

April 26, 1978

Quality Control Activities

Background:

A major audit of the Division's operation was concluded in July 1975. The audit was conducted by Benbow, Colby and Giller and covered the methods of handling the literature and the computer process. Copies of summary reports were mailed to Jacob and Ramm on July 22, 1975. Ramm sent copies to general counsel and to Yeaman; Yeaman acknowledged his copy on August 7, 1975. Note that approximately three months prior to the completion of this review, on April 29, 1975, a letter had been sent to Jacob by Colby and Giller indicating that more interfacing and consultation were needed between the Division and industry experts and that participation from non-RJR scientists would be welcomed.

Colby conducted a study of document input lag time and reported the results to Giller in a letter dated October 15, 1976. The results were reviewed by Giller and subsequently discussed and documented in a conversation record dated November 15, 1976.

Since approximately the last quarter of 1976, to date, Colby has periodically used the Division's preliminary data bank system to identify high priority documents for accelerated processing. (The preliminary data bank system was implemented in February 1976, against the wishes of the computer committee, to store and retrieve backlog documents prior to full processing. A letter describing this new system, together with documentation, was mailed to Benbow on April 20, 1976, with copies to Jacob and Yeaman.)

A major audit of certain aspects of the computer process, including testing of an improved backup system, was conducted in May 1977 by Giller. A letter describing the audit together with documentation, was mailed to Benbow on June 15, 1977, with copies to Jacob and Yeaman.

In March 1978, Colby conducted a study of the quality of abstracting and indexing, using a sample of eight documents, and a study of document input lag time. The results were summarized in a conversation record dated March 27, 1978. Colby has also stated that he is informally performing quality control studies on a continuing basis, since he uses the System frequently and constantly evaluates the quality and timeliness of documents.

In April 1978, Benbow met with Giller regarding certain aspects of the computer process; additional meetings are scheduled for May 1978.

High levels of user satisfaction, as measured by the continuing and dramatic increase in utilization of the System, are a reflection of the overall quality of the products and services provided by the Division.

Summary:

The most recent on-site audit and inspection by the Division's EDP consultant occurred almost three years ago.

The last major audit by the Division's technical consultant occurred almost three years ago. His most recent, formal study (document input lag time) occurred 18 months ago; limited, informal studies have been conducted since late in 1976, but no documentation exists.

There has been a continuing and dramatic increase in utilization of the System.