

### THE DEAL

by Buck Isbell

I know these are trying times for everyone. You hear rumors that the deal is done, another rumor that the deal was not approved. You see and hear of meetings with Ethyl that are occurring frequently about the deal, but you hear nothing officially about an agreement. I'll relate to you what little information I have on the subject.

The Amoco/Ethyl deal was approved by the FTC earlier this week. Various people are spending long hours on the vast amount of details necessary to finalize the agreement in anticipation of closing in early June. Since I am not in the negotiations, I don't have a good flavor on how things are going, but everyone is expecting the best.

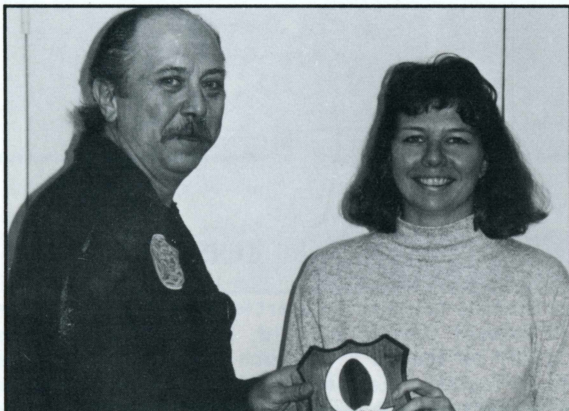
Ethyl has interviewed the Marketing, Sales, and Research people and job offers have been, or will be, made shortly.

A few of the details relating to the Wood River operations have been discussed, and we hope to have resolved shortly. In short, things are going about as expected.

On another subject, Pennzoil had 15 people in the plant on Thursday, May 21, to review the route we traveled in achieving the ISO-9002 certification. They toured the Lab and were very pleased with what they saw and heard. As you know, Pennzoil is one of our largest customers and our relationship has been excellent over the past few years. Our ability to supply them with quality products in a timely manner has solidified that relationship.

Let's go for the goal!!!

### FOURTH QUARTER QUALITY AWARD WINNER



Leon Byrd is presented with the Fourth Quarter 1992 Quality Award by Shelly Curtis, representing the Recognition Committee. Leon was recognized for his contributions to the LIMS data base.

### 26 SECRETS TO HAPPINESS

- Live beneath your means.
- Return everything you borrow.
- Stop blaming other people.
- Admit it when you make a mistake.
- Give any clothes you haven't worn in 3 years to charity.
- Every day do something nice and try not to get caught.
  
- Listen more; talk less.
- Take a daily 30-minute walk in your neighborhood.
- Strive for excellence, not perfection.
- Be on time.
- Don't make excuses.
  
- Don't argue.
- Get organized.
- Be kind to kind people.
- Be even kinder to unkind people.
- Let someone cut ahead of you in line.
  
- Take time to be alone.
- Reread a favorite book.
- Cultivate good manners.
- Be humble.
- Understand and accept that life is not always fair.
  
- Know when to say something.
- Know when to keep your mouth shut.
- Try to go 24 hours without criticizing anyone.
- Learn from the past, and plan for the future.
- Don't sweat the small stuff.

(Weyerhaeuser Newsletter)





## SPORTING NEWS

by  
Beth Wegener



The bowling season has come to an end with the championship rollofts held on April 30. After taking a few years off, the Kilowatts once again reign as league champions. The Defectors put up some stiff competition. They won the first game with a team total of 1038 and Dan Bohnenstiehl leading the way with a 267. However, the Kilowatts managed to win the next three games to take the championship. (It was no surprise that the Defectors were so tough. For the regular season, as a team, they finished with the highest single game of 1017 and the highest series of 2836.)

The bowling picnic was held at the Torch Club on May 16 where trophies were awarded for the year's top performances.

### Men

High game (279) - Ken Duncan  
High average (188) - Charlie Zagar  
High series (674) - (tie) - Gary Carpenter &  
Don Fitzgerald

### Women

High game (224) - Beth Wegener  
High average (155) - Beth Wegener (Tom B. take note!)  
High series (565) - Beth Wegener

Most improved average - Warren Deppe

Of course, the highlight of the day was the presentation of the championship trophies to the Kilowatts whose team members are: Tom Burgess (captain), Dan Sly, Charlie Clark, Beth Wegener, Darrell Williamson, Mike Wegener, and Eric Pointer.

