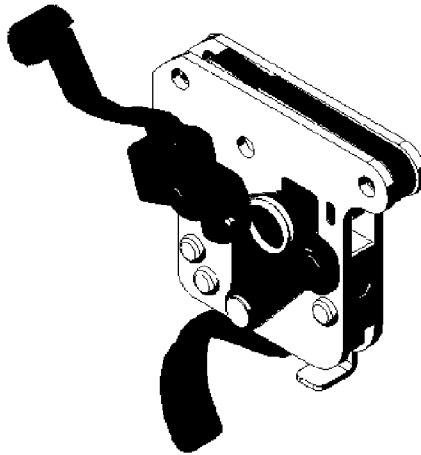


Program Status: Arms Service Problem Solving Support

I have been supporting the Arms Service Problem Solving Team in Ilion since mid-January, 2008. My involvement has been related to bolt action rifle trigger assembly issues, especially those related to guns returned with adjustments made to the trigger assembly (trigger pull force and engagement) that are outside of factory specifications. My efforts on this program are also related to ongoing efforts in production to reduce trigger pull force and variability of the X-Mark Pro (XMP) trigger assemblies and to assist with the introduction of the Externally Adjustable X-Mark Pro (40X XMP) trigger assemblies tentatively going into production late in Q3 '08. Competitive pressures are causing us to reevaluate our method of setting and measuring trigger pull force.

Thought Mapping and Six Sigma tools are being used to identify and resolve the issues with the trigger assemblies that are causing customers to make post-factory adjustments to their trigger assemblies. My efforts are being focused specifically on the XMP trigger assembly to improve the trigger assembly's out-of-the-box feel so that customers are less inclined to make adjustments to it in the field. The main areas of investigation have been:

- Analyzing customer repair data to determine the extent of post-factory trigger adjustments.
- Using statistical tools to determine the best method for measuring trigger pull force.
- Investigating the mechanics of the XMP trigger assembly design to identify and address the root causes of trigger pull force variability.

The Thought Map for my program is shown on the next page.

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