



Joint Service **REGULATION**

Defense Logistics Agency
Department of the Army
Department of the Navy
Department of the Air Force
Defense Contract Management

Defense Logistics Agency Regulation (DLAR) (JP) 4155.24
Department of Army Regulation (AR) 702-7
Department of the Navy (SECNAVINST) 4855.21
Air Force Instruction (AFI) 21-115
Defense Contract Management Agency DCMA-INST 1102

Effective Date: Incorporating Change 4, August 1, 2022

ACCOUNTABLE OFFICE: DLA Logistics Operations, J344(TQ)

SUBJECT: Product Qualify Deficiency Report Program ((Inter-Service Product Quality Deficiency Report)

REFERENCES: See Enclosure 1

1. PURPOSE. This Regulation:

a. Establishes policy, assigns responsibility and implements procedures for a standard DoD Product Quality Deficiency Reporting method to identify, report, and resolve conditions affecting the warfighter. Objectives include:

(1) Providing feedback to activities responsible for design, development, purchasing, production, supply, maintenance, contract administration, and other functions for them to act on finding the cause, taking corrective action, and preventing recurrence.

(2) Integrating deficiency analysis and resolution processes to identify cause and prevent or mitigate recurrence within acquisition, quality, systems engineering, and overall life cycle management plans.

(3) Obtaining cost, credit, replacement, and/or contractual remedy for procurement related quality deficiencies resulting from poor workmanship, nonconformance to applicable specifications, drawings, standards, processes or other technical requirements.

(4) Providing historical collection of deficiency data for future analysis.

b. This regulation implements Title 41, Code of Federal Regulations (CFR), 101-26.8, Discrepancies or Deficiencies in General Services Administration (GSA) or Department of Defense (DoD) Shipments Title 41, CFR (reference a). It reissues DLAR 4155.24/AR702-7/SECNAVINST 4855.5A/AFR 74-6, Product Quality Deficiency Report Program, July 20, 1993(reference b). The regulation provides uniform policy for reporting, processing, and investigating interservice Cross-DoD Component product quality deficiency data. It establishes a reliable and standardized system for feedback of product quality deficiency data across the United States Military Services, the Defense Contract Management Agency (DCMA), and the Defense Logistics Agency (DLA).

2. APPLICABILITY.

a. This Regulation applies to:

(1) The Military Services, DCMA, and DLA (referred to as DoD Components in this regulation). The term “Military Services,” in this regulation, refers to the Army, Air Force, Navy, and Marine Corps. DoD Components will use this regulation when reporting interservice product quality deficiencies. Users of DoD Component-provided supplies or contract administration services, including the Coast Guard, may use this regulation for processing internal product quality deficiencies as may the GSA.

(2) New and newly reworked Government-owned products found to be deficient any time after Government acceptance. Submit Product Quality Deficiency Reports (PQDRs) regardless of the product’s inspection or acceptance location (source or destination). It also applies to products that were presented for Government destination acceptance, but later found to be deficient.

b. This Regulation does not apply to the following deficiencies:

(1) Products approved for local base or station buys, which are reportable under local procedures. This exclusion does not apply to local buys where the original source was GSA.

(2) Foreign Military Sales customers submit quality deficiencies using a Supply Discrepancy Report (SDR) (SF364) which are processed in accordance with (IAW) DLM 4000.25, Vol 2, Ch-17, C17.1.7.3 (reference c).

(3) Subsistence materiel deficiencies (reported by the DoD Hazardous Food and Nonprescription Drug Recall System) IAW *AR-40-660*/DLAR 4155.26, DoD Hazardous Food and Nonprescription Drug Recall System (reference d).

(4) Unsatisfactory materiel whose condition results from improper handling or deterioration during storage (report following individual DoD Component procedures).

(5) Report preservation, packaging, packing, and related marking deficiencies on Supply Discrepancy Reports (SF 364). This includes shipping type (item) discrepancies, for example, shortages, overages, expired shelf life, wrong items, and missing military markings.

(6) Use Transportation Discrepancy Reports (SF 361) to report transportation-type discrepancies, for example, shortages, losses or damages in transit.

(7) Materiel that fails because of inadequate maintenance, improper operation, or normal wear and tear.