While we're on the subject of bowling, April 22, 1992 is a day that Ralph K. Kulenkamp will remember for a long time. That's the day he bowled his first (and so far only) 300 game. A 300 game is the perfection that every bowler strives for. It's like a pitcher throwing a no-hitter or a golfer scoring a hole-in-one.

Ralph was bowling for the High Society team in the Wednesday night city league at the Super Bowl bowling alley in Gillespie when his bout with immortality occurred. "All the hits were pretty good," he said in reference to his twelve straight strikes. When asked if he was nervous Ralph said, "I started getting nervous in the tenth frame." That's when everyone in the bowling alley stopped what they were doing to watch him finish his game. "It was a great feeling," he said in referring to his completing the perfect game. Ralph's other two games that night were 200 and 234 for a 734 series. He finished the season with a 204 average.

Congratulations Ralph!

The softball league is getting underway on Tuesday nights at the Torch Club at 5:00 p.m. They were rained out on May 12 so the first night of play was May 19. There wasn't a big crowd and they would like to get some more people out there to play. If anyone is interested in playing, talk to Ed Lewis or Joe Gaither.

Now, on to the next subject. Golf. What can you say after six weeks of golf?

To begin with, there are some real sandbaggers in the group. There have been three outstanding low nets. In Week #6, Virginia Boone had a 30 and Dan Bohnenstiehl had a 29. Not to be outdone, in Week #4 Dan Van Doren had a 22. Isn't that a bit extreme?

As of Week #6 the Duffers are still in the lead. These guys are GOOD! The Studs have been hot on their heels for two weeks now followed by the Gofers in third. The Miners are slowly pushing their way to the bottom. Way to go, Miners!

Who promised to keep everyone up-to-date of when they were to play each week? The President. Who sends out copies of the weekly standings so everyone knows where they will be playing next? The President. Who had to get a sub for her team, told the sub they were playing at Rock then showed up at Muny? The President. Her excuse? It was a very bad day.

It's months ahead of schedule, but the end-of-the-year tournament is being planned at Rolling Hills in Godfrey. They just opened up another nine holes.

Thanks to Greg Rough for getting the score sheets out each week. Greg put together the program, worked out the bugs in the program, then lost the disk that had the program. Evidently he found it and has everything under control. Thanks again, Greg.

Dorothy is not hearing too many comments (good or bad) about the league. Does anyone have any suggestions or recommendation? If you do, call John Byron.



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## CONTRIBUTIONS

Anyone wishing to contribute articles to the newsletter, should forward them to B. Bild, Room 1122 or M. Bass, Room 1128, by the 15<sup>th</sup> of each month. All articles should be legible. **Each month there is a limited number of extra copies of the newsletter kept in M. Bass' office if anyone is interested in obtaining one.**

Contributions to this month's newsletter were made by: M. Bass, B. Bild, W. Case, D. Gaffney, R. Jordan, P. Lucker, D. Newman, F. Pohlman, and D. Rue.

## DID YOU KNOW??

Here's some information that you won't find as the lead story on any nightly news broadcast or as the teaser announcing the upcoming news. This isn't information about the downfall of American industry or the most negative information available that day. This is about how efficient American industry is. A study by Professor Edward N. Wolff, an economist at New York University, was recently reviewed in the New York Times. (It wasn't on the front page.) Here's the gist of his results. The Japanese are preeminent in the industries in which they have heavy investment and R&D spending, and these revolve around the auto industry. In Professor Wolff's breakdown, the Japanese have the edge in cars, planes and other transportation equipment; steel, aluminum and other metals; electric machinery; and chemicals, plastics and synthetics. However, the United States has the overall lead as the most efficient producer in manufacturing because of their substantial lead in petroleum and coal refining; machinery, except electrical; paper; scientific instruments; food, beverage and tobacco; stone, clay and glass; and textiles.

In fact, the United States' efficiency lead in some industries is growing, especially compared to the German's. Using output per worker, the United States is 45% more efficient than Germany and Japan, which are about equal. Other measures are often based on output per hour, which enhances Japanese productivity because they work more hours and reduces German productivity because they put in fewer hours than their U. S. counterparts.

