

PLANT MANAGER'S REPORT

1963

QUALITY REPORT

WALLBOARD & PLASTER

Acme Plant

K. W. Brown
Plant Manager

SGP 0019888

The attached complaint summary indicates our quality performance in 1963 vs. 1962. Board shipments were up only slightly over 1962, 1.15%, while complaint cost rose to \$0.045 per thousand square feet over last year's \$0.036 per thousand. Plaster shipments were up by 3.70% over 1962, and again complaint cost rose to \$0.026 per ton over 1962's \$0.008 per ton. These figures indicate that our quality performance for the year is poorer than last year's. Total complaint cost for 1963 was \$8,796.66; in 1962 our total complaint cost was \$7,321.29.

We are happy to report that we have made considerable improvements under all categories in the board plant except under cracked board and miscellaneous complaints. Other than these two categories, our greatest complaint cost was under heading #5, split ply paper. Of the total \$1,790.09 paid out, one complaint filed by the Alert Lumber Company in Los Angeles cost us \$1,099.00. The board in question in this complaint was manufactured in October of 1962 and it's cause was thought to be an insufficient amount of Kymene treatment in our 75# Ivory paper. Since Pryor has started this treatment, end splitting problems have been greatly reduced. End splitting still occurs to some extent, but generally only to the extent that it is easily taken care of in our end grinding operation.

Another area of high cost in 1963 was under heading #9, miscellaneous complaints. These complaints are ones over which we have no control. For example, several complaints were paid to cover the cost of replacement and/or repair of Eternawall which had delaminated. One complaint filed by the Ideal Lumber Company of Galveston, Texas for nail popping cost us a total of \$475.00. We are convinced

that the cause of this complaint was wet lumber which shrunk during the process of application of wallboard. We also have claims each year under this category which deal with storm damage to flat cars during the hurricane season. One complaint of this nature was filed during 1963 by the Master Lumber Company of Houston. Cost of this complaint was \$166.85.

We do not know exactly what can be done to reduce or eliminate this type of complaint. Our only course of action has been to generally try to more rigidly inspect our products and improve our quality standards.

Our greatest complaint cost during 1963 in the board plant was under heading #3, cracked board. A total of 47.69% of all monies paid out, or \$4,220.62, was paid out under this category.

Cracking of board products is almost always reported to be in the length of the sheet, generally 6" to 24" in from the edge, but not extending to the ends of the sheet. Much checking and rechecking has been done through our entire system from manufacturing to handling and some changes have been made but so far we have been unable to reproduce these cracks. Continued efforts are being made in this direction and we must greatly reduce this type of complaint in 1964.

We feel that if cracking occurs, it must occur after the board leaves the kiln and goes through our twin moulder. We feel this is the case since we see the face of each and every board that we manufacture upon exit from the kiln, and with our new lighting system, a crack in the face is easily discernible.

One severe case of cracking complaint was in a high rise building where the settlement was extremely high due to rehandling the board.

We have reduced weights of all board products considerably during the past year, and the recent increase in glass fiber content, along with the adoption of muzzy mix as our standard glass has helped us greatly in improving flexibility and strength.

Plaster shipments were up by 3.70% during 1963, but complaint cost rose from \$0.008 per ton to \$0.26 per ton. Two complaints under code #16, miscellaneous plaster complaints, accounts for \$309.37 of the total \$418.57 paid out by the plaster department. These complaints arose in 1962 and were finally settled this last year. \$75.00 was paid to the Lynwood Brick & Tile Company to cover light sensitive Acoustic Plaster and \$234.37 was paid to Builders Supply Company of Houston to cover some hand finishing plaster that would not dry properly. Only one other complaint was honored during 1963. This was \$109.20 complaint filed by Loyd Moreau of New Orleans to cover old and lumpy lime.

Shipping errors have been reduced sharply in 1963 over 1962. We will continue to work on this type of complaint and do all possible to reduce it further in the future.