(8) Malfunctions involving the use of ammunition and explosives (report under individual DoD Component procedures). Report deficiencies involving ammunition and explosives under this regulation.

(9) Materiel for Navy Strategic Weapons Systems and the Navy Nuclear Propulsion Program.

(10) Excess or surplus property or billings for services, space, communications and printing as covered in as covered in *Title* 41 CFR 101-26.802, Exclusions [to Discrepancies or Deficiencies in GSA or DoD Shipments, Material, or Billings] (reference e).

c. Submit exceptions to the use of this regulation in reporting PQDRs through the respective DoD Component headquarters. All affected DoD Components must agree before approval of any exception.

3. DEFINITIONS. See Glossary.

4. POLICY. It is DoD policy that DoD Components maintain a reliable and standard system for investigation of PQDRs. The system must provide feedback of product quality deficiency data across DoD Components.

a. Submit PQDRs for deficiencies on new or newly reworked Government-owned products that do not fulfill their expected purpose, operation, or service. This applies to items that fail government receipt inspection regardless of where (source or destination) the product was inspected and accepted. This can be due to deficiencies in design, specification, materiel, software, manufacturing process, workmanship or any combination. These include premature failure of items within a warranty period or specified performance. Submit PQDRs for items suspected or found to be counterfeit or an unauthorized or unapproved product substitution by the vendor.

b. If a PQDR appears to be related to suspect counterfeit, counterfeit, or fraud, notify all appropriate parties (as required in DoDI 4140.67, (reference f), including counsel at the level where it was discovered, to determine appropriate actions before proceeding with processing the

PQDR. The contractor will not be notified of the impending investigation until counsel provides guidance on how to proceed.

c. DoD Components must report deficiencies that occur in major weapon systems, secondary/consumable/repairable items, and spare/repaired parts, Government-owned products used during development/test, items supplied as Government-Furnished Property, or deficiencies in any other items not specifically excluded by paragraph 2.b. to the DoD Component that is the Integrated Materiel Manager (IMM) of the deficient item.

(1) Include defects in materiel bought or repaired through contract methods such as “contractor logistics support,” “prime vendor,” and covered by a contractual or implied warranty in the reporting requirements of this regulation.

(2) Submit PQDRs on defective items, even if they are usable.

(3) Report Category I PQDRs within 24 hours after discovery. Report Category II PQDRs within three calendar days after discovery.

Note: Report deficiencies (Category I or Category II) discovered during facility shutdowns (weekends or holidays) on the next business day.

(4) If the defect adversely affects safety, classify it as a Category I PQDR. Also, classify defective Critical Safety Items (CSIs) that adversely affects safety as a Category I PQDR. Classify deficiencies on CSIs that do not affect safety as CAT II PQDRs.

(5) Report deficient Government Furnished Property to the appropriate DoD Component issuing the contract. When a contractor is not contractually obligated to write PQDRs, the Government representatives will complete and submit the PQDR for deficiencies found by those contractors. The Screening Point for these PQDRs will be the sponsoring DoD component.

(6) Use SF 368, Product Quality Deficiency Report data elements to send deficiency data across DoD Component Lines. DoD Components will utilize information systems that are compliant with this regulation and DLM 4000.25, Volume 2, Chapter 24 (reference c).

d. DoD Components will investigate PQDRs to determine the cause for the deficiency using all realistic methods to avoid closing a PQDR with an undetermined cause. Correct the existing deficiency, provide disposition instructions for deficient materiel, and identify actions to prevent recurrence of deficiencies, before closing PQDRs.

e. DoD Components provide guidance and training to DoD Component personnel using the DoD Component’s management information system.

f. Develop processes to address quality, engineering, maintenance, supply, financial, and acquisition system interfaces to establish proper controls over reported materiel, including exhibits. Controls may include:

(1) Supply due-in records and materiel accountability following DLM 4000.25, Volume 4, Military Standard Billing System (MILLSBILLS) (reference c) whenever directing materiel for movement or suspended from issue or use until resolution of a PQDR. To ensure receipt to the correct owner and promote tracking of exhibits, systems must provide supply transactions inclusive of those listed below. Additionally, improve Defense Logistics Management System (DLMS) transactions to identify the relevant PQDR Report Control Number (RCN).

(2) Prepositioned materiel receipt.

