

IN-PLANT QUALITY CONTROL  
AND REPAIR PERFORMANCE - contd.

determined for the first six months of 1974, to be:

	<u>NO. Guns</u>	<u>%</u>	<u>\$</u>	<u>%</u>
<u>Field</u>	<u>3,641</u>		<u>31,236</u>	
<u>Custom Repair</u>	<u>10,817</u>	33.6	<u>279,423</u>	11.2

Reference to Exhibit 1K:

The warehouse audit guns were reviewed. The Chairman asked what was the reaction to the number of 10 demerit items and what is done to prevent recurrence of these items. Production replied that this audit with 8.3 demerits per unit average is very bad. Year-to-date audits average 1.5 DPU. All 10 demerit items are taken back to the inspector and assembler to be certain that standards are understood and to have the gun repaired. Evidence of recurring items with specific inspectors or assemblers causes a serious discussion between the individual and supervision. If this does not improve the performance, several choices of punitive action are available and are used as necessary. 83

DESCRIPTION OF FIELD COMPLAINT PROCESSING SYSTEM

L. J. Scott reported that Production had been requested to assist in updating and improving the Field Complaint processing system. L. L. Presnell described the present system as shown on Exhibit 2A. It is not certain that all elements really get into the system and this is to be corrected. Basically we are proposing to make the existing system work better.

On Exhibit 2B, it is planned to relate returned guns to quantity shipped.

About the end of 1974, the system revisions should be in effect. Reports will then begin to show a broad measure of trends.

The Chairman asked whether or not the reports will have action required and responsibility. Marketing has provided information on how the report can fill their needs. R & D and Production should participate in firming up this system to be certain it will meet the needs of all departments.