

Value Service - Schenectady
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BLDG. #2-165

Attached is a summary bearing upon the method of developing value to the customer in dollars. It includes some of the thoughts developed while working with Sreddy's people, basically on the value of services to the customer and, from preliminary thinking I have done since, your suggestion on the value of product "qualities" to the customer.

As a next step, I need to work at closer range with the product quality problem in order to develop more practical knowledge, technique, and procedure.

Would you like to arrange with the persons involved for me to work on a specific product or line of products with reference to a particular customer and with knowledgeable and responsible personnel of an operating department which wants to see this opportunity area developed. I would expect this preliminary work might take three or four days and be scattered through a period of a month.

L. D. Miles
Manager - Value Service

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Att.