

■ 1999 and Beyond

In mid 1998, paralleling the other service initiatives, a stand-alone business unit should be re-established with the primary objective to provide "Factory level Service" not only at Ilion's repair shop but through each of Remington's authorized Service Centers. This business unit would be responsible for supporting both internal and external repairs, providing service for both warranted and chargeable repairs and administering all parts distribution through one source.