

AGENDA  
CONSUMER SERVICE TEAM MEETING  
SEPTEMBER 6, 2002

- Timesheets - We need to do a better job of calculating our time from week to week (John) We will put a calculator at the sign in desk.
- Information & Ownership - Are we making sure that the caller knows our name? (John)
- Quality Issues - What are we hearing? (John) Any issues with new guns should be reported on the Quality Program
- Weekly Business Unit Meeting Update (Karin) August was a good month; 209 conversion kits are shipping
- Safety Modification Program - What is included in "cleaning" the gun? (Laura) Cleaning the gun includes cleaning the action, cleaning the trigger, and blowing out the receiver. Cleaning involves only the action.
- Internet Questions - How to help customers get through the system (Laura) The path used to submit a question has been somewhat hidden so that "inquiring minds" will utilize our FAQ section. If someone calls in and is very upset that they cannot submit a question just have the questions submitted to [info@remington.com](mailto:info@remington.com).
- United Way - Does the team want to do a basket for the silent auction this year? (Norma) We will be able to donate a gun and would like to have basket of hunting related goodies to go with it.

- Birthdays - What are we doing for September? Who owes the kitty? (Norma, Denise, the rest of the team) Plans are to go to Denise's house for a cookout on the 20<sup>th</sup>.
- Customer Service Tips (see attached)
- Questions from morning huddles will be forwarded via e-mail (Norma)
- Address Labels (Angie) Please do not put labels on pre-addressed envelopes, they are being returned to us. If you need something faxed please get it to Angie in the appropriate folder.
- Limited Sales Agreement (Derek) When you receive a completed form you should make 2 copies, one for Derek and one for Pat Slagle.
- Axiem Award

Thank you John for the survival kit!!!