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I N T E R - O F F I C E C O R R E S P O N D E N C E

Chester, Virginia

To: J. E. Narron

Date: 03/26/91

From: D. C. Saunders

Subject: BASE WEB SOLUBLES ON EUROPEAN CUSTOMER COMPLAINT

Karl Hayes collected percent base web solubles on Bergen Op Zoom and Bremen customer complaint product per your request. Attached are the data in the form of whisker plots and tabulations.

The whisker plots show the variability in the daily analysis. The daily averages consist of three to six sample analyses. There is overlap between the daily averages and between operating period averages due to variability. The Lab (Mark Johnson) reports the precision in the analysis is about +1% base web solubles. This imprecision makes derivation of a conclusion relating to base web soluble level difficult.

Notations have been made on the daily whisker plots relating the customer padding problem to the production date. The worst lot at Bergen Op Zoom was Lot 10034 (RLB) manufactured May 15 - May 18, 1990. The worst padding noted on this lot occurred on May 15 and May 16. The lower base web soluble level for this production run was on these days.

The worst pad production on Lot 10104 (RLB) occurred on October 18, 1990. This is the day with the next to lowest base web soluble level for the lot production run.

The preceding correlation did not exist for Bergen Op Zoom Line III RLTC complaint. The worst pad production in Lot 10069 did not occur on the lowest daily base web soluble average for the production run.

Base web solubles for the problem quality at Bremen is plotted. No correlation to base web solubles can be made because the quality data in this case is very qualitative. The plot does show there was a base web soluble level difference between the problem material manufactured in October versus the problem material made in November. A base web soluble level difference between the good lots in Bremen also was observed.

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This information cannot lead to a direct correlation between product quality and percent base web solubles. It does show the variability within analyses in a 24 hour period. It also shows there are base web level differences from one operating period to the next.

There are areas for improvement in the base web soluble analyses precision and product base web soluble consistency to the customer. The improvement this would have on padding control cannot be concluded from this analysis.

gn/a:a7.dcs

*D. Saunders*

Attachments

c: A. O. Hayes  
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