PER CENT OF TOTAL GUNS RETURNED

Year	M/740	M/11-48	<u>s-58</u>	<u>M/572</u>	<u>m/760</u>	<u>m/550</u>	M/870	M/552
1955	18.8%	34.8%	-	3.7%	11.4%	12.9%	8.2%	-
195 6	30.9	23.5	6.8%	6 .9	8.4	10,1	6.1	-
1957	27.3	16.9	16.9	9.8	5.6	8.4	4.6	4.8%

This tabulation still shows the M/740 one of the leaders in guns returned each year, with the M/11-48 and S-58 following close to it.

Even more correctly, one should analyze guns returned as percentage of total cumulative shipments. This would show the trend of reliability. For example, see Chart #31 on the M/11-48. Gun returns percentage rose sharply in 1950 and 1951, then leveled off for the next three years, indicating a leveling of quality at 3.8%. But in 1954, when the .410 gauge was introduced, this percentage rate started to rise again and appears to be leveling off at about 4.5%. If this curve showed a downward trend, it would indicate improvements were being made in reliability. But this, too, is not completely accurate because since the figures are on an accumulative basis, variations in quality in a high production year, even several years back, would distort the yearly picture.

The best way to get a picture of trends of reliability is to analyze each production year's cumulative returns to date as a percentage of that year's total production. For example, see Charts #32 and 33. Each succeeding year, with the exception of 1954 and 1956, has shown an improvement in guns returned for repairs and a lower ultimate leveling out point for total percentage of guns likely to be returned. This type of analysis is kept by the Ilion Quality Control Group continuously. A review of these data for the M/11-48 shows in tabular form, following, what has been accomplished by the plant in improvement in quality and customer reliability since it was introduced, with an estimate of the percentage of guns for each year that may ultimately be returned.