

FIREARMS OPS. - QUALITY - SEPTEMBER 1980A. PHILOSOPHY/APPROACH

PRIOR TO THE START OF 1980, THE ROLE OF THE QUALITY MANAGER'S OFFICE HAS BEEN LARGELY ONE OF ASSISTANCE TO THE PLANT'S QUALITY CONTROL PROGRAM.

IN JANUARY OF THIS YEAR, THE QUALITY MANAGEMENT FUNCTION WAS BROADENED TO INCLUDE ALL PRODUCTS. ADDITIONALLY, THE CHARGE TO THIS OFFICE HAS BEEN BROADENED FROM THE MORE NARROW VIEW OF QUALITY CONTROL AND TOWARD THE MORE GENERAL AND INCLUSIVE ROLE OF QUALITY COORDINATOR. THE TRADITIONAL ROLE OF QUALITY CONTROL LARGELY DEALS WITH ASSURANCE OF PRODUCTION TO STANDARDS. THE MORE CONTEMPORARY CONCEPT OF QUALITY MANAGEMENT ATTEMPTS TO COORDINATE CUSTOMER PERCEPTIONS OF QUALITY, COMPETITIVE QUALITY LEVELS AND A COMPANY'S OWN STANDARDS. TODAY'S PROGRAM IS DESIGNED TO DEMONSTRATE WHAT WE ARE DOING IN BOTH QUALITY MANAGEMENT AND QUALITY CONTROL TO ASSURE OUR PRODUCTS LINE LIVES UP TO MARKETPLACE EXPECTATIONS.

B. CONSULTANT

QUALITY CONTROL HAS THE ROLE OF ASSURING THAT PROCESSES AND PERSONNEL ARE ABLE TO AND DO MAINTAIN STANDARDS. FROM TIME TO TIME, SOMEONE NEEDS TO AUDIT THE AUDITORS.

IN 1980, WE HAVE ON 2 OCCASIONS USED PERSONNEL FROM OUR LAKE CITY OPERATION TO REVIEW CURRENT ILION Q. C. PRACTICES. THE LAKE CITY PEOPLE WERE CHOSEN BECAUSE OF THE FINE QUALITY RECORD THAT PLANT HAS ACHIEVED AND THE KNOWLEDGE THAT QUALITY SYSTEMS HAVE EVOLVED MORE RAPIDLY AT THAT SITE BECAUSE OF U.S. GOVERNMENT REQUIREMENTS. CONCLUSIONS FROM THESE STUDIES CONFIRM THE VERY