

QUALITY REVIEW AT ILIONIN-PLANT QUALITY CONTROL
AND REPAIR PERFORMANCE

C. B. Workman presented Quality Control by Production and Repair Performance - Exhibit 1 plus charts - Exhibits 1A through 1K.

Following is discussion of this presentation.

Reference to Exhibit 1C:

Audits are random as to time. They are independent - performed by P E & C Section, not Production Section. Lot audit is a check to determine that surveillance auditing system is operating.

Reference to Exhibit 1D:

Gallery test is independent - performed by P E & C Section. When 50 demerit is found, supervision meets at 9:15 a.m. the following day to review and take corrective action. There is a daily meeting at 1:30 p.m. to review 10 and 1 demerit items. These go back to the individual inspector and assembler for correction. (On 100 demerit items, warehouse is held until problem is resolved and product screened as required.)

Reference to Exhibits 1E and 1F:

Guns returned from the field are not all justified. For example, on Model 1100 returns, 13.6% are not justified; 47.3% are functional - mostly structural failures, and 39.1% are non-functional.

These exhibits do not include gunsmith repairs.

Reference to Exhibit 1G:

Starting in 1973, field repairs begin to affect guns returned to the plant.

The question - what are warranty field repairs as a percentage of plant Custom Repair - was asked but the answer was unknown. Following the meeting, the answer was