(3) Shipment status and materiel returns shipment status, as applicable.

(4) Receipt transactions for returned exhibits transmitted to the owner by each custodial activity.

(5) Materiel release orders for directed movement of exhibits for purposes of test/evaluation, repair, or disposal.

(6) Financial adjustment in accordance with MILLSBILLS, (DLM 4000.25, Volume 4, MILLSBILLS, (reference c). Note that credit will not be given until all exhibits requested are returned to the issuing contracting agency or evidence of disposal provided.

(7) Materiel marking in accordance with MIL-STD-129, Marking for Shipment and Storage (reference g).

(8) Internal controls in accordance with DoD Directive 5010.40, Managers Internal Control Procedures (reference h).

(9) Processing of exhibits in times prescribed, and materiel movement, under DoDM 4140.01, DoD Supply Chain Materiel Management Procedures (reference i).

g. Preparation of PQDRs may also entail reporting of quality deficient stock under materiel returns or warranty programs to give credit. Originators should check their applicable DoD Component policy, and supplementing instructions to this regulation for guidance.

h. Processing times in this regulation and supplementing instructions are guidelines, performing a thorough investigation is paramount. DoD Components must thoroughly investigate PQDRs and ensure that they are not closed prematurely because of time.

i. When item management of an item transfers to a different DoD Component, PQDR processing responsibilities will be IAW DoDM 4140.26, Volume 4 (reference j).

j. PQDRs will not be closed until final disposition instructions are provided for all exhibits associated with the PQDR.

5. RESPONSIBILITIES.

a. Headquarters DLA must act as the DoD focal point on matters in this regulation. Forward recommended changes to this instruction to the DLA, Executive Director, Logistics Policy and Acquisition Management, J3.

b. Governance.

(1) DoD Components must develop processes and procedures to establish and communicate a single position to DLA and the other services.

(2) If DoD Components have varying positions on an issue, DLA will provide needed coordination to resolve the issue.

c. The DoD Components must:

(1) Establish and identify resources to process PQDRs IAW this regulation.

(2) Guide and help their field activities on matters pertinent to this regulation.

(3) Establish management controls, surveys, and training programs to ensure compliance with this regulation and the DoD Component's internal guidance.

(4) Accomplish procedures expeditiously. Find processing guidelines in enclosure 3.

(5) Establish and publish an elevation process.

(6) Establish materiel screening processes to remove deficient materiel from supply systems.

(7) Assure that contracts for Government Furnished Property use the PQDR process and will quarantine defective items for use as exhibits.

(8) Use a product quality deficiency reporting system that complies with this regulation that:

(a) Guides and gives technical support to all users to aid them in documenting, reporting, and investigating product quality deficiencies.

(b) Tells other users of deficient products and, when necessary, provide disposition instructions of nonconforming materiel in stock and in use throughout the DoD system.

(c) Collects and analyzes information to evaluate the PQDR processing times to assure compliance with supplementing instructions.

(d) Collects and analyzes historical PQDR data on quality, reliability, or maintainability, correlated with contractor or Government-caused deficiencies.

(e) Requests and controls PQDR exhibit and ensure that they are held for investigation in compliance with supplementing instructions.

Note: All Department of Navy PQDRs must be stored in a system that is compliant with SECNAVINST 4855.3C (reference k).

6. PROCEDURES. DoD Components may follow procedures in enclosure 2, or utilize DoD Component specified procedures that meet the intent of the policy and responsibilities described in this document.

7. INFORMATION REQUIREMENTS. The reporting needs in this regulation for individual SF 368 product quality deficiency data is free from assignment of a Report Control Symbol under DOD Directive 7750.5, Management and Control of Information Requirements.

8. INTERNAL CONTROLS. Each DoD Component is responsible for developing procedures for monitoring the effectiveness of program execution.

