



# Shellegram

Deer Park Manufacturing Complex

87:11

## Employees set new record

### United Way giving reaches all-time high of \$183,963

DPMC employees made history this year by contributing more money than ever before to the United Way campaign.

"It's a really incredible accomplishment," reports **BILL COIT**, a DPMC campaign chairman. "We surpassed the previous record set five years ago with fewer people at the Complex now than there were back then. That says a lot about the generosity and caliber of today's employees."

This year, employee donations totaled \$183,963, beating the previous record of \$182,448. Another record set this year was the per capita giving level.

"The average donation by an individual was more than \$76," Bill points out, "the highest amount ever. This beats the previous record level of \$71 set last year. Employee par-

ticipation also was high, with 83 percent of the DPMC population donating to the campaign."

He continues, "Along with the employees, each campaign solicitor deserves a great deal of thanks for their efforts. They were the workhorses for the campaign."

In the United Way Group Participation competition, Group Three had the highest number of employees -- 93 percent -- contributing to the campaign. Included in this group are Chemical Operations-Administration, "A" Department, BA/SR, Chemical Quality, Chemical Economics & Scheduling, Resins, BPA, Maintenance and "G" Department.

Employees of these departments were recognized at an awards ceremony during which the Annual

DPMC Best Employee Participation award plaques were presented to Group Three representatives. These plaques are displayed in the North and South cafeterias.

At the end of the DPMC campaign, a drawing for prizes was held by the United Way Employee Committee. Eight winners were selected from those DPMC employees who had returned pledge cards. They are **E. J. FIELDER** (West Maintenance), **R. L. FISHER** (North Machine Shop), **J. A. GRANNEN** (Process Engineering), **J. A. NEPVEUX** (Project Engineering), **J. F. SEQUEIRA** (Industrial Relations), **B. R. VAUGHN** (BPA Flaking & Distribution), **J. D. WALKER** (Catalytic Cracking & Gas), and **D. E. WIGGINS** (Phenol Acetone). They had their choice of either a pen, garment bag, pewter-

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This year's DPMC United Way Campaign collected \$183,963 in employee donations — an all-time record amount. Group Three members (some shown here), with the highest group participation rate of 93 per-

cent, were recognized at a recent awards ceremony by Complex Superintendent **GAYLE JOHNSON** (third from right) and OCAW Local 4-367 President **JOHN PATTERSON** (third from left).

# SCORA News

by SCORA Basketball Sports Editor  
"PEE WEE" TINNER

The SCORA Men's Basketball season opened Monday, Nov. 2 at 6 pm at the P.A.L. gym. Four games were on tap for the night.

The opening game was between the Survivors and the Center Street Cruisers. This game was a fight to the finish between these fine basketball clubs.

The play of TROY EDGE and DAVE LITZEN kept the Survivors in the game with Litzen scoring eight points and Edge scoring 10 points with balance scoring coming from the rest of the team and some fine defense.

For the Cruisers ACE RHODES, MIKE STREETY and E. GIBBS seemed to be the big difference with Streety scoring 13 points. Between Rhodes and Gibbs, six out of eight free throws were made. The Cruisers as a team

sank nine out of 13 free throws.

The Cruisers inbounded the ball with time running out, winning 31-30. This was the most exciting game of the night.

The 7 pm game saw the Rebels take on B.A.D. This was a game that the Rebels had control of from the start, never to look back.

F. PETERSON of the Rebels scored 16 points, G. EAVEY 10 points, B. RAMOS four points, T. SAUDERS three points, V. JOHNSON and K. HIGHT with two points each with the rest of the team rebounding and running the court well. This team held the B.A.D. team to five points in the first half. D. ALLEN of the B.A.D. team scored six points, W. RANDLE five points, A. HAWKINS five points and L. ALLEN two points. The final score was Rebels 37 and B.A.D. 19.

