

**AGENDA
CONSUMER SERVICE TEAM MEETING
SEPTEMBER 6, 2002**

- Timesheets - We need to do a better job of calculating our time from week to week (John) We will put a calculator at the sign in desk.
- Information & Ownership - Are we making sure that the caller knows our name? (John)
- Quality Issues - What are we hearing? (John) Any issues with new guns should be reported on the Quality Program
- Weekly Business Unit Meeting Update (Karin) August was a good month; 209 conversion kits are shipping
- Safety Modification Program - What is included in "cleaning" the gun? (Laura) Cleaning the gun includes cleaning the action, cleaning the trigger, and blowing out the receiver. Cleaning involves only the action.
- Internet Questions - How to help customers get through the system (Laura) The path used to submit a question has been somewhat hidden so that "inquiring minds" will utilize our FAQ section. If someone calls in and is very upset that they cannot submit a question just have the questions submitted to info@remington.com.
- United Way - Does the team want to do a basket for the silent auction this year? (Norma) We will be able to donate a gun and would like to have basket of hunting related goodies to go with it.