Professor Wolff contends that new investment is the primary factor in determining the most efficient industry. New equipment and technology will be the deciding factor. The companies and industries that direct their resources in this manner will become exporters to the rest of the world.

## TEAMWORK



When things look good, all the work that went into getting there is often forgotten. This year when enjoying the fishing in the Torch Club lake, remember all the effort that went into getting the lake in shape and upgrading other Torch Club facilities. A total of 35 people using donated and loaned equipment were responsible for the massive lake project, the new entrance and painted playground equipment. It shows what can be accomplished with a real team effort.

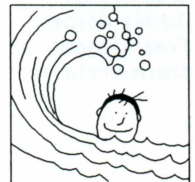
## APAC PRESENTS THE WOOD RIVER FIRE DEPARTMENT WITH RESCUE EQUIPMENT

In an effort to enhance community relations, the Amoco Petroleum Additives Company has been cooperating with municipal emergency response agencies in various training efforts. At rope rescue training conducted at Shell Oil Company last fall, the APAC Rescue Team jointly trained with a Wood River Fire Department fire-fighter, Jeff Norton. Jeff will continue to train with the APAC Rescue Team in forthcoming training to enhance the rescue expertise in the City of Wood River and at Amoco Petroleum Additives Company.

At a recent plant training session, Plant Manager, Buck Isbell presented the City of Wood River and fire-fighter Jeff Norton with a ROCO Team Member Kit. This equipment will assist the Wood River Fire Department in rescue efforts and allow Jeff a degree of continuity with the APAC Rescue Team.



## WHATEVER YOU DO THIS SUMMER KEEP IT SAFE!





## NASTY'S NOTES

by Rick Newman

So, is stress getting to you? Uncertainty becoming a part of your life? Feeling really low? Well, it's time to sit back, relax, and have a little fun.

Recently I asked several people the earth shattering question; if they made a movie of your life, who would play you? Following are the results of my endeavor and the answers I was given.

Some of the answers were really close to the mark from my perspective, others are a stretch, but all are to be taken in the manner in which they were meant, fun. It's all good fun. After all, if we can't laugh together, we can't do much else together, and togetherness may be all we have left.

Most all the names given were given by the person asked, in a few cases I helped them pick out a name, and in just a couple cases, I supplied a name. I wasn't able to contact everyone, so for those I missed, I apologize, for those I contacted, thanks for playing.

Enough said, I hope you enjoy a few moments of relief provided by some of "Your Fellow Employees."

- |                     |   |   |
|---------------------|---|---|
| Mark Sanders        | - | Teddy Roosevelt                               |
| Larry Roseberry     | - | Vincent Price                                 |
| Mark Richardson     | - | Curly of the Three Stooges                    |
| Mike Palen          | - | Steve McQueen                                 |
| Tom Lawson          | - | Burt Reynolds                                 |
| Charlie Zagar       | - | John Lehnen                                   |
| Terry Holland       | - | Gene Hackman                                  |
| Jim Bauman          | - | William Conrad                                |
| Bill Kueker         | - | Ernest Borgnine                               |
| Ron "Ace" Lattimore | - | Kenny Rogers                                  |
| Les Brown           | - | Morgan Freeman                                |
| Garry Neilson       | - | Sam Elliott                                   |
| Dave Howland        | - | Art Carney                                    |
| Gary Carpenter      | - | Patrick Swayze                                |
| Chris Zimmer        | - | Sgt. Slaughter (Pro Wrestler)                 |
| Denny Bourisaw      | - | John Lithgow                                  |
| Eric Pointer        | - | Eric Estrada or Keith Hernandez               |
| Terry Deist         | - | Ron Howard as Richie Cunningham               |
| Ed Lewis            | - | Yosemite Sam                                  |
| Bill Brown          | - | Tim Allen                                     |
| John Henderson      | - | James Earl Jones                              |
| Pam Ayres           | - | Shirley Temple                                |
| Sandy Dodson        | - | Lucille Ball                                  |
| Jody Schmidt        | - | Doris Day                                     |
| Dave Ringering      | - | Woody Harrelson                               |
| Larry Yost          | - | James Coburn                                  |
| Ed Rothe            | - | George Wendt (Norm on Cheers)                 |
| Ray Gress           | - | Don Knotts or the Banjo Player in Deliverance |
| Tom Burgess         | - | Ted Danson                                    |
| Brad Brands         | - | Don Rickles                                   |
| Johnny Jordan       | - | Fred Williamson                               |
| Fred Wiegand        | - | Robert Redford                                |
| Sherm Orris         | - | John Goodman                                  |