BOARD & PLASTER COMPLAINT SUMMARY

1963 VS 1962

DEPT. & TYPE COMPLAINT				1962	1963			
	No. Rec'd	No. Adj.	% Total	Cost	No. Rec'd	No. Adj.	% Total	Cost
BOARD PLANT:								
(1) Poor Bond, Clean Peelers	2	0	-	-	-	-	-	-
(2) Core Splits, Blisters	8	5	17.38	\$1,272.61	2	3	1.47	\$230.15
(3) Cracked, Broken	41	9	17.35	1,270.63	37	15	47.69	4,220.62
(4) Edge & Taper Formation	2	1	1.69	123.40	3	1	.60	50.00
(5) Split Ply Paper	11	8	26.99	1,973.40	4	5	20.23	1,790.09
(6) Off Dimension	15	13	12.28	899.48	2	2	2.30	203.78
(7) Surface Imperfections	4	3	6.06	443.68	3	2	2.62	232.00
(9) Miscellaneous	7	1	3.69	270.48	19	10	14.14	1251.73
TOTAL BOARD PLANT	89	40	84.87	\$6,213.68	70	38	39.06	7,881.57
COMPLAINT COST PER MSF				\$.037				\$.045
PLASTER MILL:								
(10) Setting Time	6	0	-	-	2	0	-	-
(11) Working Properties	6	2	1.38	\$101.45	2	1	1.23	102.20
(12) Soft, Weak	6	0	-	-	-	-	-	-
(13) Cracking	1	0	-	-	-	-	-	-
(14) Broken Bags	1	1	.12	9.43	2	2	-	-
(16) Miscellaneous	5	2	.34	25.00	2	2	3.50	309.37
TOTAL PLASTER	25	5	1.85	\$135.88	7	3	4.73	418.57
COMPLAINT COST PER TON				\$.008				\$.025
QUARRY:								
CEMENT ROCK	-	-	-	-	-	-	-	-
ALL DEPARTMENTS								
(23) Shipping Errors	27	14	13.27	971.83	19	8	5.61	456.52
TOTAL FOR ALL DEPARTMENTS	141	59	99.99	7,321.29	96	49	39.40	8,796.65
TOTAL WALLBOARD SHIPMENTS, MSF				168,832M	176,150M			
TOTAL PLASTER SHIPMENTS, TONS				16,054	15,673			
					up by 1.7			
					Up 3.703			

PLANT MANAGER'S REPORT

1963

QUALITY REPORT

JOINT SYSTEM

Acme Plant

K. W. Brown
Plant Manager

SGP 0019893

COMPLAINT SUMMARY

The enclosed summary gives a relative comparison of the year 1963 vs. 1962. The aging problem encountered early in 1963 is reflected under the item "Bond Adhesion" where settlement was made for \$602.00 Policy and \$903.00 Defective. Formula corrections were instituted to correct the above problem but over correcting with some chemicals at this time caused two "lumping" complaints which were settled on a Defective basis.

We had two serious "Edge Cracking" complaints which were settled for \$1,069.12 and \$328.10. Both complaints involved unusual job conditions and there was no indication that our material was at fault. Both settlements were made on the basis of 50% Policy and 50% Defective.

The total number of complaints received was at least eight higher than it should be. In two instances complaints were duplicates of previously received complaints. Three complaints were entered where the material turned out to be of competitive manufacture. Two complaints were entered where the source of the "cracking" problem turned out to be calcined edge competitive board. One additional complaint was caused by face paper failure on board of World War II vintage.

Of the remaining 29 complaints, 13 were entered from Denver, Colorado.

Quality Objectives

Our objectives for 1964 are to be a continuation of a program started early in 1963. This consists of a thorough chemical and physical evaluation of Joint System products, gathering data in graphical form in order to gain basic information on formula variances. Special consideration is to be given to shelf-life and wet-life in an effort to better stabilize our products. Efforts were made in 1963 in raw material studies to improve on the cost of these ingredients. We will continue in 1964 with this objective.

