

The customers as of now, think the M/11-48 is more reliable than the S-58. (See Chart #34).

This picture may even be less attractive at the moment on the S-58 because the returned product as of January 1958 is in ratio to the total shipments of 1957 which Sales feel are in a large degree in the inventory of Dealers and jobbers and not in customers' hands.

The M/572 lost in reliability from 1956 to 1957 (1.5% to 1.97%). This was caused primarily by difficulty with the locking block. Production was shut down from April to July of 1957 to change design and incorporate an improved locking system. The full effects of this improvement will not be seen for a few more months, but based upon P.E. & C. records of returned colored M/572's for January and February of 1958 (colored guns all have new locking system) show zero returns for the colored M/572's vs. 196 returns during this same period for the regular M/572's in the locking block category.

Each gun model was examined and analyzed as to returns to the factory in order to arrive at a program for possible improvement. (See Charts #28, 29 and 30).

#### 4. Improvement Program

Using the data and analyses on (A) sales and effect of competition of comparable arms, (B) price position, and (C) reliability of Remington guns, charts were made and meetings were held at the Ilion Plant at which the objectives of this study were outlined by the Plant Manager and the charts were shown, each gun model reviewed to get directed creativity and ideas of any nature which might assist in accomplishing Remington Management's request; i.e., ways of improving or building on the present line. These group discussions included (1) plant production, (2) P.E. & C., (3) Methods & Standards, (4) Research & Development and (5) Planning and Accounting.

The ideas and suggestions (approximately 400 total) tabulated at these meetings have been classified into three lists as follows:\*

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|-------------------------|---|
| Improvement Suggestions | - Production, P.E. & C. and<br>M&S Responsibility<br><u>Exhibit A 1-9</u> |
| "                       | "   |
| "                       | - Sales and Management<br>Responsibility<br><u>Exhibit B 1-21</u>         |
| "                       | "   |
| "                       | - Research & Development<br>Responsibility<br><u>Exhibit C 1-18</u>       |

\*Records of individual suggestors are on file and are available upon request.