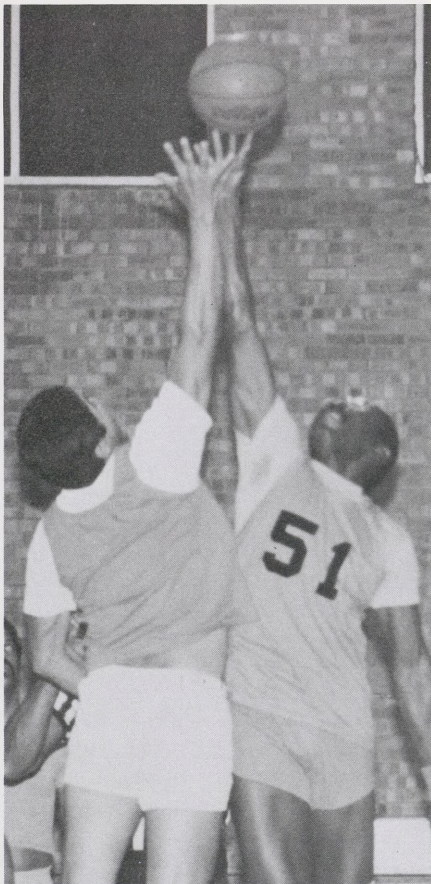
The 8 pm game saw the Allstars take on the Roadrunners. As always, just like a fine clock, WILL CUNNINGHAM led the Allstars, scoring 11

points, with some fine play coming from JAY BRIGHT, NAT NELSON, JIM SHELTON, BO SANDERS, MIKE ROCHON and the rest of the Allstar team.

ROB COLBERT had a game high 11 points for the Roadrunners. The final outcome was Allstars 39 and Roadrunners 27.

The 9 pm game saw the Titans take on the Knicks. This was the upset game of the night. The Titans were sparked when HENDERSON HAMMITT came off the bench, scoring 11 points and grabbing 10 rebounds. They also had some fine play coming from J. MAGALLAN, scoring 14 points, but the biggest surprise of the night was DOUG OWENS scoring 13 points while grabbing two rebounds and handing out five assists. This was a big win for the over-the-hill gang.

In a losing cause, D. MCNABB had a game high 12 points for the Knicks and C. BARNES had eight points for the night. The Titans won 50-34.



(Photo by "Pee Wee" Tinner)

Action on the floor was hot and heavy between players as SCORA's basketball season kicked off recently.

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(Photo by Bill Dorsey)

The SCORA Children's Halloween Carnival attracted children of all ages who came in search of tricks and treats. They weren't disappointed as there were many games and activities on hand for their enjoyment.

# P&AS activities filter to every level at DPMC

CONTINUED FROM BACK PAGE  
Process by P&AS. Vendor performance charts have been set up in warehouses and inventory zone shops so that the service quality of each vendor can be measured. By making these charts available to the vendors, they can more completely understand performance requirements. In order to measure P&AS's

## Employees proud of role

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style mug or quartz clock.

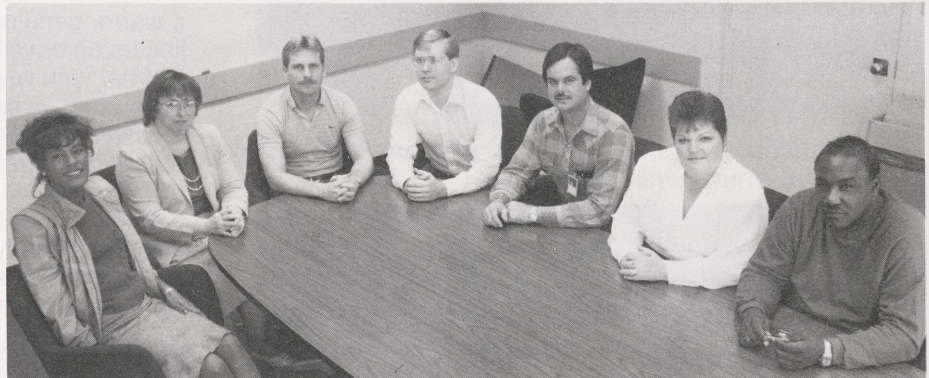
While John Nepveux appreciated receiving a gift, he says that wasn't the reason he contributed to the United Way. "For me, it's knowing that I can help someone out there who really needs it.

"I'm proud to have played a part in setting this DPMC record," he adds. "After all, it's the United Way agencies and the people who rely on their services that really benefit from this outstanding employee effort."

overall Quality performance results, a data base has been developed by the QIT. It takes information from submitted Problem Resolution Forms and organizes it for easy access.

In its capacity as a service organization, P&AS and its employees have a real impact on operations at

DPMC. "Since what we do filters through to practically every level of activity here, P&AS employees understand that it is important to meet our clients requirements in the best way possible," Jackie says. "The Quality Process gives us the tools to do this."



