

AC
COPY to SNA

DON'T SAY IT—WRITE IT

To G. M. CALHOUN ✓

DATE 4/17/68

FROM PHILIP H. BURDETT

MODEL 700 BDL QUALITY

Letter Lloyd Fox to R. A. Williamson of March 21 explains what was found on the Consumer's Union gun and what steps have been taken to avoid this trouble in the future. Letter Fox to Williamson of April 2 explains the extent to which Quality Audit can be expected to pick up such defects.

Neither letter is very comforting. The second seems to say our designers are giving us parts which are interchangeable---most of the time. It explains that on a typical gun there are approximately 3,000 measurable characteristics. Of course, tolerance build-ups on many---perhaps most---of these will not lead to interferences.

If it is impractical for the designers to analyze in detail potential interferences, would it be practical to program the GE computer to do this? Such an analysis might permit redesign in a few critical spots or, at least, flag a few critical areas for inspection.

You have reminded me of the famous words of our mutual friend, Col. W. L. Clay, that "You can't inspect quality into a product." Let's see if we can't figure a way to build a little more into our guns in this area.

PHB:jm

cc R. H. Coleman
R. A. Williamson-L. Fox
E. Sapp
J. P. McAndrews
E. Sparre
L. L. Presnell

RECEIVED

APR 17 1968

G. M. CALHOUN

PLAINTIFF'S
EXHIBIT

3069

THERE IS A SAFE WAY; DO IT THAT WAY

AL0022808

1021