEPORT QUALITY

Date:

August 29, 1984

cc:

~~R.I. Carlson~~

C.B. Fletcher

W.C. Kinsey

R.C. Maloof

E.L. Mongold

You have verbally reported the results of the visit that you, Bob Carlson, and Bill Costa made to Shreveport last week. However, we need a written report, including actionable assignments by specific individuals, with copies to all concerned so that we know where we stand.

Also, I would like your conclusion about the overall quality situation at Shreveport, including attitude, priorities, and specific approaches to be taken in the future.

I talked to Bill McClung the other day. He is very defensive about quality and claims that it is being blown out of proportion by the sales department (with the exception of the Architect 80 quality problem). What's your assessment of the situation? Where do we go from here?

Please advise.

*DRS*

DRS:JS

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