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January 9, 1953

TO: W. A. Best
FROM: S. M. Alvis
SUBJECT: MODEL 721 QUALITY & ENDURANCE TESTING

Under date of January 5th, C. J. Theriault, of the Testing Unit, issued report of results covering the quality and endurance test for the Model 721 which was conducted by Research during 1952. In this connection, a conclusion was made with respect to adequacy of functioning. This conclusion was based on assumptions with respect to the original trial and pilot test as made for this model many years ago.

We have since discussed the matter with C. J. Theriault and believe have reached an agreement as to the fallacy of such a policy. In other words, we often assume certain calculated risks in connection with new models but only on basis of confidence that required standards of quality will be attained as production improvements are made. Then too, we must all agree that the complaints from customers is one of our principal yardsticks, especially as to "what will be acceptable", and we believe that everyone will agree that a 2% malfunction rate in a bolt action gun of this type is too high and that the results of any such tests should be carefully analysed in an effort to use the information to the best possible advantage towards improving our quality.

We have, therefore, suggested to C. J. Theriault that in future reports of this type, they will simply record and report on the factual results and, where practical, to give comparisons of previous testing. No attempt should be made to judge adequacy.

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