

**STRACK Guido (ESTAT)**

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**From:** STRACK Guido (OPOCE)  
**Sent:** Friday 5 October 2001 09:08  
**To:** RAYBAUT Jacques (OPOCE)  
**Cc:** NETO Carlos (OPOCE); STEINITZ Yves (OPOCE); CRANFIELD Thomas L. (OPOCE)  
**Subject:** RE: Consolidation: production

Dear Sir,

following your request mentioned in the mail of Mr. Neto please find below some information about quantity and quality of the last ADL deliveries.

In addition to that I have some questions concerning that meeting:

- why dont I know anything about it, will I get an invitation ?
- how comes you and Mr. Cranfield tell me there is no minutes of your last meeting with ADL and I later get them through other channels ?
- do you still expect me to fulfill my job-profile (ie. to take care of all aspects of the management of consolidation) and how shall I do that without getting the necessary information ?

Quantity:

- There has been a certain increase as it can be seen from the attached Excel file



ADL\_delivery\_overvie  
w.xls

*1da*

- However the volumes are still below the ones mentioned in ADLs own planning and need further considerable increase to meet the goal of having all DG AGRI 2000 produced until 31/10/2001.

- ADL comes up with mostly non-justified excuses for not meeting there own DG AGRI planning as it can be seen from the attached analyse of their arguments



FW: Livraison du 25/  
09/2001

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- as far as the planning of the non-DG-AGRI families is concerned it had been agreed with ADL that we will get it on 1/10/2001 (intially it was planned for mid august anyhow) than they asked for additional delay until today (which even was confirmed in another meeting on wednesday) and now I just got another mail that they will not manage to provide me with a planning before tuesday next week (and even this "on my request" - I never did request anything like that - will not cover DAILY production).



planning mise à jour

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So too sum it up from my view: ADL - as since the beginning of the contract - is just doing what they want and playing with us (at least with me) knowing well that OPOCE is not going to use its contractual rights but instead trying to find a way to make sure that ADL earns enough money. In my opinion the only reaction to their constant strategie of delaying and non-respecting plannings would be - as forseen in the contract and initially agreed with our legal department (Md. Wasbauer) - that we fix delays and use delay penalties if ADL does not respect those without proper reason. I attach a copy of the attempt I made on 22/8/2001 to fix delays but which - in the light of a dialog strategie - was taken back by my hierarchy afterwards.



Planning

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Quality:

- Without having the integration of validation information in MASY its quite difficult to give a complete picture but

please find some illustrations.

- On 3/8/2001 there were 183 rejections to be delivered from ADL. On 5/9/2001 it was agreed that ADL should deliver 80%, i.e. 146 of those by yesterday. In fact we until now just got 63 out of those (i.e. 34%). On the other hand during these two months more than 63 new rejections were made so the situation got worse and not better.
- Even in the re-deliveries not all faults are corrected as ADL does not seem to pay enough of attention. For example ADL delivered a PDF version of the code de douanes with two different startdates in the page-header. We rejected and got a re-delivery where the mistake was corrected in 10 languages but not in EN.
- ADL plays with deliveries of later couches, i.e. instead of doing the correction were we asked for it to be done, they continue delivering other couches for the families and then ask us to interpret our rejection as just to be related for future couches
- They do whatever they want as far as legal interpretation of complex cases is concerned. Example: the modifications of Art. 95 of 1972R0574 (social security II) which exists twice they applied on the wrong text instead of contacting us in advance how to handle this difficult issue.
- We have the impression that some quality issues are constantly ignored by ADL, for example some two months ago we asked them to review their hyphenation installation at their second printing house but we could not see any quality increase yet.
- They do not respect the procedure to analyse our rejections within one week and to give us immediate feedback for whatever they do not agree with, but come up with these issues just months later as excuse for the non-re-delivery.

So here as well - and once again - I would propose to use our contractual rights. I.e. quality penalties (to my best knowledge there is still no feedback from Service Auteurs concerning the penalty proposal for the financial regulation) and to fix delays after which a non-re-delivery leads to delay penalties (using the contractual clause according to which a non-correct deliverable is to be considered as not delivered at all). Shall I formulate such an answer to ADL fixing the 20/10/2001 as final deadline for all rejections done before 20/8/2001 and not yet re-delivered?

Yours

Guido Strack

-----Original Message-----

**From:** NETO Carlos (OPOCE)  
**Sent:** jeudi 4 octobre 2001 17:40  
**To:** STRACK Guido (OPOCE)  
**Subject:** Consolidation: production  
**Importance:** High

Guido,

Jacques Raybaut a besoin de savoir l'évolution de la production suite à la dernière réunion avec ADL et en préparation de la réunion de demain.

Peux-tu, s.v.p., lui envoyer un e-mail urgent décrivant l'état en quantité et en qualité des dernières livraisons d'ADL?

Merci.