COMPLAINT SUMMARY

	1962				1963			
	Rec'd	Adj.	Policy	Def.	Rec.	Adj.	Policy	Defect.
Lumping	-	-	-	-	3	3	-	706.40
Photographing, Burning	4	1	96.50	96.50	4	1	117.61	117.61
Beading, Distortion	-	1	307.00	-	3	1	-	-
Bond, Adhesion	8	4	594.34	-	2	1	602.00	903.00
Edge Cracking	3	2	272.78	-	5	2	698.61	698.61
Working Properties	9	2	-	272.25	8	3	45.00	54.00
Miscellaneous	4	-	-	-	9	1	-	-
Shipping Errors	1	1	-	62.00	3	2	68.27	45.50
	29	11	1,270.62	378.75	37	14	1,531.49	2,525.11

PRODUCTION SUMMARY

Total Production
% Perfect Production

1962
13,148 Tons
98.71%

Acme only
1963 % Change
8,528 Tons Minus 35.14%
99.03% Plus 0.22%

PLANT MANAGER'S REPORT

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SAFETY PROGRAM

Acme Plant

K. W. Brown
Plant Manager

In 1963 we worked 440,523 man hours with no lost time accidents and had a total of 40 doctor cases. This compares with 41 doctor cases with 451,691 man hours and no lost time in 1962.

20%, or 8, of our doctor cases last year were for foreign body in the eyes. We had two cases of dermatitis, one man burned his eyes by a welding flash, 5 cases of strains and sprains, 18 cases of cuts and bruises and 6 cases of sore backs where there was no indication of a slip or fall.

Broken down by departments, this was our picture in 1963 on doctor cases.

Office	0
Mill	0
Quarry	0
P&S	2
Block & Yard	3
Joint System	4
Maintenance	10
Board Mfg.	10
Board Whse.	11

During 1963 we started a drive for head protection in our plant and at the present time the rock storage operation, all maintenance men, all quarry men and all supervisors in the plant are wearing hard hats. We also continued our regular safety program which includes safety shoes on all employees.

In 1964 we are following the Safety Program as outlined by Mr. Fink. In addition we are receiving safety films each month through our insurance carrier to supplement the films in our regular program. Also, this year we are planning to take pictures of our plant and employees. The pictures will be of people doing their jobs in the safe way, not an unsafe way, that may have resulted in an injury in 1963. These pictures will be posted on our bulletin boards and changed periodically.

SGP 0019898

Grinding	Calcining	Regrinding	Tubing	Pack & Load	Joint System	Cx. Rock Loading	Block Mfg.	Bd & Lath Manu- facturing	Lamin- ating	Met. Board Met. Board Wrapping
179,999	143,873	1,995	12,854	15,754	7,964	20,580	65,623	174,065M	652M	611M
539.99	1,007.11	143.64	(77.12)	(535.64)	(12,925.57)	82.32	879.15	696.26	(174.74)	716.70
(539.99)	431.62	(69.83)	(141.39)	(409.60)	1,680.40	(20.58)	(196.97)	(5,918.21)	106.93	194.30
(180.00)	287.75	21.95	12.85	(78.77)	(860.11)	-	72.97	348.13	5.87	69.04
(180.00)	-	(13.97)	(12.85)	(126.03)	(828.26)	-	71.66	(1,392.52)	(12.39)	29.94
-	143.87	5.99	-	31.52	(15.93)	-	12.21	348.13	5.23	15.89
(1,620.00)	1,438.73	85.79	(12.85)	(1,575.40)	(836.22)	-	6.69	(4,525.69)	99.76	-
(540.00)	(2,733.59)	3.99	(77.12)	393.85	(23.89)	(144.06)	(430.29)	(3,829.43)	-	-
-	-	-	64.27	708.93	(3,161.71)	41.16	-	(870.33)	-	-
-	-	-	-	-	-	-	-	-	-	-
-	(575.49)	-	-	-	-	-	-	(6,788.54)	-	-
-	-	-	-	-	-	-	-	-	-	-
190.00	(575.49)	(119.70)	(64.27)	(78.77)	(438.02)	20.58	-	(2,262.85)	-	-
-	-	-	-	(78.77)	(1,059.21)	-	-	(522.20)	-	-
-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	(157.54)	812.33	-	-	1,044.39	-	-
(2,340.00)	(575.49)	57.86	(308.48)	(1,906.23)	(17,656.19)	(20.58)	415.42	(23,672.86)	30.66	1,025.87