

Memo To: W.C. Kinsey/F.W. Wood/R.C. Maloof/ From:
R.J. Carlson
Subject: SHREVEPORT QUALITY Date:

D.R. Suva
August 15, 1984

As the attached complaint summary shows, Shreveport's quality problems are reflected substantially higher complaint costs, 1984 compared to 1983. The Shreveport quality issue must receive the highest degree of attention from all concerned.

Frank: Please let me have your comments, particularly regarding Bill Kinsey's request in his memo on this same subject.



DRS:JS

Attachment

2/15/74

**MONTHLY COMPLAINT SUMMARY
ASPHALT PRODUCTS**

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DATE 8/8/84
DIVISION SOUTHWESTERN
FOR MONTH OF JULY, 1984

Mr. D. R. Suva
Mr. W. C. Kinsey/Mr. C. B. Fletcher
Mr. R. C. Malloof - BBP
COPIES TO
Mr. J. W. Jackson/Mr. R. R. Carlson
Mr. J. K. Colvin
Mr. P. O. Ladner
Mr. W. E. McClung/Mr. H. M. R. binso
Mr. M. G. Green/Ms. L. Garrett
Mr. J. D. Cook
Mr. C. C. Futrell
Mr. G. A. Sayres, Jr.

CHARGED TO	TOTAL FOR THIS MONTH	TOTAL YEAR TO DATE	TOTAL YEAR TO DATE SAME PERIOD LAST YEAR
NON-SPEC. MATERIAL	41 467.70	279 615.66	112 628.78
SALES POLICY	18 854.12	189 909.22	103 033.90
TOTAL COST	60 321.82	469 524.88	215 662.68
COMPLAINT COST VS GROSS SALES IN PERCENT	1.434	1.812	0.662

CATEGORIES SHINGLES	THIS MONTH			TOTAL	YEAR TO DATE			TOTAL
	NO	NSM	SP		NO	NSM	SP	
OFF LENGTH	2	189.40		189.40	6	642.96	515.40	1158.36
OFF WIDTH	3	1275.20		1275.20	15	9299.89		9299.89
OFF SIZE CUTS								
SHEDDING					8	3960.84	266.32	4227.16
BLISTERING	2	1450.96		1450.96	27	29366.58	6537.00	35903.58
OFF BLEND	7	3223.30	1250.00	4473.30	17	12327.24	1250.00	13577.24
SHADING FROM STAINING					3	1172.25		1172.25
SHADING FROM EMB., VARIATION	12	13758.76		13758.76	73	63241.44		63241.44
SHADING FROM GRANULE GRADING	2	80.00	415.15	495.15	11	6628.68	415.15	7043.83
STAINING FROM SOAP OR TALC	2	304.05		304.05	6	3581.67		3581.67
STICKING IN BUNDLES	4	590.98		590.98	20	3025.52		3025.52
NOT SEALING	12	2944.93	382.83	3327.76	85	16037.79	7627.36	23665.15
CLAWING	3	744.00		744.00	19	5112.14		5112.14
CURLING	3	1469.73		1469.73	26	12757.38	512.00	13269.38
FISHMOUTHS					2	365.19		365.19
BUCKLING								
SPLICES	1	25.00		25.00	3	75.00		75.00
WORN OUT	9	5808.00		5808.00	74	51092.33	140.00	51232.33
DAMAGED	1	366.00		366.00	3	366.00	154.00	520.00
OTHER: (DESCRIBE)								
HORIZONTAL CRACKING	36		16806.14	16806.14	321		166488.13	166488.13
CRACKING IN EMBOSING	10	3776.00		3776.00	41	24256.20		24256.20
ROUGH EDGES	3	2706.57		2706.57	18	8843.55		8843.55
SPLITTING					4	1959.57		1959.57
WATER SPOTS					4	858.62		858.62
ALLIGATOR CRACKING	3	1704.00		1704.00	22	8849.61	2239.20	11088.81
DELAMINATION					9	5058.98	290.16	5349.14
SHORT COUNT	1	53.04		53.04	7	762.27		762.27
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BIRD 014395

