

QUALITY ISSUESPOWDERED METAL COMPONENTS - contd.

Production reported that monthly meetings with Powder Metal Division are held to discuss current problems. A list of Powder Metal components requiring an improved surface finish is being prepared. Where necessary, process alterations to improve the finish will be worked out with Powder Metal. Samples of these parts with improved finish will be presented to Management along with cost estimates.

Concerning the Model 1100 Magazine Cap, Production pointed out that the powder composition was changed and the process altered to yield a black, shiny cap. When discoloration problem re-appeared last year, an investigation revealed silicone contamination in the process. Production has continued to work with Powder Metal Division to resolve problems with the Cap. As a backup, drawings of the screw machined Model 1100 Limited Edition Cap have been sent out for quotes. This will be used to determine relative cost data between powder metal and steel Magazine Caps. 83

Production also reported that one discolored (pink) Magazine Cap was found in the Executive Audit conducted earlier this month.

Research recalled that during 1979, tentative plans were made to review the use of powder metal components in Remington firearms. This plan was prompted by the number of complaints listed in Field Service reports involving powder metal parts, and by chronic problems identified by in-house testing. The plan was delayed by unforeseen problems with the Competition Trap and the Seismic gun. With these problems apparently under control, the plan can now be implemented.

There are approximately 125 different powder metal components now used in Remington firearms. These parts will be categorized as critical, functional or visual. Many, such as the Trigger, will fit into more than one category.