Promoting quality awareness within P&AS is a responsibility of the Quality Improvement Team, whose members are (l-r) SHIRL BRADFORD, CHARLOTTE BATTS, DAVE ALLEN, TED SCHMIDT, MELTON WOLTERS, JACKIE SCHROEDER and "ALEX" ALEXANDER.

## Milestones

### Service Anniversaries

#### 35 YEARS

**J. M. POWELL**  
*Fin-Auditing*

**J. B. RICHARDSON, JR.**  
*Automotive*

#### 20 YEARS

**M. J. HALL**  
*Administrative Services*

#### 10 YEARS

**D. W. BOOTH**  
*Boilermaker No. 1*

**C. A. BREWER**  
*Pipefitter No. 1*

**M. K. BROUSSARD**  
*North Lab*

**J. J. BROWN**  
*Pyrolysis OP-III*

**M. C. CLARK**  
*Instrument Man No. 1*

**C. DIAZ**  
*Pipefitter No. 1*

**R. E. FAZ**  
*Instrument Man A*

**E. L. FISHER, JR.**  
*Pipefitter No. 1*

**H. L. GREEN**  
*Alkylation/Thermal Cracking*

**S. W. HENNINGER**  
*Pipefitter No. 1*

**C. L. LOVE**  
*Pipefitter No. 1*

**M. C. MCNABB**  
*Lubricating Oils*

**R. J. PAWELEK**  
*Catalytic Cracking/Gas*

**R. C. PETERSON, JR.**  
*Instrument Man No. 1*

**D. E. RAUCKHORST**  
*Light Olefins OP-III*

**R. SIFUENTES**  
*Pipefitter No. 1*

**D. L. SMITH**  
*Security*

**C. K. SPADE**  
*Alkylation/Thermal Cracking*

**L. R. VALVERDE**  
*Pipefitter No. 1*

**S. M. WALTMON**  
*Pressure Equipment*

**M. E. WHITTON**  
*Rigger No. 1*

**W. D. WILKINS**  
*Machinist No. 1*

**J. G. WILLIAMS**  
*Pipefitter No. 1*

### DPMC Welcomes

**C. A. BLAND**  
*HS&E*

**W. L. EDWARDS**  
*Dist./Customer Services*

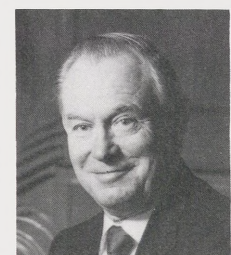
**K. W. JOBE**  
*Engineering Services*

### Retirements



**J. P. BATTON**  
*Accounting*  
40 Years

**J. P. CALLAGHAN**  
*R Maintenance*  
39 Years



**J. J. WISNOSKI**  
*Engineering Services*  
35 Years



ISIAH PEARSON (Welding '85), R. B. STEWART (Welding '85) and J. L. STINEBOWER (Welding '85)



C. NEWTON (Automotive '84) and HENRY H. SHORT (Pipefitter '78)



HILDA CHEVALIER (Engineering '76), LILIAN BROWN (Engineering '79), ETIE MATTHEWS (Personnel '75) and LIBBY CASSNER (Gas Dept. '71)

## Ten & Over Party reunites friends

At first it's the sight of a familiar face. Then it becomes a warm, genuine smile and the clasp of hands which lingers on beyond just a casual greeting.

What you've just experienced was a scene played over and over again recently as friendships were renewed and revived. DPMC's 10 & Over Party was the reason to come together — being with friends was the reward.

Hundreds of DPMC employees and retirees attended the annual party held this year at the S.P.J.S.T. Hall in Pasadena. Those with at least 10 years of Shell service were invited to attend.

This was the second year that the gathering included both refinery and chemical employees, and like last year, it was well-received by all.

"People were there when we opened the doors at 11 a.m.," says BILL DAVIS, chairman of the 10 & Over Planning Committee. "During the next six hours, more than a thousand people took part in the festivities. Some stayed an hour, others the whole day."

Along with Bill, those credited with making the day a success are Committee members CLARK CALLIHAN, LORI CONOVER, MIKE DAVIS, MELBA HALL, INA MCCLURE, JACK MILLER, RAMON SALDIVAR and ELLA MAE YOUNG.

