

E.C. KO

I N T E R O F F I C E M E M O R A N D U M
C O R M T S A L L - I N - 1 S Y S T E M

Date: 5-Apr-1989 01:06pm EDT
From: Ken Olsen
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Dept: Administration
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TO: See Below

Subject: REPORT ON FIELD PROBLEMS

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As the executives get out into the field to help, they're disturbed to realize the problems we've had in the field that we have not known about. I'd like once more to ask that once a month we have a report on all field problems that have been going on for more than a month. This should probably be included in the first weekly sales report each month.

In addition, at that time, I'd like a brief summary of how we're doing on our major systems integration projects. We should include not only those big ones for which we are the prime contractor, such as Boeing, but also those for which we are a major supplier, such as Caterpillar.

It's devastating to executives to meet customers and hear about problems that have been going on for some time that we don't know about.

KHO:dao
KO:2840
DICTATED ON 4/5/89, BUT NOT READ

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