KAISER CEMENT & GYPSUM CORPORATION

INTER-OFFICE MEMORANDUM

TO J. P. Rowe

DATE September 25, 1975

COPIES TO G. J. Chavalas
J. W. Post
I. M. Watson
G. B. Kirk

FROM J. C. Dupuis

SUBJECT WALLBOARD ACCESSORY PRODUCTS - COMPLAINTS (W.O.#696-452)

With reference to your memorandum of September 15, 1975 on this subject, I believe these products can be made of good quality on a continuing basis. This of course does not mean that we will not have any customer complaints, but they should be minimized as the nonasbestos formula startup problems are eliminated.

A review of the CPRs that you attached to your memo shows that most were related to the major reformulations needed to eliminate asbestos. That is, a bad batch of the attapulgite clay, a new ingredient in the nonasbestos formula, was responsible for the Santa Ana grit problems with the topping compound and contributed to the workability problem with the dual purpose. Hopefully, both of these problems are behind us. We are still working on the Antioch topping dark line problem but two field tests to date with a different thickener have given good results.

There were no complaints in this period on the ceiling and wall texture that I am aware of.

Attachment

FORM 150

ACCESSORY COMPLAINTS - JULY, AUG., SEPT.

	PRODUCING PLANT				
PRODUCT	SANTA ANA	ANTIOCH	DELANCO	JACKSONVILLE	SEATTLE
Topping Compound Non Asbestos	8/4 Grit 8/4 "	9/2 Dark Lines 9/2 " " 9/3 " " 9/4 " " 9/8 " "	-	-	Shut Down
Dual Purpose J.C. Non Asbestos	7/9 Workability 7/17 " 8/6 "	-	-	-	
K-Spray Ceiling Text. Non Asbestos	-	-	-	-	
Wall Texture	-	-	-	-	
One-Day Joing Comp.	-	-	-	-	

hcd 9-25-75

KAISER CEMENT & GYPSUM CORPORATION

INTER-OFFICE MEMORANDUM

TO ALL REGIONAL SALES AND MARKETING MANAGERS (See Distribution below) DATE October 1, 1975

COPIES TO G. J. Chavalas ✓

FROM J. P. Rowe

SUBJECT QUALITY PROBLEMS

Attached hereto you will find a memo to me from Harlan Dupuis, which basically replies to a memo I wrote regarding our overall quality problems in our Accessory line.

Please be sure that we remain sensitive specifically in the areas of accessories, until such time that we are sure that we have a continuing good quality line of product.

JPR:si

DISTRIBUTION:

SALES:	MARKETING
R. G. Hagemeister	Chris Cutler
J. F. Houser	George Foster
J. V. Kelly	R. H. James
B. J. Murphy	J. S. McGahey
Gaines Voigt	A. V. Capone
G. C. Davis	

Attachment

FORM 150