

TO Route List
FROM W.C. Champion
SUBJECT Quality Complaint Procedure

AT
AT Burlington

DATE September 27, 1974
COPY TO ☒ File

Attached is the Quality Complaint Procedure for resins and compounds, as developed in discussions with Manufacturing, Marketing, Business Group and R&D personnel. This procedure is intended for the handling of quality complaints only, as contrasted with service complaints (shipping schedules, packaging problems) or requests for technical assistance (Technical Service Requests). A product "quality complaint" may generally be defined as one where the product shipped does not meet established manufacturing or customer specifications. Poor performance in the customer's plant may be a quality complaint, but generally will be handled as a Technical Service Request. It is requested that informational copies of all TSR's and reports relating to standard products be sent to Quality Control for distribution within the Manufacturing group as required.

It should be stressed that supporting samples are necessary to the proper analysis of the customer's complaint. A detailed material description, particularly in compound (box number, pallet number, etc.) is also important.

This procedure should be considered in effect October 1st.


W.C. Champion

Attachments (4).

WCC/jst

Route List

W.A. Britton	D.J. Krzywicki
H.B. Carr	R.A. Lojewski
G.E. Disch	J.W. McBroom
M. Freifeld	G.I. Rozand
W.F. Gabel	P.R. Scarito
P. Gawason	R. Sherman
J.R. Gregor	A.C. Siegel
D.A. Guarino	D.I. Smalley
D.C. Hawk	R. Stevens
H.R. Horton	J.T. Sweeney
C.B. Johnson	W.D. Wesely
F.W. Kanzler	J.J. Zullo

TENNECO CHEMICALS, INC.
ORGANICS & POLYMERS DIVISION
QUALITY CONTROL

QUALITY COMPLAINT PROCEDURE

Date of Issue: September, 1974

This procedure provides a formal, routine method of handling field complaints relative to product quality. It should be followed for all quality complaints, even those where notification is the only purpose of the complaint. The procedure is 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, along with samples demonstrating the problem. (The attached Quality Complaint form provides a guide to the information required.) The information provided should be as specific as possible in identifying the problem, e.g. pallet or box numbers should be obtained in addition to lot numbers for compound complaints.
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:

Flemington Resin - J.T. Sweeney and J.J. Zullo

Burlington Resin - P.R. Scarito and A.C. Siegel

Compound - P.R. Scarito and W.A. Britton

3. The Quality Control Supervisor assigns a file number to the complaint. The complaint is investigated by the appropriate Quality Control and Production groups and the "Manufacturing 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. The time between submittal and reply normally should not exceed three working days. If additional testing or investigation time is required, the Quality Control Supervisor will advise the Product Manager.

4. If the manufacturing analysis is sufficient to answer the problem, the Product Manager will advise the Field Salesman (by copy of the complaint form or by separate memo) who will then advise the customer. This should be noted under "Marketing Resolution", and a copy of the completed form returned to Quality Control.
5. If additional work or customer contact is required, this will be initiated by Marketing. Copies of any Technical Service Requests, memos or call reports relating to the problem should be sent to the Quality Control Supervisor for distribution within Manufacturing and filing. These should be referenced under "Marketing Disposition".
6. Quality Control will be responsible for monitoring the flow of complaint forms and for reporting on the status of complaints on a regular basis.

Issued By:


W.C. Champion
Supervisor - Quality Control

TENNECO CHEMICALS, INC.

ORGANICS & POLYMERS DIVISION

QUALITY COMPLAINT - RESIN/COMPOUND

Date:	Entered By: (Salesman or Product Manager)	No: (Assigned by QC)
Customer: (Name and Location)		
Product:	Plant: (Flemington, Burlington or Compound)	
Identification: (Lot Number, Shipment Identification, Order Number, etc.)		

Details of Complaint:

Customer's description of complaint. Include pounds involved, expected customer action (return or claim). Product Manager's analysis of complaint. Description of samples submitted. Reference any supporting information (call report, memo, etc.).

Manufacturing Analysis and Corrective Action:

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

By: (Initials of Production-QC Investigators)

Date of Reply:

Marketing Action:

"Customer Advised - Complaint Closed". If further action is needed, it should be noted here and date left blank. Reference any relevant call reports, TSR's, memos, etc..

Date Closed:

TENNECO CHEMICALS, INC.