9. RELEASEABILITY. UNLIMITED. This Instruction is approved for public release and is available on the Internet from the DLA Issuances Website at <https://hqc.dla.mil/issuances/Pages/DLAJointServiceIssuances.aspx>

10. EFFECTIVE DATE. This regulation is effective immediately.

For the DLA Director

ALEETA D. COLEMAN
Director
DLA Transformation

Enclosures:

- Enclosure 1 - References
- Enclosure 2 - Procedures
- Enclosure 3 - Processing Guidelines
- Enclosure 4 - Processing of PQDRs
- Enclosure 5 - PQDR Form 368
- Enclosure 6 - Suspended Tag DD Form 1575
- Enclosure 7 - PQDR Exhibit DD Form 2332 Tag
- Enclosure 8 - Sample PQDR Message (Format)
- Enclosure 9 - Screening Criteria
- Enclosure 10 - Disposition and Shipping Exhibits
- Enclosure 11 - Product Quality Deficiency Investigation Report (Form 1227)

ENCLOSURE 1

REFERENCES

- (a) Title 41, Code of Federal Regulations, 101-26.8, Discrepancies or Deficiencies in General Services Administration (GSA) or Department of Defense (DoD) Shipments, Material or Billings.
- (b) DLAR 4155.24/AR702-7/AFI 21-115_IP/SECNAVINST 4855.5A/AFR 74-6, Product Quality Deficiency Report Program, July 20, 1993, superseded
- (c) DLM 4000.25, Defense Logistics Management Standard, (DLMS) 4000.25, December 14, 2016
- (d) AR 40-660/DLAR 4155.26/NAVSUPINST 10110.8C/AFR 161-42/MCO 10110.38C, DoD Hazardous Food and Nonprescription Drug Recall System, August 15, 1986
- (e) Title 41, Code of Federal Regulations, 101-26.802, Exclusions
- (f) DoDI 4140.67, DoD Counterfeit Prevention Policy, April 26, 2013
- (g) MIL-STD-129, “Standard Practice, Military Marking for Shipment and Storage,” February 18, 2014
- (h) DoD Directive 5010.40, Managers Internal Control Procedures, May 30, 2013
- (i) DoDM 4140.01, DoD Supply Chain Management Procedures: Delivery of Materiel, February 10, 2014
- (j) DoDM 4140.26-M, September 24, 2010, DoD Integrated Materiel Management (IMM) for Consumable Items: Logistics Reassignment
- (k) SECNAVINST 4855.3C, Product Data Reporting and Evaluation Program, June 27, 2014
- (l) DLM 4000.25-1, Military Standard Requisitioning and Issue Procedures (MILSTRIP), December 14, 2016
- (m) DLAD 4145.7/AR 700-15/NAVSUPINST 4030.28E/AFMAN24-206_IP/MCO 4030.33E, Packaging of Materiel, January 12, 2004
- (n) ASTM D3951, Standard Practice for Commercial Packaging
- (o) MIL-STD-2073-1, Standard Practice for Military Packaging, December 15, 1999
- (p) DLM 4000.25-2, Military Standard Transaction Reporting and Accountability Procedures (MILSTRAP), December 14, 2016
- (q) FAR Part 45: Government Property, Subpart 45.6—Reporting, Reutilization, and Disposal/.

ENCLOSURE 2 - PROCEDURES

This section provides procedures to process PQDRs by DoD Originators, Originating Points, Screening Points, Action Points, and Support Points to screen deficient materiel and to report items GSA manages. (Enclosure 4, Processing of PQDRs.)

1. Originator responsibilities:

a. Secure and segregate all deficient materiel including PQDR exhibits as Supply Condition Code (SCC) "Q." See Exception below.

EXCEPTION: If an item is urgently needed, it may be repaired to a usable condition if it does not adversely affect safety.

b. Provide the deficiency information to the Originating Point and include full details of the deficiency and the repair in the PQDR. Note: DoD Components may use other suspended supply conditions such as SCC "L" pending implementation of SCC "Q."

c. Prepare and forward PQDR information to their designated Originating Point on each post, camp, station, base, ship, or activity on identification of deficient materiel. The same person can do Originator and Originating Point responsibilities. (See <http://www.gsa.gov/portal/forms/type/SF#1-1000>) for SF 368 or enclosure 5).

d. Complete and attach DD Form 1575, Suspended Tag - Materiel, and DD Form 2332, Product Quality Deficiency Report Exhibit. See enclosure 6 and enclosure 7 to identify deficiencies and exhibits.

