

**WAREHOUSE
CUSTOMER FOCUS QUALITY AUDIT
VISUAL DEMERIT IDENTIFICATION
DRAFT**

Note: The firearms selected for Visual Demerit Classification are the result of failure to meet the personal visual criteria of the auditors.

Demerit Classifications have been established as follows:

ONE DEMERIT: Next step above "comment" stage. A one demerit classification would allow the firearm to continue to the warehouse. This level of demerit would not prevent the customer from buying the firearm but would require review with both front line and supervisor for corrective action.

Examples of one demerit classification:

- * Fingerprints on pack box (minimal amount)
- * Stock fit to receiver
- * Dark mar on firearm
- * Grease on styrofoam insert
- * Slight variances in checkering
- * Minor imperfections in stock finish
- * Minor bright mars

FIVE DEMERIT: A five demerit classification would, under normal conditions, allow the firearm to continue to the warehouse. This level of demerit signifies that there has been a deviation from standard or the observation borders on customer rejection. More than one five demerit classification on the same firearm could constitute the firearm returning to production for repairs. Supervision would need to assign someone to review demerit and report on follow up.

Examples of Five Demerit classification:

- * Irregular steel / wood margins
- * Wood match between stock & fore end
- * Dents in stock or fore end
- * Mis-packed accessories
- * Some bright mars on firearm
- * Dimples or dents in metal surfaces
- * Irregular checkering
- * Grease/Oil fingerprints on firearm
- * use of excessive oil

TEN DEMERIT: A ten demerit classification indicates the observation would greatly influence the customers decision to not purchase that firearm. This classification also indicates the possibility a standard or procedure was not followed. This level of demerit would require the firearm to be repaired or a part replaced before being returned to the warehouse.

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