

ILION PLANT QUALITY PROGRAM

J.P. Linde - Review of Ilion Plant Quality Program - Contd.

QUALITY CONTROL INDEXES - Contd.

After a gun passes the Gallery, it is checked by the final inspector for safety, functional and visual characteristics. The guns are then packed and sent to the warehouse. The finish gun Quality Control Auditors selects guns from the warehouse produced the previous day. They measure the visual quality of the package and gun against established standards, and demerit the products accordingly.

Exhibit 6-39 shows the visual quality, year to date compared to last year. There has been a slight improvement in shotguns and a slight decline in centerfire rifles.

Exhibit 6-40 shows the visual quality for the past five years. The shotguns are showing a slight improvement while the centerfires show a slight drop for this year. This was partially due to an increased number of wood margin problems and marks on the M/742. Investigation led to discovery of an oversize press form die. 83

After the Auditor has visually inspected the gun, he puts it through an extended function test which consists of two to three times the number of rounds fired in the Gallery, (Exhibit 6-41). Through the end of August, we are in good shape with just seven (7) functional rejects. The best year we ever had was 1979 with twenty-two (22) rejects. We have a chance at bettering that number this year.

Another way to look at the quality is by monitoring the number of guns that are returned to the plant for gratis repairs. Exhibit 6-42 shows the five year trend in gratis repairs as a percent of shipments. Figures to date in 1980 show no change over the past three years.

The customer performance is also monitored by the Justified Gun Complaint Report, which was instituted by Lee Presnell in 1974. This report highlights safety and visual complaints and gives quicker feed back on any new developing trends. The report indicates this year's performance to be in line with preceding years.

PROGRAM FOR NEXT YEAR

Work will continue in the wood area to improve sanding, filling and finishing operations. The electrostatic spray system will continue to receive attention with the biggest proposed improvement being a new oven for greater drying control regardless of weather conditions.