

FAX TRANSMISSION

To: Bob Sanders
Equipment Division #2
Kamigo Engine Plant
(On assignment to TMM)

From: Tom Harada
Date: Friday, June 14, 1989

Re: Response to Follow Up Analysis (Fax 8)

Bob-san

Thank you for your effort and the good insights about the true nature of the problem. I am pleased that you were able to probe more deeply under the surface.

I suggest that you use your final week to put some concrete action items in place to improve the current situation. Please plan some specific some short term countermeasure items and some longer term ones as well. Also consider how you will measure and check to see if that action items you plan will have any effect or not. I am happy to discuss this with you by phone.

Please plan to return to Japan as scheduled. Before you leave please summarize your findings into an A3 report and present them to Mr. Kawai and Mr. Kano at TMM. When you return I will schedule a meeting with our boss Mr. Kawamura and Mr. Yoshikawa as well for your trip report. We have many things to fix before the next machining lines launch next year at TMM.

Regards,

Tom Harada