2. Originating Point responsibilities:

a. Send PQDRs to the correct Screening Point as prescribed in this regulation.

b. For product deficiencies that are suspect counterfeit, counterfeit, or unauthorized product substitution, immediately inform local counsel and provide a copy of the PQDR. Also notify Screening Point, Action Point and Support Point as applicable. Do not discuss PQDRs related to suspect counterfeit, counterfeit, or unapproved product substitution, without guidance from local counsel and investigative agencies with the contractor.

c. Review the PQDR information for completeness and accuracy.

d. Return invalid reports to the Originator.

e. Obtain necessary information and complete the PQDR information. (See <http://www.gsa.gov/portal/forms/type/SF#1-1000> for SF 368 instructions or enclosure 5 of this document.) Include critical information to ensure smooth transition of data through the various

interfaces (NSN or National Item Identification Number, item description, Department of Defense Activity Address Code (DoDAAC)). When available, add contract number, part number, delivery order number, and vendor information. If the contract number contains a D or G in the 9th position, also provide the Call Number if it is available.

f. Assign an RCN to the PQDR. The RCN is a unique alphanumeric control number to each report. Use the RCN in all communications.

g. Determine how much deficient materiel exists and report the exact or suspected number on the SF 368. Ask the Installation Supply Support Activity to identify if any more deficient stock is in their inventory.

h. If available, include the original Military Standard Requisitioning and Issue Procedures (MILSTRIP) requisition document number on all SF 368, Product Quality Deficiency Reports. When the original document number is missing, the Originator or Screening Point will assign a MILSTRIP document number following DLM 4000.25-1, MILSTRIP, (reference I).

i. Request credit, replacement, repair, or if the PQDR is for information only, select "other" and explain the reason on the SF 368.

j. When the address of the activity holding the exhibit is different from the PQDR Originator's address, enter the address and commercial telephone number of the exhibit holding activity. Provide the name of an individual on the SF 368 with all phone numbers (commercial/DSN/FTS), and email address.

k. For warranted product, verify the materiel failed within the contractually prescribed warranty conditions. For warranted product, use the SF 368 to process the materiel. If it isn't already, classify the deficient warranted materiel in a suspended SCC. Complete the "remarks" data of the DD Form 1575, "Suspended-Tag Materiel" (enclosure 6), and the DD Form 2332 tag, "Product Quality Deficiency Exhibit" (enclosure 7) and include the contract number. Ensure the item is under warranty; and provide complete comments on any repair made. Complete the SF 368 (enclosure 5) to reflect the item is under warranty and include comments on any repair made. If shipping the product, package it and mark the outside the packaging container with "To Be Opened in the Presence of a Government delegate - PQDR Exhibit/Warranted Item."

l. Complete all known data fields on the SF 368 form (enclosure 5). Add any other information available. Provide as much information as possible, but do not delay PQDR submittal because of missing data. If available, scan and add the shipping documentation as an attachment to the PQDR. Pictures of the defect are also helpful.

m. Submit PQDRs to the service Screening Point within 24 hours for a Category I PQDR and within 3 calendar days for a Category II PQDR. Note: If the period for submitting PQDR to the service Screening Point falls during scheduled facility shutdown periods (weekends or holidays), submit the PQDR on the next business day.

n. Report Category I and Category II PQDRs electronically or by SF 368 (form, message, electronic facsimile, Email format). Use the SF 368 for Category II PQDRs when using other means of transmission. Send PQDRs and all acknowledgments and further correspondence on all PQDRs electronically when possible. When urgency exists, send Category I PQDRs using oral communications, and follow up with an electronic notice, such as an email or message. When the Screening Point agrees, send Category II PQDRs by oral communications, and then confirm in writing. If the two DoD Component headquarters agree, submit PQDRs directly to the appropriate Action Point for investigation. Provide copies of the correspondence to the proper Service Screening Points for data collection and analysis. The Action Point will provide interim and final investigative replies to the Screening Point, for distribution to the Originating Point and the Originator. Forms and Formats for PQDRs follow with related information:

(1) DD Form 2332 Product Quality Deficiency Report Exhibit Tag (enclosure 7).

(2) PQDR Preparation Instructions. Included with form SF368 at <http://www.gsa.gov/portal/forms/type/SF#1-1000>.