- |                  |   |                                    |
|------------------|---|------------------------------------|
| Mark Schmidt     | - | Tom Selleck                        |
| Jim Vaughn       | - | Jim Brown                          |
| Kevin Diesen     | - | John Denver                        |
| John Byron       | - | Richard Dreyfuss                   |
| Steve Arbuthnot  | - | Chuck Norris                       |
| Denis Grell      | - | Stan Laurel                        |
| Robert Jordan    | - | Oliver Hardy                       |
| Keith Cowan      | - | Kevin Costner                      |
| Shelly Curtis    | - | Candaice Bergen                    |
| Jeanne Clendenny | - | Debbie Reynolds                    |
| John Blasdel     | - | Lou Costello                       |
| Sharon Arnold    | - | Edith Bunker                       |
| Betsy Bild       | - | Dixie Carter                       |
| Michele Bass     | - | Jan Hooks (Designing Women)        |
| Tom Rogers       | - | Weird Al Jankovich                 |
| Mary Ann Harris  | - | Leslie Uggams                      |
| Don Perry        | - | Steven Segall                      |
| Bill Rushton     | - | Warren Beatty                      |
| LeRoy Johnson    | - | Archie Bunker                      |
| Dan Sly          | - | Michael Gross (Dad on Family Ties) |
| Mike Trgovich    | - | Peter Falk (Columbo)               |
| Ward Case        | - | Yul Brenner                        |
| Dennis Gibbs     | - | Chevy Chase                        |
| Bill Wooten      | - | Mickey Gilley                      |
| Lucy Strebel     | - | Bette Midler                       |
| Vern Davis       | - | General Colin Powell               |
| Junior Frentzel  | - | Tom Cruise                         |
| Jack Vogelsang   | - | Richard Farnsworth                 |
| Warren Wheeler   | - | Lee Imming                         |
| Lee Imming       | - | Warren Wheeler                     |
| Bob Full         | - | Roy Clark                          |
| Warren Williams  | - | Denzel Washington                  |
| Don Appleton     | - | Bill Cosby                         |
| Leon Byrd        | - | George Carlin                      |
| Jim Dodwell      | - | Foster Brooks                      |
| Dori Newman      | - | Bea Arthur                         |
| Buck Isbell      | - | Gary Ingersoll                     |
| Joe Gaither      | - | Steve Martin                       |
| John Stuart      | - | Victor Mature or Robert Mitchum    |
| Chuck Bild       | - | Bud Abbott                         |

## CHARITY DRIVE A SUCCESS

The Amoco Employees Charity Drive which was held from April 1 through May 1 has concluded and been deemed a success.

Steve Arbuthnot, John Byron, Les Brown, Bill Kueker, Lonnie Sivia, Lucy Strebel, Don Shipley, and Gary Wilson reported that about three pick-up trucks of clothing were divided between Operation Blessing in Wood River, The Oasis Center in Alton, and the Community Hope Center in Cottage Hills.

This drive netted a lot of clothing but very little food and no toys to speak of. Keep in mind, the drive will be repeated again at Christmas. So start saving the clothes you've outgrown and those toys the kids no longer use.

A special thanks to Sandy Dodson for her help in getting out the word about the drive.

## EMPLOYEES OF THE MONTH



Phyllis Lucker accepts her Employee of the Month award from Buck Isbell. Phyllis was nominated for helping others whenever necessary.



Shelly Curtis was nominated for Employee of the Month for working with R&D to resolve A-184 production problems.



