FRICTION PRODUCTS GROUP
Troy

June 16, 1977

Mr. P. H. Grim
Winchester Office

The attached memo from NAPA Headquarters to S. S. Conway is self-explanatory. It discusses Turnaround Time. As mentioned, this time is extremely important. The reasons are outlined in the letter.

By copy of this memo to B. J. Iwarsson and E. P. Hoff, I am asking their assistance with your help to work up a reply assuring them of the positive steps that we will be taking to provide better service to the NAPA Distribution Centers.

al

A. F. Schmaltz

AFS/bd
Encl.
cc: RLCutler
BJIwarsson
EPHoff
File