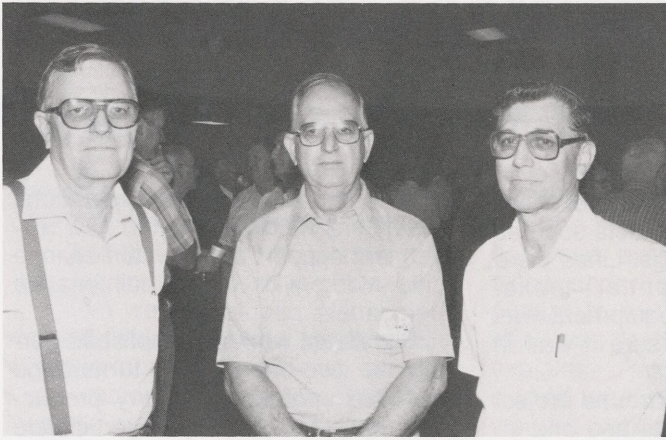
Tables constantly filled with appetizers of all kinds were on hand for the guests as they mingled and socialized. A catered meal offering various meats and vegetables was served throughout the day.

"We tried to make everyone as comfortable as possible," Bill points out. "This group of people has given a great deal to Shell over the years and we wanted to give them a little bit back."

The SHELLEGRAM presents pictures of a few of those who attended. Retirees are designated by their year of retirement.



JIM MCDERMOTT (G Operations '81), AL DUGAS (Personnel '83) and JIM COLLIER (Dispatching '83)



**BILLY DOBBS** (Boilershop), **CHARLIE SHELTON** (Security '83) and **HUBERT SIEMSEN** (Boilershop)



**ALTON WEEKS** (Machinist '81) and **LEON ASBILL** (Engineering Maintenance '75)



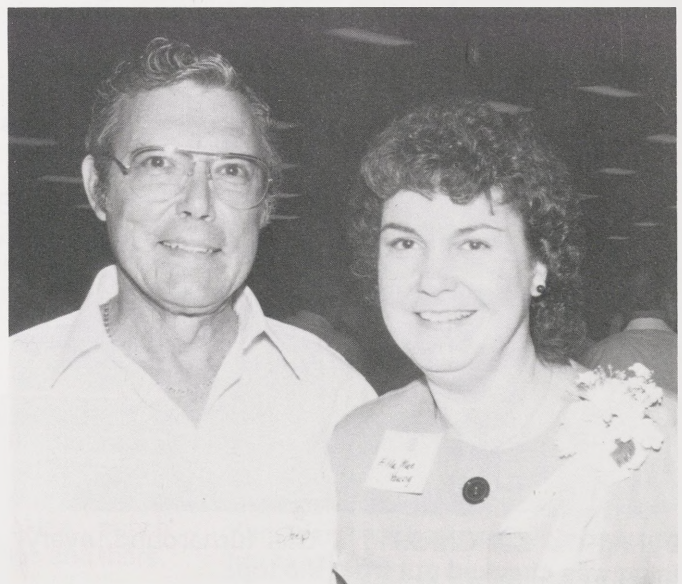
**RAYMOND SAWYER** (Pipefitter '63) and **BRUCE STUBBS** (Pipe Dept. '55)



**FRED MODISETTE** (LPA-Maintenance), **BO BAILESS** (Pipefitter '85), **JACK THOMAS** (Automotive '84) and **PAUL DAVIS** (LPA-Maintenance)



**FRANCES CLARK** (Employee Relations), **W. W. COOTS** (E Dept. '81), and **ACE PARKER** (E Dept. '85)



**N. A. SHEPHERD** (Pressure Equipment) and **ELLA MAE YOUNG** (Engineering Administration)

## Teamwork helps complete turnaround

A major maintenance turnaround recently was completed in the Cat Cracking & Gas department, and participants say that teamwork was a key factor in making this effort a success.

"From the planning, to the problem solving, to the daily execution, everyone worked together and contributed their particular skills toward completing this turnaround," says LARRY RILEY, Cat Cracking & Gas Operations Supervisor.

Not since 1984 had the catalytic cracking and gas units been involved in a maintenance turnaround of this proportion. "The entire unit was thoroughly inspected from top to bottom," says Cat Cracking & Gas Area Foreman JAMES BLAKELY, maintenance coordinator for the tur-

naround. "Every vessel and exchanger was checked for defects such as cracks and loose fittings. Lines were inspected for potential leaks. Generally, all of the equipment was checked out to make sure it was in good working order."

Planning for the turnaround project began more than a year ago and involved both operations and maintenance personnel. The planning group set the requirements based on recommended actions by various Corrective Action Teams.

