METALS DIVISION
CUSTOMER CALL REPORT

Save

CUSTOMER & LOCATION Mission Coatings, Houston, Texas

INDUSTRY CLASSIFICATION Marine Coatings

SALESMAN J. E. Walsh REGION Southern DATE OF CALL 5-2-78

PRODUCTS DISCUSSED:

Cr	Mn	Spec.	Si	CaC_2	W	V	Asb.
☐	☐	☐	☐	☐	☐	☐	☒

Other:

PLAINTIFF'S EXHIBIT UC-680

PERSONS INTERVIEWED: Don Ward, General Manager

CALL OBJECTIVE: Call made on 6 pallet RG-244 customer.

RESULTS OF CALL: The 244 being used here goes strictly into Ceilcote formulations and previous calls here were to no avail to get Mission to look at it in their formulations. Finally lucked out and found Ward, the decision maker, in and discussed the regulatory and toxicology issues. After finishing up those topics we launched into the usage of 244 in the products that Mission makes and the quality and economic benefits they could expect using a raw material they already had in house. Proposed a dust monitoring being as one has never been done to show them just how low the fiber levels were and how well within the regulation boundries they were. Don accepted the offer of our doing the monitoring in return for his authorizing Frank James, his chemist, to evaluate 244 in the Mission formulations. Ward said he would talk to James and set up an evaluation schedule for us as soon as possible.

FOLLOW-UP ACTION REQUIRED:

BLI - Please let me know when you get a good date to combine with Houston.

J.W.- Phone James around 6-15 to check his progress on evaluating 244.

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CUSTOMER CALL REPORT

CUSTOMER & LOCATION MISSION COATINGS - HOUSTON, TEXAS INDUSTRY CLASSIFICATION COATINGS

SALESMAN J. E. Walsh REGION Southern DATE OF CALL 1-13-78

PRODUCTS DISCUSSED:

Cr	Mn	Spec.	Si	CaC_2	W	V	Asb.	Other:
☐	☐	☐	☐	☐	☐	☐	☒	

PERSONS INTERVIEWED:

Frank James, Chemist

CALL OBJECTIVE:

Call made on RG-244 pallet customer.

RESULTS OF CALL:

77 volume here was 4.8M lbs. vs. 400 lbs. in 76 but the increase was not in Mission formulations but rather their taken on the production of Sealcote Company's products in the Gulf Coast area. 78 volume for Sealcote is estimated to grow by about 15% over last year so any dramatic growth will have to come as a penetration into the Mission formulations. Pushed this subject with James and wound up in the usual toxicology discussion. After listening what 244 might do for Mission and being as it was a raw material they already had in house Frank took a copy of our MSDS and said he would discuss the subject with Don Ward the technical director who was out of town today. Frank said he would call and let me know how he makes out but most certainly they would probably want a monitoring done before they would O.K. use 244 in the Mission line.

FOLLOW-UP ACTION REQUIRED:

J.W. - Phone Frank next week to see how his discussion with Ward went.

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