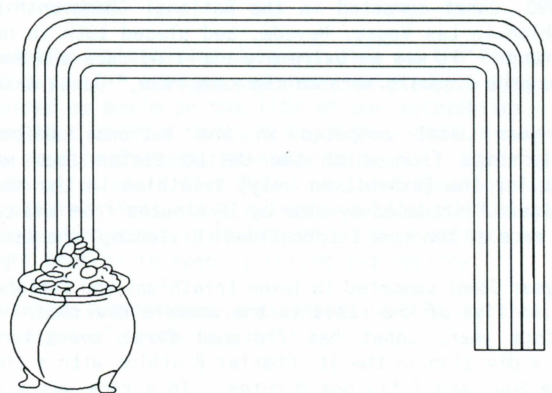
Brett Kessinger won Employee of the Month for discovering and reporting the breach in the benzene containment system at the GAP.



Karen Pearson was nominated for Employee of the Month for providing outstanding service to the Blending and Shipping department.



Gary Sproull won Employee of the Month for suggesting and driving for the new barrel filling scales.



## SPOTLIGHT ON JANET KUNNEMANN

Janet was born in Belleville, Illinois, but spent her formative years from 8 to 18 in Carlyle. She graduated in 1981 from Carlyle High School, home of the Indians, where she was a member of the Indianettes Drill Team and the swim team.

While in high school, Janet was voted class comic and most absent minded. "I've changed some since then, I hope," Janet said.

After graduation from high school, Janet started college and then got married. After the marriage ended, she went back to college and received a B.S. degree in accounting in May of 1990. Her career with APAC began in November of that same year.

Janet is an avid runner, swimmer, and bicyclist and often enters competitions of each individual sport or a combination of the three, which is known as a triathlon.

"I feel as though triathlons were the end result of many interests I have and people I have met," Janet says in reference to her desire for competition.

Janet started running after high school to lose weight and she ran for about two years before taking up swimming.

"My economics teacher, Dr. Edmonds, told me about the nice pool at the Vadalabene Center at S.I.U.E. so I started swimming there and training for the Masters Swimming Meets held in St. Louis," Janet said. She achieved some success in these meets where she did the 100 meter free style in one minute and four one-hundredths of a second.

While at the Vadalabene pool, Janet met a lifeguard that competed in triathlons, and she also met a running coach. Together they convinced Janet to enter their individual sports. It was about this time that Janet purchased a nice bicycle and started riding seriously in preparation for triathlon competitions.

While still in college, Janet started running with the S.I.U.E. track and cross country teams. "At 26, I was the old lady on the team," she said, "and I admit it was a great opportunity to act like a kid again, so I did."

In 1990, Janet competed in the National Championships Triathlon in Las Vegas, Nevada, and placed 16th in her age group. "It was an extremely exciting race and many of the pros I admire were in the same race," Janet said.

Last year Janet competed in the National Amateur Championships from which the United States team was chosen for the (exhibition only) triathlon in the next Olympics. "I reduced my time by 10 minutes from the Las Vegas race of the same International Distance," she said.

Last year Janet competed in seven triathlons and finished first in five of the races in the women's division. So far this year, Janet has finished first overall in women's division in the St. Charles Biathlon with a time of one hour and fifty-one minutes. This race was a 5K run, 40K bike ride and another 5K run. She has also taken up bicycle racing and is a member of the St. Charles Cycling Team. She finished first overall in women's division in a 20 mile time trial on May 16th with a time of fifty-two minutes and twenty-six seconds.

There will be three International Distance Bud Light Series races in the St. Louis area this summer. They will be at Creve Coeur Lake, Lake St. Louis, and Carlyle Lake. Janet is currently training for these races and hopes to do the Las Vegas Championships again this year and possibly trim another ten minutes from her time.

There are four main distances of triathlons:

Spring Distance; 1/4 to 1/2 mile swim, 15-20 mile bike ride, and a 3-5 mile run. There are many of these in the St. Louis area throughout the summer. There is also one in Wood River in late summer, and this year Janet will be defending the championship she took first place in last summer.

International Distance; 1.5K (one mile) swim, 40K (24.8 mile) bike ride, and a 10K (6.2 mile) run.

Iron Man distance; 2.4 mile swim, 112 mile bike ride, and a 26.2 mile (marathon) run. The Iron Man Competition is held in various countries throughout the world.

1/2 Iron Man; this is 1/2 the distance of the Iron Man Competition and is usually held once a year in nearly every state to qualify for the Hawaii Iron Man Competition.

