

(C) Long-range plans include:

- 1) A redesign of the powder charger system which has been referred to J. Turner's Task Force.
- 2) A study of the feasibility of a weighing station at each loading machine or packing machine.
- 3) A redesign of the stack indicator.

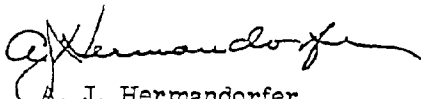
These will be referred to J. Turner's group.

- 4) An investigation of better first-to-second floor communication will be investigated by our Plant Engineering group.
- 5) A review of the observations of R. Gruss while at Amron will be made by Plant Engineering.

My rather quick review of all the customer complaints received to date by R. Andrews indicates the majority were loaded prior to the changes listed above. There is very little indication of any specific machine being the chief culprit during this period. We are presently reviewing the most recent problems and their loading histories and will have more complete information when the samples from the customer are received at the Plant.

All previous records indicate that wherever we had a malfunction picked up in our ballistics or a defective product identified in our sampling procedures, extensive steps were taken to isolate the product under suspicion and release it only after the necessary reinspections were taken to assure its proper quality level. Obviously from the number of complaints, we have had severe problems get away from us but we feel that with the procedures and changes we have instituted this year and are continuing to work on, this problem should be under control.

Thank you,

  
A. J. Hermandorfer  
Plant Manager

AJH:js