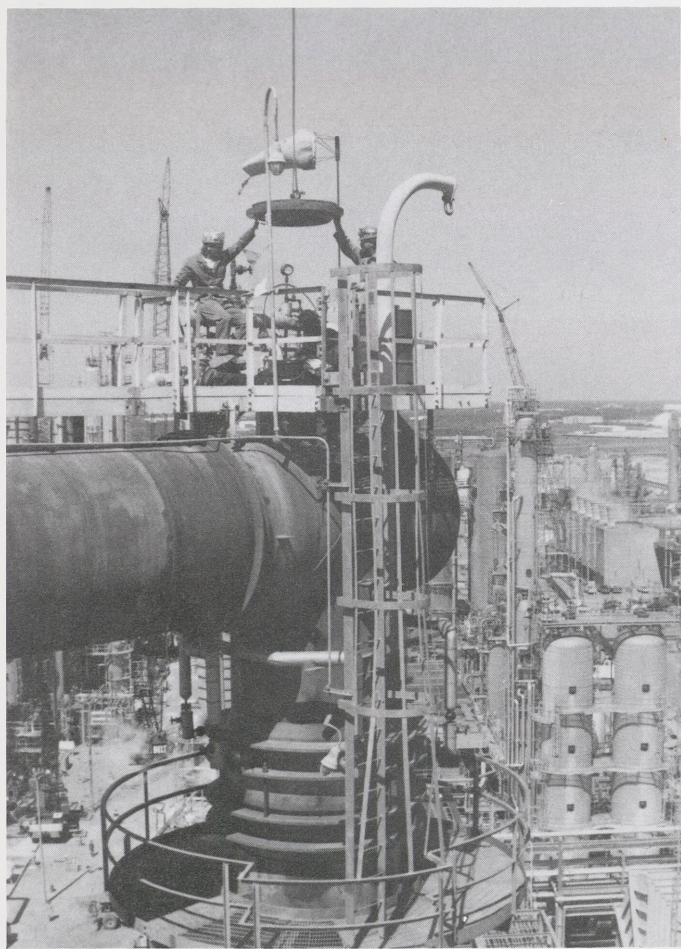
On the operations side, Cat Cracking & Gas Operations Supervisor BILL HEIDRICK headed up the team consisting of operations foreman J. D. KUEBLER and operators "NACHO" GALLEGOS, JIM ENGBROCK, ROGER PAWELEK, "DOC" LEE, CINDY BOAZE

and J. D. WALKER. East Operations Pipefitters IKE CLANTON and A. C. MILLER lent support on the maintenance side along with other maintenance personnel.

Significant work accomplished during the two-month-long turnaround included upgrades in slurry production equipment, wet hydrogen sulfide cracking inspection and extensive refractory repair and replacement.

"Refractory is the insulation covering the inside of a metal vessel," Larry explains. "It protects the interior of the vessel from erosive catalysts which can wear away the metal to the point of causing leaks. Quite a bit of this refractory needed replacing, which we did."

An example of the teamwork  
CONTINUED ON PAGE 7



During the Cat Cracking & Gas turnaround, everything was checked out from the top...



...to the bottom. Quality efforts involved in the planning helped the maintenance work progress safely and efficiently.

# Contractors, operators bring project in safely

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which took place during the turnaround involved the refractory removal process. After DON MCMILLAN and WAYNE WESTBROOK (Maintenance), JOE GANDOLFO (Engineering), and BILL SCOTT (Inspection) got together and discussed the situation, a system was developed and implemented which allowed workers to safely remove the refractory in the riser reactor faster and easier than by using previous methods.

Another major focus of the turnaround was the inspection of the overall unit for damage from wet

hydrogen sulfide, a corrosive substance found in many sour hydrocarbon refining processes.

"As with the refractory replacement work, we wanted to make sure that the metal structures of the vessels and exchangers were sound, since under certain conditions exposure to wet hydrogen sulfide, or H<sub>2</sub>S, can lead to cracking," James explains. "Inspection teams conducted extensive testing throughout the unit which resulted in more than 100 pieces of equipment being identified for sandblasting and inspection."

During some phases of the turnaround, as many as 700 contract craftsmen were working on the unit. Controlling this level of activity safely involved the combined efforts of the Cat Cracking & Gas foremen and operators.

"It's the quality of these people that made the turnaround go so smoothly," Larry points out. "Our foremen were outstanding in the way they monitored the work of the contractors and the operators did an excellent job of keeping all the product in the lines. Both groups made con-

siderable efforts in ensuring all the work was done safely. An indication of this was the more than 635 fire and safety permits issued over the life of the turnaround without a significant incident."

