

QUALITY POLICY

DEFINITION

The traditional concept of quality holds that "conformance to standards" describes the quality mission.

A newer and expanded definition of quality contains the phrase "fitness for use", which deals with the customer's view on how a product measures up to his expectations in comparison with competitive products. Because all departments interact in the creation and maintenance of product standards the responsibility for quality is company wide, with individual departments reacting in relevant areas. The Remington Quality Policy is intended to delineate responsibilities in specific areas.

GOAL

It shall be the objective of Remington's quality effort to produce products which perform safely within the intended use, meet customer expectations and are perceived as the standard by which others are judged in each product's market segment.

RESPONSIBILITIES

- No one shall design or produce products with potentially unsafe performance characteristics. Any knowledge of product deficiency which has or might lead to personal injury must be brought to the Product Safety Committee for prompt evaluation and appropriate action.
- Each employee must accept responsibility for maintaining and improving product quality as part of his or her job assignment.
- All of management must exercise leadership responsibility to assure adherence to Remington's quality policy.
- Products must meet functional and visual standards as mutually established by Marketing, Production and Research.
- Marketing should clearly identify specific needs perceived in the marketplace.

- R & D will create designs which respond to market expectations, are compatible with process capabilities and meet the company's business objectives.
- Production will be responsible for execution of the design at the lowest possible cost. The basic tenet here is that making it right the first time produces the lowest possible cost.
- It will be the responsibility of each manufacturing plant to provide technically sound quality management systems.
- Purchasing will be responsible for providing qualified vendors that consistently meet plant needs.
- Systems must be installed and maintained to continually provide feedback on product performance and customer needs.
- Management must audit quality systems to maintain and improve their effectiveness.
- Total cost of quality must be optimally low, consistent with achievement of the intended product quality level.
- All projects are required to contain a quality impact statement.

APPLICATION

Each department will establish and document policies, systems and plans for application of this policy.

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