Salutations,

Carlos

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# ADL CONS.ACT (PDF)

Delivery overview for 1st time deliveries (excluding rejection deliveries)

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Couches

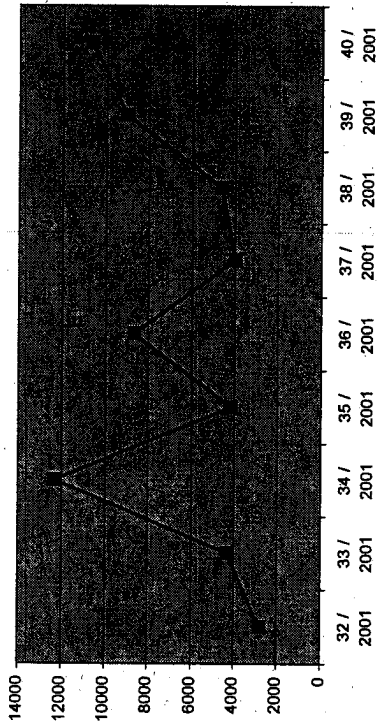
Pages in week of last delivery: **10654**

Total number of pages until now: **217102**

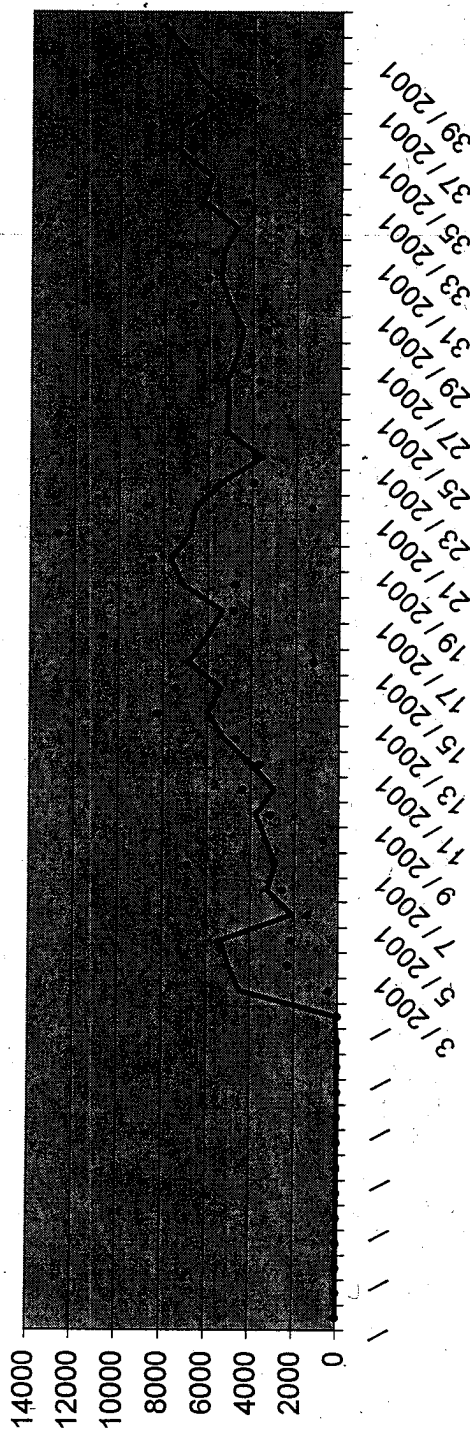
Average production delays in days: **68** first: 86 next: 40

Week	Pages	Families	Couches	Versions
-8	2794	5	5	55
-7	4311	32	32	348
-6	12328	13	13	131
-5	4164	27	28	271
-4	8648	36	38	396
-3	3977	18	20	218
-2	4611	31	32	328
-1	9040	22	23	250
Current week	<b>10654</b>	<b>41</b>	<b>41</b>	<b>443</b>

Pages PDF delivered lately



1 Year overview



# Production overview last year

Week	Pages	Average	Sum
-51 /	0	0	0
-50 /	0	0	0
-49 /	0	0	0
-48 /	0	0	0
-47 /	0	0	0
-46 /	0	0	0
-45 /	0	0	0
-44 /	0	0	0
-43 /	0	0	0
-42 /	0	0	0
-41 /	0	0	0
-40 /	0	0	0
-39 /	0	99	0
-38 43 / 2000	394	4440	394
-37 3 / 2001	2248	4972	2842
-36 4 / 2001	2126	5318	4768
-35 5 / 2001	1384	2076	6152
-34 6 / 2001	2547	3229	8699
-33 7 / 2001	6860	2873	15559
-32 8 / 2001	699	3298	16258
-31 9 / 2001	3086	3754	19344
-30 10 / 2001	4372	2937	23716
-29 11 / 2001	3592	3928	27308
-28 12 / 2001	4665	5218	31973
-27 13 / 2001	8241	5978	40214
-26 14 / 2001	7415	5376	47629
-25 15 / 2001	1181	6887	48810
-24 16 / 2001	10632	6009	59442
-23 17 / 2001	4807	5328	64249
-22 18 / 2001	4895	7155	68944
-21 19 / 2001	8486	7671	77430
-20 20 / 2001	12694	6786	90124
-19 21 / 2001	1270	6590	91394
-18 22 / 2001	3911	5400	95305
-17 23 / 2001	3725	3514	99030
-16 24 / 2001	5150	5145	104180
-15 25 / 2001	7794	5073	111974
-14 26 / 2001	3624	5155	115598
-13 27 / 2001	4050	4697	119848
-12 28 / 2001	3321	4424	122869
-11 29 / 2001	6700	5027	129669
-10 30 / 2001	6038	5452	135707
-9 31 / 2001	5749	5320	141456
-8 32 / 2001	2794	4723	144250
-7 33 / 2001	4311	6296	148561
-6 34 / 2001	12328	5899	160889
-5 35 / 2001	4164	7363	165053
-4 36 / 2001	8648	7279	173701
-3 37 / 2001	3977	5350	177678
-2 38 / 2001	4611	6569	182289
-1 39 / 2001	9040	7071	191329
0 40 / 2001	10654	8102	201983