This commitment to teamwork also was evident in the close working relationships of the Shell personnel involved. Trailers housing Operations, Maintenance, Safety and Inspection personnel sat side by side at the work site.

"Bringing all these key players together in the same vicinity really helped out," says James. "This allowed better communication and coordination to occur, and we all were able to learn a little about each other's area of responsibility. This insight was invaluable when it came to making decisions affecting the turnaround."

Adds Larry, "Team building took place at every phase of the planning, operations and maintenance work. This more than anything else brought about the successful completion of the Cat Cracking & Gas turnaround."

## Notes

**FOR SALE:** Rusk, 1/2 acre brick, 4-3-2, enc. patio, workshop, a/c, on hill, trees, storm windows, \$99,500. (214)683-6413

**FOR SALE:** 18' fiberglass boat, 1970 Bonita, Sportsman Trailer, 115 hp Mercury motor, '83 model, used only 3 times, like new. Great saltwater fishing rig. 479-4909

**FOR SALE:** Four cemetery lots, Grand View Memorial Park Cemetery, Spencer Hwy near Deer Park. Will sell one or all. Four lots for \$1,980 or one for \$495. 471-4856

**PHIL JOHNSON**, employee (PC/PE - Control Systems), died October 12.

**WILLIE PARKER**, retiree (Engineering Field), died October 16.

**HENRY SIMON**, retiree (Instrument Shop and Cat. Cracking Unit), died October 16.

**JAMES DYKES**, retiree (Welder), died October 28.

**DOC HARRISON**, retiree (Maintenance North - Foreman), died November 8.

**BURL HARRIS**, retiree (Environmental/Utilities), died November 9.

My thanks to everyone, for the nice retirement party, plaque, album and fishing gear which I intend to put to good use. I leave with 35 years of memories of the good times we all have had together.

JOHN WISNOSKI

## Scora News

### CHRISTMAS DANCE

**WHEN:** December 11 (Friday)

**WHERE:** S.P.J.S.T. Hall, Pasadena

**TIME:** 8 pm to 1 am

**ACTIVITIES:** Music provided by Kevin Hardin and the Band (variety). Dress casual.

**COST:** \$10 per couple (SCORA members). Tickets available at door.

### CHILDREN'S CHRISTMAS PARTY

**WHERE:** DPMC North Cafeteria

**WHEN:** December 19 (Saturday)

**TIME:** 1 - 4 pm

**ACTIVITIES:** The theme this year is "Santa in Elf Land." In addition to a puppet theater, there will be a magician and creator of balloon animals. Santa will greet children in an Elf-land setting. There will be ice cream, Christmas cookies, punch, balloons, Santa stockings and more.

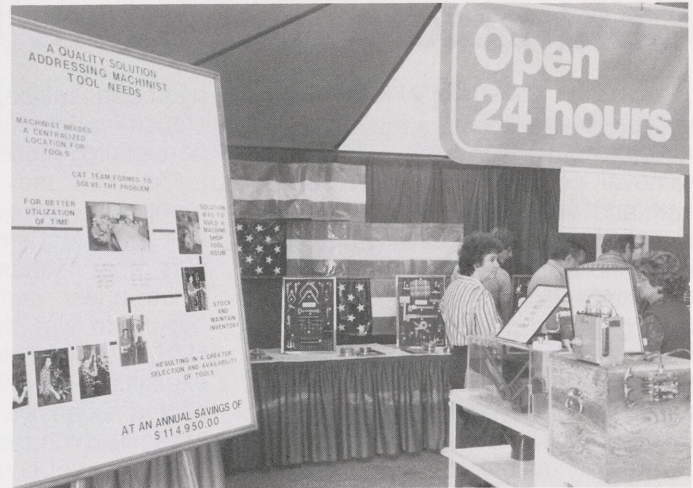
**COST:** Children of SCORA members will be admitted free, and their guests will be charged \$1.



Those who attend SCORA's Children's Christmas Party will take a magical trip to "Elfland" where they will visit Santa and be entertained by a magician, balloon animals and puppets. Puppeteer Kim Westbrook poses with one of her creations.



Carpenter JIM SCHNEIDER puts his talents to work while creating plexiglass artwork for the Open House visitors. Several craftsmen demonstrated their skills and machinery throughout the day to the delight of onlookers.



The Machine Shop booth attracted many people with an impressive display of specialized tools. Visitors also learned about the Quality Process and how DPMC machinists used it to make their jobs more efficient.