ORGANICS & POLYMERS DIVISION

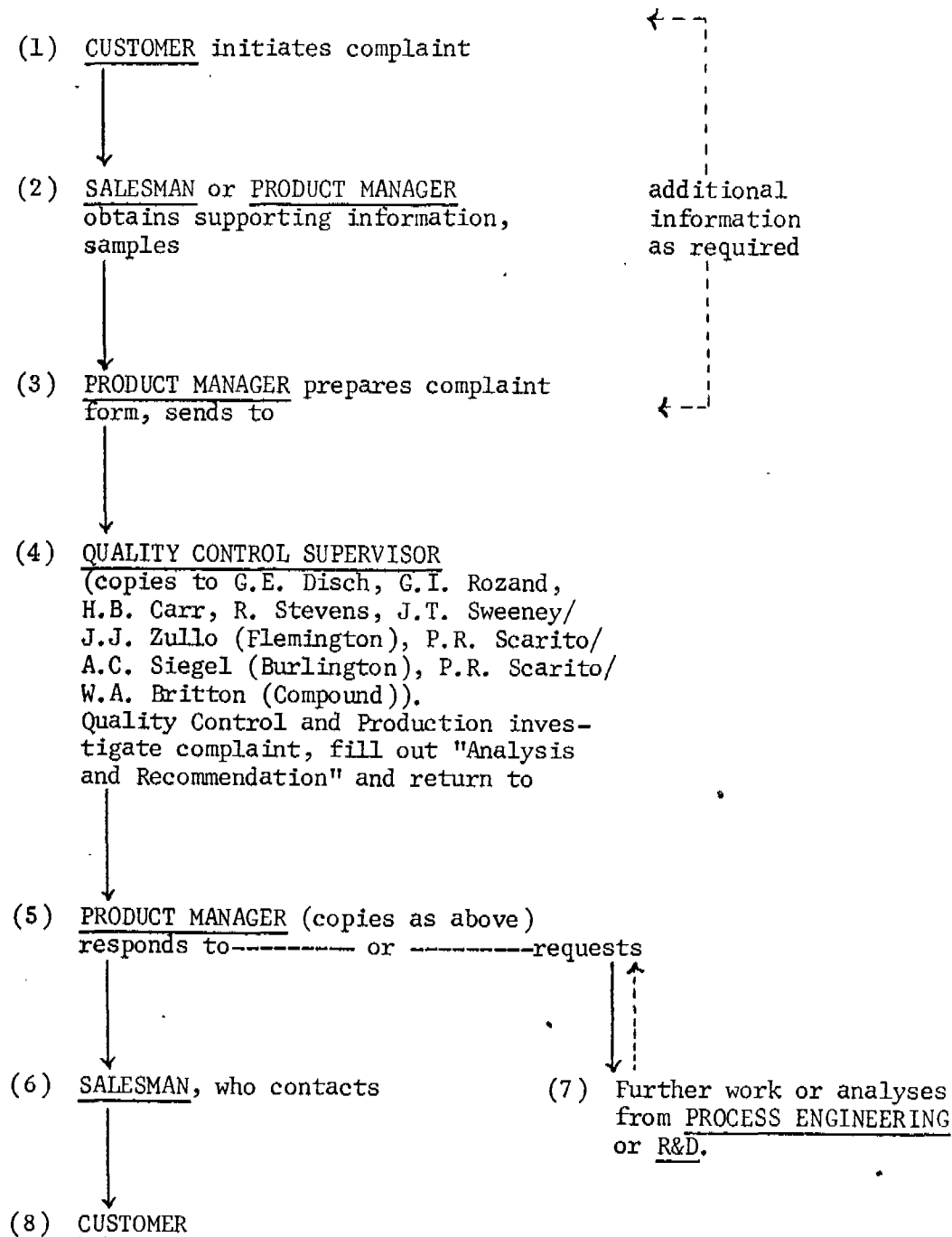
QUALITY COMPLAINT - RESIN/COMPOUND

Date:	Entered By:	No:
Customer:		
Product:	Plant:	
Identification:		
<u>Details of Complaint:</u>		
<u>Manufacturing Analysis and Corrective Action:</u>		
By:	Date of Reply:	
<u>Marketing Action:</u>		
Date Closed:		

W.C. Champion
9/27/74

COLORITE 012894

FLOW CHART
QUALITY COMPLAINT PROCEDURE



W.C. Champion
9/27/74

Route List

H.B. Carr	R.A. Lojewski
R.S. Cole	L. Medeiros
M. Freifeld	J.W. Poarch
, Gabel	P.M. Reed
J.K. Gregor	R.D. Richards
Dr. L. Gross	G.I. Rozand
H.R. Horton	P.R. Scarito
C.B. Johnson	A.C. Siegel
F.W. Kanzler	J.T. Sweeney
D.J. Krzywicki	J.J. Zullo