FIELD COMPLAINT PROCESSING SYSTEM - contd.

The sources of input for the report will be:

    1. Gun repairs by field representatives.
    2. Repairs made on guns which are returned to
       the Ilion Plant.
    3. Other complaints for which the specific cause
       of the problem can be established. (In discussion,
       it was requested that all parts shipped by Custom
       Repair at Ilion be included in this input. For
       example, Model 1100 Fore-end Support. This will
       be investigated.)

The complaint data will be stored on a computer disk file by:

    1. Kind of gun - i.e., shotgun, center fire rifle or
       rim fire rifle
    2. Model within kind of gun
    3. Gauge or caliber
    4. Type of gun - i.e., target, trap, skeet, etc.
    5. Grade
    6. Barrel length
    7. Date of manufacture
    8. Date of complaint
    9. Cause (s) of the complaint

The report will show for each model, gauge/caliber and type of
gun the complaint frequency history for the ten most frequent
classes of causes. The specific mode of failure or type of
defect must be determined via an analysis of Ilion repair
records because specific failures will be grouped into common
classes.

All causes of complaints will be stored on the computer disk
and will be listed at the end of each year or as requested.
Special analysis of the file can be achieved at the expense
of additional computer programming.

A relative severity code, which is compatible with the current
defect demerit system, will be included on each complaint to
permit evaluation of the seriousness of the complaints received.