## Central Maintenance Open House

### More than 1700 attend day-long festivities

Banners hung proudly and balloons and spirits were soaring during the recent Central Maintenance Open House celebration.

More than 1700 people attended the day-long Open House, with many staying the entire day. Employees of Central Maintenance and Safety brought their families out to the Complex to learn more about their jobs and to enjoy the activities.

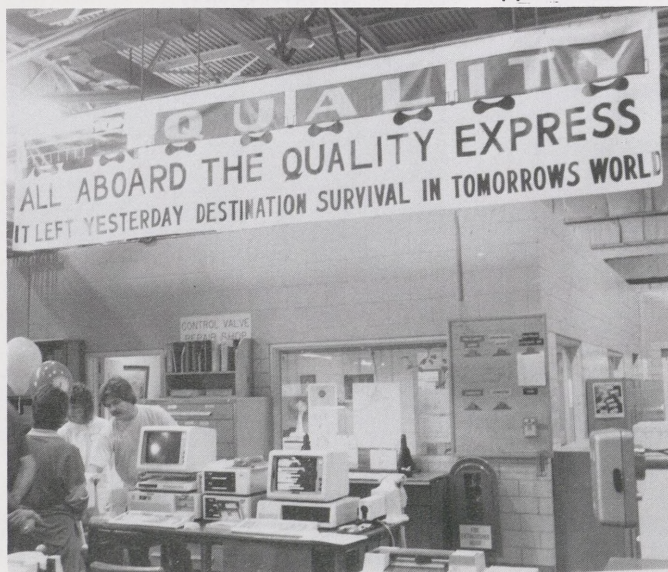
"The Open House was held in recognition of our employees' recent completion of Shell's Individual Quality Training," says Maintenance Superintendent PAUL MASTA. "We wanted to show our appreciation for

the efforts they've made in applying the Quality Improvement Process to their everyday activities. Also, this was the way to involve the families of our employees so they could experience first-hand what the Quality Process is all about."

The Quality theme was evident throughout the Open House. Central Maintenance's motto, "People Dedicated to Quality," was put into action at every stage of the event, starting with the planning.

"An eleven-person planning committee, and as many subcommittees, worked off and on for over three months to make the Open House a reality," says Central Maintenance Manager TOM ROBERTS. "More than 300 volunteers contributed toward making this a meaningful event for all who attended."

The main attractions of the Open House were the  
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The Quality Process played an important part in the Open House, both in its planning and execution. Here, Instrument Shop personnel convey a message about quality that pretty much says it all.

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Visitors check in at the registration tent before taking a bus to the Central Maintenance Main Shop. More than 1700 people attended the Open House.



**HAPPY DAYS...**Computer Applications Manager Bart Hatfield (seated) received special treatment from others in the department as they wished him a happy "Boss's Day." It also was his ten-year service anniversary.

## TMA suggests holiday gifts

If you're agonizing over selecting gifts for those hard-to-buy-for people on your holiday shopping list, the Texas Medical Association suggests think safe and healthy. Here is a list of gifts that can make someone's life safer, healthier, and happier for years to come.

- Health gifts: exercise equipment; exercise floor mat; health club membership; whirlpool bath; bathroom scales; tennis, racquetball, or aerobic dance lessons; low-salt, low-fat cookbook; calorie counter; basket of fruit and cheese.

## Automotive equipment makes impressive display

CONTINUED FROM PAGE 8

many well-designed booths built and operated by employees from the various shops and the Safety Department. Housed beneath a tent half the size of a football field, these booths displayed "tools of the trade" and highlighted the role the Quality Process plays in

each area.

In addition to booth displays, various crafts staged demonstrations inside the Main Shop. In the Carpenter and Weld Shops, craftsmen used special tools and equipment to make visitors plexiglass and steel souvenirs. In the Machine Shop, craftsmen demonstrated the use of a lathe while cutting continuous ribbons of Teflon to the delight of the children who stuffed their pockets with the material.

Craftsmen in the Weld Shop demonstrated various tools used in their jobs such as the submerged-arc automatic welding machine. At all these demonstrations, visitors stood behind protective plexiglass panels.

A particularly impressive display was the heavy equipment shown by the Automotive Garage. Children and adults took the opportunity to sit in the cab of a 200-ton crane as well as other pieces of equipment.

