

SHOOT REPORT SUMMARY

For many years, one or more field service representatives have been assigned to four major shoots to service line guns. These shoots are the GREAT EASTERN, WORLD SKEET, GRAND AMERICAN, and the ENT ARMED FORCES SHOOT.

Prior to this year, a summary of the most frequent complaints on each model was made, distributed, and discussed with Ilion and marketing sections. Here, too, the use of this data was limited because we did not have information on the age, use, or the problem with a specific gun or series of guns.

At the World Skeet Shoot in 1973, we instituted a numbered tag system which is now being used at all major shoots. A tag is made out for each gun serviced and noted with the customer's name, gun model, serial number, code (if possible), and the customer's complaint. When the repair is completed, the service representative notes on the same tag the repairs made and part or parts involved.

At the conclusion of the shoot, the tags and all damaged parts are returned to Ilion by R. L. St. John. On his return to Ilion, he meets with 83 Ilion Personnel, and the returned parts are examined to determine the cause of breakage or malfunction. Also on his return, the shoot report is prepared and distributed with the major problems cited, and a listing of the repaired guns by serial number is included.

Exhibit 4A, prepared from the 1974 Shoot Reports, shows a comparison of the number of repairs made at the 3 major shoots in 1973 versus 1974. Great Eastern 1974 not available. There are many factors involved here, and one cannot draw an immediate conclusion as to whether we are better or worse off this year by these numbers. They are affected by such things as more guns in the field, longer usage of some, shoot attendance, etc. We can, however, determine if last year's problem is still existent or cured, and pick up a new trend. Again, the judicious use of the shoot report combined with the call report and Arms Service report, does point out problem areas. Summarizing the individual repairs made at these shoots, I would conclude that the 3200 has problems and it will be covered in detail later. The 1100 has continuing problems, most of which are now involved in the upgrading. The 870 has a few problems, latches falling out, ejector springs, and the remainder of the guns are incidental.

Exhibit 4B deals with the 3200. Here, we have additional data because Ilion Service people attended several state and zone shoots and recorded the repairs as in the tag system. We were grateful for the help from Ilion.

With the added information obtained from the tag system, the repairs on the 3200 at these shoots are broken down into 3 categories. They are also broken down by serial number. It is obvious that the incident rate of the Class 2 & 3 complaint are quite high, and Marketing is concerned with the frequency. These are all target grade guns.

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