

TENNECO CHEMICALS, INC.

To Route List

AT

DATE August 22, 1974

FROM W.C. Champion

At Burlington

COPY TO ✓ File

SUBJECT Quality Complaint Procedure

At the recent Compound quality review meeting, it was suggested that a uniform procedure be developed for handling customer quality complaints. The Marketing to Manufacturing feed-back provided by a formal, routine quality complaint procedure covering all complaints received (including those where notification of a problem is the only purpose of the complaint), is a necessary part of the Quality Control program.

The procedure outlined below represents a suggestion developed after consultation with Manufacturing, Marketing and Business Group personnel. This procedure is intended for product quality complaints only - service complaints (shipping schedules, packaging problems, etc.) would continue to be handled directly with Manufacturing inventory control or shipping personnel. This procedure is not designed to handle complaints relating to toll-produced resin or compound.

Elements of the recommended procedure, as outlined on the attached flow sheet, are as follows:

1. The complaint will generally be initiated by direct customer/salesman contact, or by customer/product manager contact. The salesman or product manager will obtain the appropriate complaint information. (The attached complaint form will be helpful to the salesman in determining what information is required.)
2. The product manager assesses the validity of the complaint, fills in the attached form, and sends it to the Quality Control Supervisor (W.C. Champion). Copies are sent to R. Stevens, G.E. Disch, H.B. Carr, G.I. Rozand, and the appropriate plant personnel.
3. The Quality Control Supervisor assigns a file number to the complaint. The complaint is investigated by the appropriate Quality Control group, and the "Analysis and Corrective Action" section filled out. Included should be any recommendations for further investigation by Engineering or R&D which is outside the scope of the Quality Control Laboratory. If additional information from or discussion with the customer is required, it will first be cleared through Marketing. The form is returned to the Product Manager, with copies distributed as above.
4. If Quality Control analysis is sufficient, the Product Manager will advise the customer and indicate this under "Marketing Resolution". If R&D work is required, this should be handled through the currently-existing procedure. A copy of the completed form should then be forwarded to Quality Control for their files.

COLORITE 012944

Your comments and suggestions for improvement are solicited. I would like to receive them by September 13 so that the procedure may be finalized and issued as soon as possible.



W.C. Champion

Attachments (2).

WCC/jst

QUALITY COMPLAINT

No: _____

To: W.C. Champion
From: Product Manager

Date Entered _____
Date of Reply _____
Date Closed _____

CUSTOMER

Customer name and location

PRODUCT INFORMATION

Product, lot number, shipment identification (car number, bill of lading number, date shipped, etc.)

DETAILS OF COMPLAINT

Customer's description of complaint. Includes pounds involved and expected customer action (return or claim). Product Manager's analysis of complaint. Description of samples submitted.

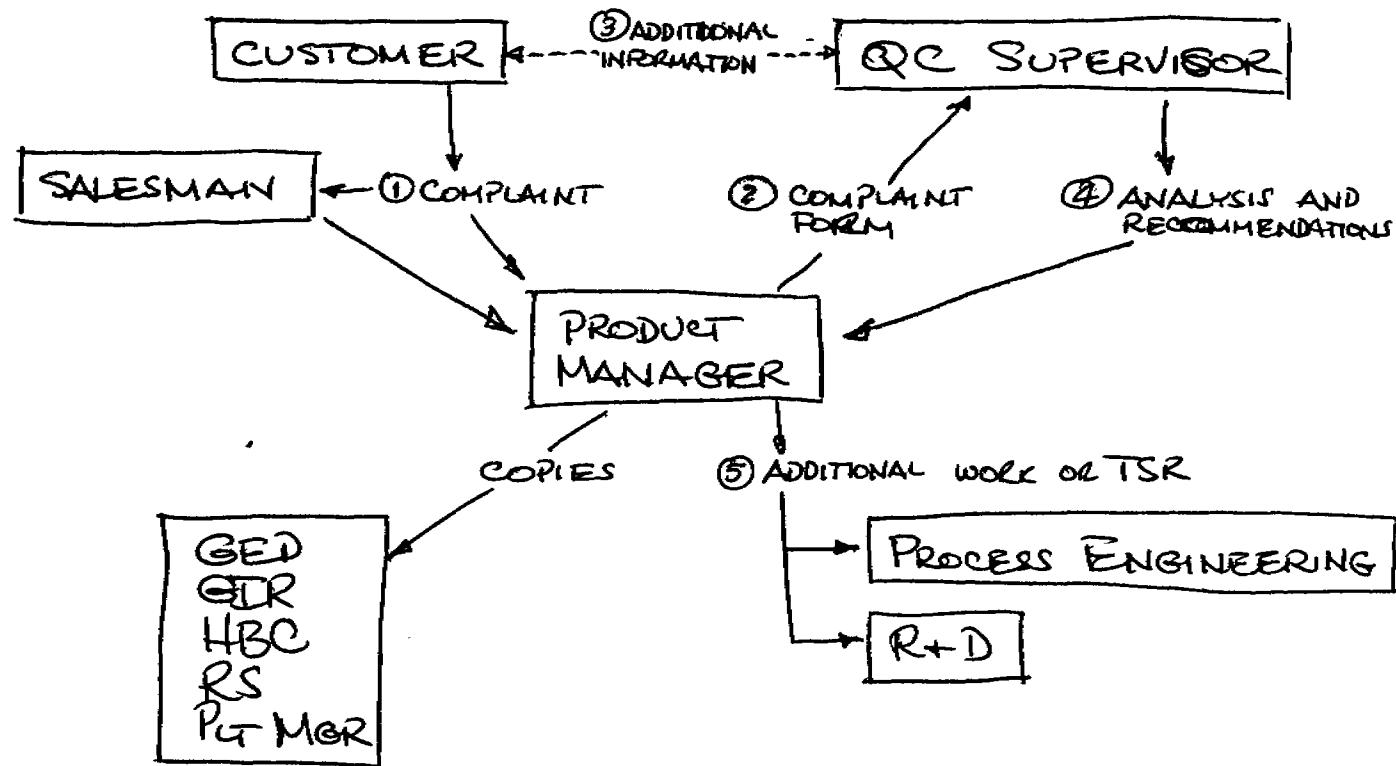
QUALITY CONTROL ANALYSIS AND CORRECTIVE ACTION

Confirmation of problem. Investigation and report of causes. Recommendation of Manufacturing corrective action or additional work.

MARKETING ACTION

"Customer Advised - Complaint Closed" (fill in date above). If further action is needed, it could be noted here, e.g. "TSR # _____ issued (date)", or "Corrective Action Required By Process Engineering".

FLOW CHART
PROPOSED QUALITY COMPLAINT PROCEDURE



COLORITE 012947

WCC
8-22-74