(3) PQDR Message and Electronic Mail (Email) Format (enclosure 8).

o. Provide supporting documentation to Service's Screening Point. Submit copies of documents related to the PQDR, which promote investigation of the report, as attachments. Include any follow-on supporting documentation. Encourage submitting objective quality evidence such as photographs, test reports, or similar data as supporting documentation.

p. Handle exhibits as follows:

(1) Ensure exhibits that support the PQDR investigation are available, secured, and isolated from all other materiel, identified with properly filled out tags, and in the proper SCC.

(2) Exhibit Holding Time.

(a) The Originating Point will hold exhibits until the appropriate Screening or Action Point provides instruction. If more than 30 days go by without instructions, contact the appropriate Screening or Action Point.

(b) Do not repair exhibits within 30 days unless critical mission requirements dictate. In such instances, begin action to hold evidence of the deficiency through photographs, test reports, or other means, to include with the PQDR.

(3) Exhibit shipping procedure. When the Screening Point or the Action Point asks, ship exhibits using exception materiel Release Orders. Include a statement in block letters on the A5E "DEFICIENT (or SUSPECTED DEFICIENT) MATERIEL RETURNED - PQDR RCN

_____. PLACE IN CONDITION CODE "Q" ON RECEIPT." (DoD Components may use other suspended SCCs such as "J" or "L" pending implementation of SCC "Q.")

(a) Packaging and Marking. Interservice publication DLAD 4145.7/AR 700-15/NAVSUPINST 4030.28E/AFMAN24-206_IP/MCO 4030.33E, "PACKAGING OF MATERIEL" (reference m) covers packaging requirements, specifications, and levels of protection. It identifies two primary standards: ASTM D3951 (reference n), Standard Practice for Commercial Packaging and MIL-STD-2073-1 (reference o), Standard Practice for Military Packaging. They provide policy and guidance for exhibit packaging. Include bracing and cushioning to ensure safe delivery to the destination, the tagged exhibit (DD Form 1575 and DD Form 2332), and a copy of the related PQDR. Identify the exhibit holding point, the name of a point of contact, and both commercial and Government telephone numbers. Use MIL-STD-129, Marking for Shipment and Storage (reference g), for marking exhibits on the deficiency report. Clearly mark the package exterior on one side "PQDR EXHIBIT/RCN" and, when applicable, "Warranty Item." Mark two other sides of the exterior of the package in bold letters "PQDR EXHIBIT." When shipping the exhibit to a contractor, mark the package exterior, "Only Open in the Presence of a Government Representative."

(b) Exhibit Transportation Costs. The originating activity is responsible for transportation costs for shipping an exhibit to the investigation point (for example, contractor, or Support Point) unless alternate arrangements are provided. Request either the contractor or the exhibit holder pay transportation costs for return of the exhibit.

q. Tell the Screening Point (email, telephone call, etc.) about the shipment of PQDR exhibit(s). Identify the PQDR RCN, materiel, shipment date, quantity, and ship to information at a minimum.

r. Receive Screening Point or final investigation replies and provide same to the Originator. If the originator believes the Screening Point closed the PQDR in error, the originator should provide the rationale for rebutting the PQDR to the Screening Point. Only the Screening Point has the authority for closing and rebutting the PQDR.

s. Forward PQDRs via DoD Components' web-enabled management information systems. Originator/Originating Point must decide the proper Screening Point to receive the PQDR. Screening and Action Points receiving PQDRs that are the responsibility of another Screening and Action Point will send the report to the correct addressee. They will send a copy of the correspondence information to the appropriate submitting activities. Forward action messages or PQDR information that reports a quality deficiency condition across DoD Components.

3. Screening Points must:

a. Acknowledge receipt of PQDRs to Originating Points within 24 hours for a Category I PQDR and 3 calendar days for a Category II PQDR. Note: If the period for acknowledging receipt of the PQDR to the Originating Point falls during scheduled facility shutdown periods (weekends or holidays), acknowledge the PQDR on the next business day.

b. Validate the PQDRs as defined in this regulation. For example, verify correct category, entries and addresses, and that it contains accurate and complete information.