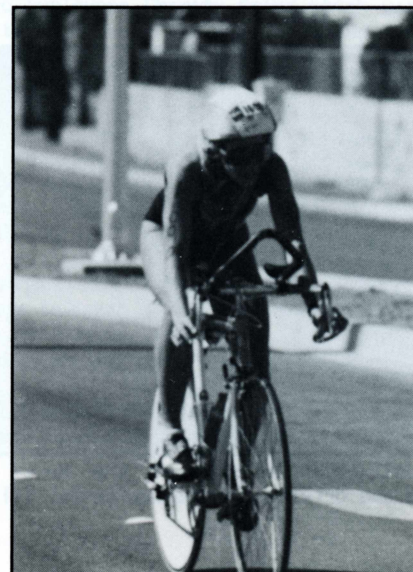
"My current range for weekly mileage is to swim 1-3 miles, run 20-30 miles, and bike 60-100 miles," Janet said.

"Training has become an important part of my life and the competition is very exciting and provides a great mental and physical test of strength," Janet said.

Janet holds memberships in the St. Louis Master's Swimming Club, the United States Athletics (running club), the United States Cycling Federation, the Tri-Fed (Triathlon Federation) U.S.A., and the St. Louis Cycling Club.

Janet currently lives in Maryville, Illinois, and in her spare time (come on now) enjoys snow skiing, ice skating, water skiing, and dancing.

Good luck to Janet in all her future competitive efforts.



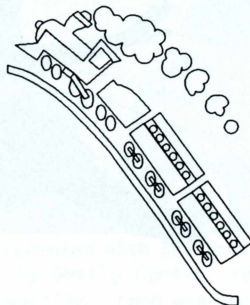
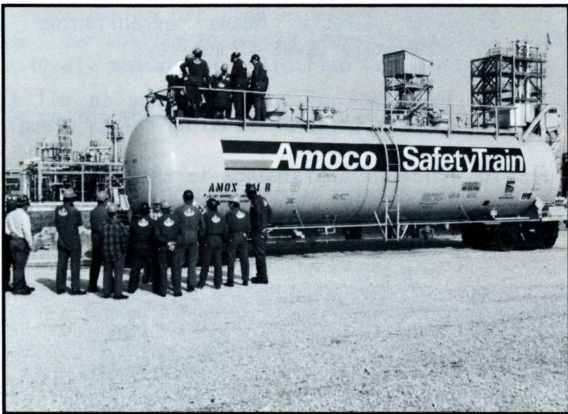
## SAFETY TRAIN AT WOOD RIVER PLANT

For many years Amoco has been training its employees and community emergency response agencies in the proper handling of tank cars during loading, unloading, and in response to leaks and other emergencies. Until 1987, training was conducted mainly in a classroom environment using audio visual presentations and static displays of valves and other tank car fittings. While this method of training was time tested and generally effective, it did not provide the realism and improved understanding possible with a "hands on" approach.

Since safety and logistics concerns preclude using active, in service tank cars for training purposes, it was decided to dedicate a tank car solely to training and to equip it in such a way to simulate any tank car in the Amoco fleet and most other tank cars in service today. The result was The Amoco Safety Train - AMOX 911.

This car, built originally in 1972, was retrofitted and modified in 1987 with a variety of dome and bottom valve configurations to illustrate several various arrangements found and to simulate leaks creating the realism of an emergency response.

On April 28, 29, 30, the Amoco Oil Safety Train was on display in the plant. The Amoco Oil instructors, Carl Bossard, Dave Morisette, and Bice Cannon conducted six, four-hour training sessions at the fire drill field. Many community fire departments were invited to attend the training along with Amoco employees. Approximately 150 people attended these sessions in the three days. From the feedback received, the training was deemed a success.



## PREVENTIVE MAINTENANCE

The subject of preventive maintenance is one that affects all of us, not only here at the Wood River Plant but in our life away from the plant. We have seen increases in the amount of preventive maintenance that is performed each year at the Wood River Plant. The target for this year is 7000 manhours.

Preventive maintenance is performed on many equipment items in all areas of the plant. Items such as regular oil changes and other lubrication items for bearings and couplings are necessary for proper equipment operation and service life. One little known area is the sampling of reservoir oil on equipment such as the refrigeration compressor at the Polypropene Unit. Analysis of oil reveals contaminants such as water, metals, etc. This enables action to be taken before a small problem creates a major problem.