Throughout the day visitors were given bus tours of the Complex as well as mini-tours of the Paint Shop, Insulator Shop and the Scaffold Yard. Also, fire-fighting demonstrations were staged by members of DPMC's volunteer fire crew at the Complex fire training ground.

In between viewing the displays and going on tours, visitors could sit in a tent-covered entertainment area and listen to music either from a live band or a disc jockey. Free hot dogs, popcorn and soft drinks were available at a centrally located refreshment center. For meal time, catered barbecue with all the trimmings was served in the North Cafeteria, as were pieces of Central Maintenance's 32-square foot "Quality Cake."

Children were entertained with activities such as video games, face painting and picture-taking sessions with a clown. Also, each child was given a toy hard hat and goggles, as well as other souvenir items. Adults received a souvenir bag containing numerous items, each with Central Maintenance's quality logo on them.

"The Open House was a first-class event," Tom points out. "It demonstrated what people can do when working together towards a common objective."

He adds, "The pride, dedication and teamwork of our employees made the Open House an event that long will be remembered by everyone involved."



Visitors were treated to a rare opportunity as they were able to view up-close some of the Automotive Department's heavy equipment.

# Quality commitments:

## Purchasing & Administrative Services

**Editor's Note:** This is part of a continuing series of articles highlighting DPMC's ongoing commitment to the Quality Improvement Process. In this *SHELLEGRAM* issue, we take a look at the commitment made by the Purchasing & Administrative Services organization.

"If we all work together with the common goal of providing flawless service, we can enjoy the satisfaction of seeing the results of our commitment to quality."

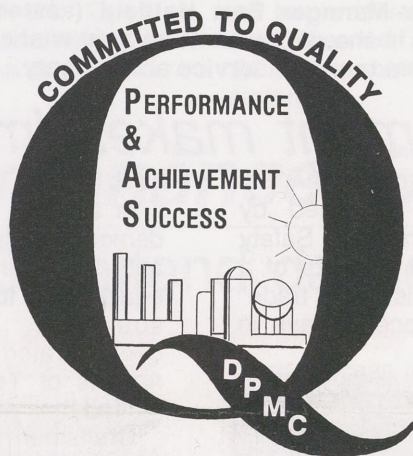
This statement was made by JIM ROSBOROUGH, manager of Purchasing & Administration Services (P&AS), in a recent newsletter to the organization's employees. It reflects the current mood felt throughout the organization as demonstrated by the group's recent activities in the Quality Improvement Process arena.

"Earlier this year, a new Quality Improvement Team (QIT) was formed," says JACKIE SCHROEDER, a correspondence secretary for Administrative Services and a member of the QIT. "It was felt that by periodically changing QIT members, a steady stream of new ideas and actions would be ensured."

QIT members are chosen so as to provide representation of the various groups which make up the P&AS organization. In addition to Jackie, the new members are JAMES ALEXANDER (Material Management), CHARLOTTE BATTS (Procurement), SHIRL BRADFORD (formerly of Administrative

Services, now Procurement), TED SCHMIDT (Procurement), MELTON WOLTERS (Material Management) and DAVE ALLEN (P&AS Business Areas).

The QIT, which receives guidance from the P&AS Quality Improvement Steering Committee, meets weekly to discuss ways in which to encourage the ongoing commitment to quality by all P&AS employees.



"Each member of the QIT is responsible for promoting a specific quality element," Jackie explains. These elements are organization, corrective action, measurement and cost of quality, recognition, goals, communication and awareness, and education.

Jackie says all QIT members are responsible for promoting commitment and continuance of the Quality

Process throughout the organization.

Recently, QIT members visited with various P&AS groups to introduce themselves and discuss the direction taken by the team. "These meetings generated a great deal of interest among the employees," Jackie explains. "QIT members get phone calls from employees asking for Problem Resolution Forms and wanting to know more about current and future activities relating to the Quality Process."

To further promote awareness among employees, a quality logo was adopted by the P&AS organization. It was selected from among 144 entries sent in by employees. This logo appeared on the organization's first Quality newsletter.

Recognition is an important part of P&AS's commitment to quality. To allow this to happen, a process has been established to honor those individuals and groups displaying a high level of performance relating to the Quality Process.

"The Quality Recognition Award is to be given to those who meet certain criteria," says Jackie. "Some factors considered are if the Quality Process model was used, if error-free work was used as the performance standard, if a Corrective Action Team was established and if a customer or manufacturing problem was solved."

Recently, DPMC vendors have been brought into the Quality

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Deer Park Manufacturing Complex

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