

Appendix K

Weekly Follow-up Call Guidance

This Appendix provides a reproduction of the blank form used by observers to record their weekly calls to the printers participating in the on-site performance demonstration.

Weekly Follow-up Call to Screen Printers
in the DfE Performance Demonstration Project

Once a week, the observer will contact the facility by phone. This form is to guide the conversation, but let the printer discuss any problems, changes or concerns. **Remind them to send in the envelope with this week's forms.**

1. In your opinion, is the performance of the alternative products better, worse or about the same as the products you used before this demonstration? Why?

2. Have you found any conditions where the products did not work? (e.g., is there any ink type or emulsion type where the product did not work?) If so, describe the condition(s).

3. Have you found any conditions (ink type, emulsion type, etc.) where the products work particularly well? If so, please describe the condition(s).

4. Have you changed the application procedure in any way to improve product performance? If so, please describe. For example,

- do you apply the product to the screen sooner?
- do you let the product sit/soak on the screen longer?
- have you used a different type of brush? or scrubber? or wipe?

5. Have you tried any different application techniques that did not improve performance?

- What did you change?
- Why did you make the change?
- Was product performance worse after the change? How?

6. Have you changed the quantity of product you use? Why?

7. How are you timing how long you use each product? (i.e., are you *estimating* the time or are you actually timing it?)

8. What measurement method are you using? Are you still using the same spray bottle and the same scoop provided?

9. Do you think the screen failure rate has increased, decreased or remained the same as a result of using the new product? What signs have you seen that suggest the failure rate may differ?

10. Do you have any other comments, concerns or problems regarding the alternative products?
