

EC

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: 15-May-1989 11:11am EDT  
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Subject: FIELD

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The morale has picked up in the field, and they like the promise of reform, but there is still great fear of retribution and punishment for squealing about the system. There is still great fear of breaking rules such as selling to a customer that is not on their list of 200 even though no one else in Digital will ever sell to them. There is great fear of going over the head of the immediate policing entity in asking for strategic discounts from the people with product responsibility.

The field still doesn't quite believe we are going to follow through on the reform, and they are very much afraid that the police state is ready to take over again like it has happened in Panama.

I am very disappointed with personnel. Personnel should never let the state of fears get as bad as it did, and, if there is still great fear in the system, personnel should be in a position to get it straightened out.

I am afraid that personnel is either part of the retribution system or a victim of it and, therefore, quite useless in the field.

From the field's point of view, they have heard us talk, but, as far as they are concerned, Chick Shue is still there, none of the enormous red tape and regulations have changed, there is no more freedom in discounts, freedom of who they can sell to or freedom to talk to the product people than they had before.

KHO:dao  
KO:3008  
DICTATED ON 5/14/89, BUT NOT READ

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