Monsanto

FROM ANNISTON, ALABAMA

CC:

DATE January 8, 1968

SUBJECT 1967 Customer Complaint Record

REFERENCE

TO W. B. Papageorge
H. L. Williams
A. E. Leisy
TSD Superintendent
G. W. Miller
H. L. Gray

H. O. Hehner - G.O.
W. E. Ault - G.O.
E. C. Wilde - G.O.

The customer complaint record for 1967 is about the same for service, but doubled for quality complaints (see the chart). Only 1963 and 1964 in the last 9 years have been higher in number of quality complaints related to pounds of product made.

The attached tabulation summarizes the complaint history of 1967 for comparison with similar reports of previous years. The Complaint Index which has been used for the last 9 years has been charted for 1967. This expresses the number of complaints per 100 million pounds produced, and is not the index which has been followed monthly through the year.

Outstanding for 1967 were (1) the great increase in number of quality complaints on Solid Aroclors (11 compared with 2 in 1966); (2) the improved performance of our carriers (2 justified-against-carrier complaints compared with 7 last year, (3) better service from our end (2 justified late shipments compared with 5 last year).

Solid Aroclor quality complaints have originated from known operating causes, and from a new adhesive application which places unknown demands on our Aroclor 5460. Color complaints involved shifts in shades well within our specification, and indicate need for a refined color test. This is being developed. A study of adhesive requirements is being pursued to determine what additional properties must be controlled to protect this new market.

W. B. Dunlap

W. B. Dunlap

:jw

0348816

TOWOLDMON0053916

1967

~~1966~~ Customer Complaints

Quality Complaints

	Liquid Aroclors	Solid Aroclors	Biphenyl	HB-40	Total Organic	Total Parathions	Total Plant
Justified	1	6	1	1	9	4	13
Not Justified	2	5	1		8	1	9
Total Filed	3	11	2	1	17	5	22

Service Complaints: Organic-Inorganic

	Late Arrival	Short Weight	Leaker	Faulty Car	Other	Organic Total
Justified	2	1	3	2	2	10
Justified-Carrier	1				1	2
Not Justified		1				1
Total Filed	3	2	3	2	3	13

Service Complaints: Agricultural

	Faulty Tank Cars	Other	Total Agricultural	Total Plant
Justified	2	1	3	13
Justified-Carrier				2
Not Justified	1		1	2
Total Filed	3	1	4	17

0348817

TOWOLDMON0053917

Service Complaint Summary Details

Liquid Aroclors

Complaint No.	Product	Customer and Complaint	Class
1	Aroclor 1242	Aerovox - Late arrival tank car	J
-	ARoclor 1242	Electrical Components - could not unload	J
5	Aroclors Mixed	Koppers Co.- Delayed shipment	J
6	Inerteen PPO	Baltimore Gas - 2 cans leaking	J
7	Aroclor 1242	Electrical Components - shortweight car	N
8	Aroclor 1242	Westinghouse - bad flange on car	J
10	Aroclor 1242	Westinghouse - leaking tank car	J
11	Inerteen PPO	Baltimore Gas - 2 cans leaking	J
12	Aroclor 1254	Sonneborn Building Prod. Failure to follow SSI	J-C

Solid Aroclors

2	Aroclor 5460	Illinois Adhesive - strapping inadequate	J
-	Aroclor 5442	Hoosier Solvents - short weight drums	J

Parathions

-	Ethyl PCT	Mobil Chemical Defective TC bottom valve	J
	Niran	FMC - Niagara Div. Foreign material in TC	J
	Niran	FMC - Niagara Div. Faulty unloading valve	N
	Niran	FMC - Niagara Div. Failure to supply weights	J

Miscellaneous

DOS 52	KOH	Hercules - one car short of promise	J
9	Muriatic	Continental Can - short shipment, delayed delivery	J-C

Note
J = Justified
N = Not Justified
J-C = Justified/Carrier

0348818

TOWOLDMON0053918

Quality Complaints - Summary Details

Liquid Aroclors

Complaint No.	Product	Customer and Complaint	Class
4	Aroclor 1242	G.E. Low resistivity, high water	N
8	Aroclor 1242	Electrical Components - dark color	J
15	Aroclor 1254	Precision Cast Parts - Sp. Gr. Turb., Foreign Material	N

Solid Aroclors

2	Aroclor 5460	Wisconsin Solvents - metal in bag	J
3	Aroclor 5460	Central Solvents - out specs	N
5	Aroclor 5460	United Resins - off color, appearance	N
6	Aroclor 4465	Nelson Oil - Formulation had insolubles	N
7	Aroclor 5460	Standard T - dark color	J
9	Aroclor 5460	HB Fuller - dark color	J
10	Aroclor 4465	Metallic Compounds - white material	J
11	Aroclor 4465	Clearprint Paper Co. - white material	J
12	Aroclor 5460	Standard T - Abnormal customer solubility	N
14	Aroclor 5460	United Resins - Unsatisfactory performance	N
17	Aroclor 5460	Precision Cast Parts - low melting point	J

Biphenyl-Santowax-HB-40

1	HB-40	Queeny Plant - high color	J
13	Biphenyl	Piedmont Chemical - caked	N
16	Biphenyl	Albert Verley - caked	J

Agricultural Division

TM-2-67	Methyl Parathion	Carolina Chemical - Sediment	J
TM-9-67	Methyl Par.	FMC - drum of frozen material	J
TM-14-67	Niran 6-3	FMC - foreign material	J
TM-16-67	Methyl Par.	W. R. Grace - would not melt	J
PP-67-187	Niran 6-3	FMC - Lot No. missing, foreign material	N

14
54 M

TOWOLDMON0053919

Complaint Index

(No. complaints per 100 million pounds made)

(This index is not the index used monthly through 1968. It is calculated here to maintain continuity of the last 9 years - See Chart)

	Justified	Filed
Quality		
Organic-Inorganic	3.5	6.6
Agricultural	1.7	2.1
Total Plant	5.2	8.7
Service		
Organic-Inorganic	3.9	5.1
Agricultural	1.3	1.7
Total Plant	5.2	6.8

0348820

TOWOLDMON0053920