

REMINGTON ARMS COMPANY, INC.

INTERDEPARTMENTAL CORRESPONDENCE

cc: R. L. Hall  
E. Hooton, Jr.

Remington  
1000

*See Page 2*  
*April 1 Deadline*  
*Submit lists to me - Clark*

- ① *James A. ...*
- ② *Brooks*
- ③ *Rugler*
- ④ *Larson*
- ⑤ *Workman*

Bridgeport, Connecticut  
March 20, 1980

TO: H. K. BOYLE J. P. LINDE  
 J. J. BURNS J. E. PREISER  
 W. H. FORSON W. A. WARREN  
 P. H. HOLMBERG C. B. WORKMAN  
 E. G. LARSON

FROM: T. W. RAWSON *TWR*

SUBJECT: QUALITY COMMITTEE SUMMARY.

Following is a summarization of the discussion points from the inaugural Quality Committee meeting of March 18.

1) The quality manager opened the meeting with a discussion of the reason for the committee's existence. The thrust of this discussion was that several problems do exist and have existed for some time with incumbent products which effect Remington's overall quality image. The purpose of committee meetings is to formalize the discussion of these problems and assign responsibility for the solution. It was resolved that results of these actions will serve as material for reporting to the Operations Committee.

2) Quality audits which are to be coordinated with quality committee meetings in the future were also discussed. It was agreed that a competitive comparison is relevant and desirable. Quality management and marketing are to arrange for the purchase of competitive product. The committee will review visual quality and R & D is to provide technical evaluation. A detailed, "disciplined" approach to our evaluation was recommended and is to be evolved as we develop the actual procedure through the first few audits.

3) After some discussion it became clear that our existing packaging is not believed to be satisfactory to marketing nor is the method for developing packaging for new products satisfactory to R & D. Production acknowledged there is a packaging committee which needs some refurbishing. J. J. Burns is to coordinate the organization of the packaging group and write up of its responsibilities. A review of progress is to be held at the next quality meeting.

March 20, 1980

*Discussion*  
 A specific request for a competitive packaging evaluation was made by the chairman at the last operations committee. R & D reported some of this work is done. Marketing is to coordinate with R & D to ensure that packaging of firearms types which R & D does not now have will be ordered for review. The quality manager, Marketing and R & D are to review and photograph these samples. A review of our work will be shown to the quality committee and as a result of that review the operations committee report will be finalized. Quality management is to report on observations. Marketing will comment on recommendations to the operations committee.

*Jim Martin*  
 4) Jim Martin is to review his autoloading shotgun analysis with the quality committee at our next meeting (April).

*Brooks Martin suggest*  
 5) After discussion of the role played by the various groups involved with quality, ie. Field Service, Arms Service, Product Service, Quality Control, Process Engineering, Product Management and Field Complaints, it was resolved that each group on the committee is to submit what it feels to be the 10 highest priority product complaints. Production and R & D will each supply one list while marketing (product management, field service) will supply two lists. These lists are to be supplied to the quality manager by April 1 for consolidation. The consolidated list will be sent to committee members for review before the April meeting. At that meeting priorities and responsibilities for action will be discussed.

Your attendance and participation was most appreciated. The exact date of the April meeting will be decided after the competitive product arrangements are finalized.

TWR:daf