In another area involving mechanical equipment, the Machinist Department routinely monitors bearings on some 30 equipment items with a hand-held analyzer. The results of a survey of these equipment items are then dumped to an IBM computer for storage and comparison with prior results. In this way, trends can be examined and action taken as necessary to prevent major equipment damage or failure.

Vibration measurements are another form of preventive maintenance. High readings, such as those recently found on the pond water supply pumps, indicate problems. Regular monitoring of 12 items is conducted monthly. The opportunity for equipment damage associated with vibration increases with the speed of rotation. The third stage of the plant air compressors operates in excess of 50,000 RPM. These high speed compressors are equipped with on-line vibration monitors to alarm and/or shut down the machine if high vibration levels are detected.

The most recent additions to the preventive maintenance program are instruments as defined by our ISO 9000 efforts. Some 200 instruments have been identified as critical instruments by Operations personnel. These instruments are calibrated on a scheduled basis, and the calibrations are documented in the COMPASS system. These records are an important part of maintaining our certification. Craftsmen in the I/E department have completed all calibrations on schedule since this program was initiated.

Preventive maintenance does not stop at the end of the work day. Oil changes and other maintenance items are required to maximize the life of our automobiles. The homes that we live in are a major financial investment. They require frequent maintenance such as cleaning and painting to insure that this investment does not rapidly depreciate. Preventive maintenance for the human body includes exercise, regular physical examinations and weight control to keep it strong and healthy.

Preventive maintenance is essential in life. Without it, things quickly come to a halt.

## LEADERSHIP

Eddie Robinson of Grambling (Louisiana) State University is the winningest coach in the history of college football. But as Senator Russell Long said, "Eddie Robinson is more than just a maker of touchdowns. He is a maker of men." Robinson has sent more than 200 players into the National Football League. Others have gone into medicine, law, education, and commerce. They all learned how to go after some goal and how to achieve it. In short, Eddie Robinson has a game plan for life, not just Saturdays.

When the young black man first arrived on campus at the age of 22, he was the youngest coach in the country. He mowed the football field, sewed torn uniforms, taped his players' ankles. He coached the cheerleaders, directed the band, and reported on the game for the local papers. There was no stadium and no bleachers so fans had to stand. He drove the back roads to black high schools. He convinced the parents that their talented, athletic sons should go to class every day and church every Sunday. Robinson made intellectual demands: "I tell the kids what's out there when football is done with and they have to compete in life. I let them know that there must be agreement between verb and subject. We practice it all the time." Every Freshman stands in front of the whole squad to give a recitation on his background. Seniors make departing speeches. And almost 80% of Grambling players get degrees. Eddie Robinson teaches "that despite a lot of obstacles, America gives you opportunity. And that's the most important thing I can impress on my players." Grambling now has an impressive new stadium. Equally impressive is a marker at the entrance: Robinson Stadium - "Where Everybody is Somebody."

## MARKETING QUARTERLY QUALITY WINNER



Buck Isbell presents Wes Beigel with the Marketing Quarterly Quality Award. Wes was part of a group nominated for their contributions in resolving a Castrol complaint.

## QUALITY CONTEST RESULTS

20% of the contest entries were correct and everyone passed. Thanks to everyone who entered. The winners of the drawing by the Education Committee were:

Carol Greenaway  
Denny Gaffney  
Michele Bass  
Janice Spencer

The correct answers are shown below:

### QUALITY CONTEST

- F 1. Quality means making product with no out of control SPC points?
- T 2. When asking someone what they would like you to do, the first step is to establish requirements?
- F 3. Conformance to requirements means meeting most of the requirements most of the time?
- F 4. Quality is how good a product is?
- F 5. Inspection, testing, and checking are forms of prevention?
- T 6. If the process is understood it is easier to implement prevention?
- T 7. The system for causing quality is prevention, not appraisal?
- F 8. Zero defects means establishing an acceptable level of quality?
- T 9. The Price of Nonconformance is all the expense involved in doing things wrong?
- T 10. Price of Conformance is the cost to make things meet requirements?