year	week	tot_Families	tot_Couches	tot_LG_Versions	tot_PDF_Pages	new_Families	new_Couches	new_LG_Versions	new_PDF_Pages	re_Families	re_Couches	re_LG_Versions	re_PDF_Pages
2001	40	41	41	443	10654	41	41	443	10654	0	0	0	0
2001	39	23	24	261	19115	22	23	250	9040	1	1	11	10075
2001	38	31	32	328	4611	31	32	328	4611	0	0	0	0
2001	37	18	18	218	3977	18	20	218	3977	0	0	0	0
2001	36	55	59	485	10950	36	38	396	8648	19	21	89	2302
2001	35	27	28	271	4164	27	28	271	4164	0	0	0	0
2001	34	13	13	131	12328	13	13	131	12328	0	0	0	0
2001	33	32	32	348	4311	32	32	348	4311	0	0	0	0
2001	32	5	5	55	2794	5	5	55	2794	0	0	0	0
2001	31	33	33	312	5993	30	30	295	5749	3	3	17	244
2001	30	24	24	254	6038	24	24	254	6038	0	0	0	0
2001	29	33	34	323	7292	26	26	271	6700	7	8	52	592
2001	28	17	17	185	3321	17	17	185	3321	0	0	0	0
2001	27	27	27	272	4050	27	27	272	4050	0	0	0	0
2001	26	26	26	256	3624	26	26	256	3624	0	0	0	0
2001	25	17	17	177	7794	17	17	177	7794	0	0	0	0
2001	24	27	27	236	5495	25	25	224	5150	2	2	12	345
2001	23	19	19	140	3733	18	18	138	3725	1	1	2	8
2001	22	28	28	237	4312	24	24	223	3911	4	4	14	401
2001	21	13	13	143	1270	13	13	143	1270	0	0	0	0
2001	20	23	23	207	12860	21	21	185	12694	2	2	22	166
2001	19	35	36	251	9034	15	15	135	8486	20	21	116	548
2001	18	17	17	167	4695	17	17	167	4695	0	0	0	0
2001	17	36	36	326	4807	36	36	326	4807	0	0	0	0
2001	16	3	3	33	10632	3	3	33	10632	0	0	0	0
2001	15	11	11	89	1181	11	11	89	1181	0	0	0	0
2001	14	40	40	366	7415	40	40	366	7415	0	0	0	0
2001	13	15	15	125	8397	14	14	114	8241	1	1	11	156
2001	12	21	21	201	4681	20	20	200	4665	1	1	1	16
2001	11	26	26	257	3592	26	26	257	3592	0	0	0	0
2001	10	21	21	201	4539	20	20	190	4372	1	1	11	167
2001	9	20	20	190	3086	20	20	190	3086	0	0	0	0
2001	8	5	5	43	699	5	5	43	699	0	0	0	0
2001	7	28	30	292	7017	27	27	281	6860	1	1	11	157
2001	6	16	17	140	2547	16	17	140	2547	0	0	0	0
2001	5	14	14	144	1495	13	13	143	1384	1	1	1	111
2001	4	18	18	118	2126	18	18	118	2126	0	0	0	0
2001	3	16	17	139	2321	15	16	128	2248	1	1	11	73
2001	2	14	14	136	2166	14	14	136	2166	0	0	0	0
2001	1	18	19	180	3202	18	19	180	3202	0	0	0	0
2000	54												
2000	53												
2000	52	26	26	136	3471	26	26	136	3471	0	0	0	0
2000	51	20	20	143	1006	20	20	143	1006	0	0	0	0
2000	50	14	14	106	1608	13	13	95	1439	1	1	11	169
2000	49	7	7	57	869	7	7	57	869	0	0	0	0
2000	48	32	32	214	2509	31	31	211	2490	1	1	3	19
2000	47	11	11	70	491	10	10	69	476	1	1	1	15
2000	46												
2000	45												
2000	44												
2000	43	3	5	27	394	3	5	27	394	0	0	0	0

Type	Delay in days
Average delay for delivery of next couche	40
Average delay for first couche of new family	86
Total average	68