- c. Identify the Action Point for the PQDR, if the contract number is on the PQDR, ensure that the Action Point is at the DoDACC for the IMM.
- d. Ensure the Commercial and Government Entity (CAGE) Code is present, when available, and verify the RCN for correct DoDAAC and format.
- e. Get correct or missing information from the Originating Point whenever possible.
- f. If the Screening Point decides the PQDR is invalid, close it and inform the Originating Point, including why it was determined to be invalid.
- g. If the Screening Point determines the PQDR is repetitive, have the Originator consolidate the exhibits or materiel into one PQDR.
- h. For product deficiencies that are suspect counterfeit, counterfeit, or unauthorized product substitution, immediately inform local counsel and provide a copy of the PQDR. Also notify Originating Point, Action Point and Support Point as applicable. Do not discuss with the contractor PQDRs related to suspect counterfeit, counterfeit, or unapproved product substitution, without guidance from local counsel and investigative agencies.
- i. Take any other actions necessary, such as consolidating reports and obtaining more information about the deficiency or the item.
- j. Assign a MILSTRIP document number if the original MILSTRIP number is missing (DLM 4000.25-1, MILSTRIP, reference 1). Compose the MILSTRIP document as follows: the Originator's DoDAAC for the first six positions, the next four positions are the current Julian date (YDDD), and the last four positions assign a serial number beginning with "U." An example of a constructed document number is F53121 2175 U001. Add the DoDAAC of the office that will receive credit and the fund code showing the amount.
- k. Forward the PQDR to the Action Point (or other addressees as directed by the Action Point) electronically within 24 hours for Category I PQDRs, and within 10 days for Category II PQDRs. Send all acknowledgments and further correspondence on the Category I PQDRs electronically, when possible.
- l. Preserve an audit trail for each PQDR. Include data on the original report, the results of the investigation and, a PQDR summary code (see enclosure 11). When possible, store the data in a PQDR database.
- m. When needed, aid Action and Support Points in getting exhibits. See disposition and shipping of exhibits, (enclosure 10).
- n. Receive and review correspondence from the Action Point. Send interim replies to the Originating Point as received from the Action Point.

o. Follow up on past due PQDRs with the Action points. Note: If the time for sending the PQDR to the Action Point falls during scheduled facility shutdown periods (weekends or holidays), forward the PQDR on the next business day.

p. Receive and review closeout responses from Action Points. Review final investigation report and closeout action for completeness and adequacy. If investigation, corrective action, or actions taken to preclude recurrence are inadequate, resolve differences with the Action Point. Contact the Action Point to get disposition instructions for the materiel if not provided with the closing response. Close the PQDR once the investigation is complete. Contact the IMM if the Screening Point finds out that a different IMM bought the item. The IMM that bought the item is responsible for satisfying and reporting results of the PQDR to their Screening Point and providing a resolution. The DoD Components' Screening Point (besides processing internally) will send an information copy of the PQDR to the IMM within the Military Service or DLA (GSA excluded). Send PQDRs to GSA when GSA is the original source of supply.

q. Provide final responses to the Originating Point, other Service, or Agency Screening Point after receiving the PQDR investigation from the Action Point. Provide responses within 3 calendar days for a Category I PQDR and 10 calendar days for a Category II PQDR. Note: If the time for providing the response falls during scheduled facility shutdown periods (weekends or holidays), provide the response on the next business day.

r. On receiving disposition instructions for exhibits, ensure the materiel is classified to the proper SCC.

4. Action Point Responsibilities:

a. Receive PQDRs from Screening Points and acknowledge receipt within 24 hours for Category I PQDRs and 3 calendar days for Category II PQDRs. Note: If the acknowledgement period falls during scheduled facility shutdown periods (weekends or holidays) the period will extend to the next business day.

b. Provide initial disposition instructions to the Screening Point for materiel held (that is, in a suspended SCC) by the Originator/Originating Point, and at all other points where there is deficient materiel. Reclassify all materiel as soon as possible. Submit information copies of Category I PQDRs to Screening Points of known users to alert them of the problem.

c. For product deficiencies that are suspect counterfeit, counterfeit, or unauthorized product substitution, immediately inform local counsel and provide a copy of the PQDR. Also notify Originating Point, Screening Point and Support Point as applicable. Do not discuss with the contractor PQDRs related to suspect counterfeit, counterfeit, or unapproved product substitution, without guidance from local counsel and investigative agencies.

d. Determine if the same deficiency is under investigation or was resolved in a previous report. If so, do not start a new investigation. Copy the investigation results from the "parent" investigation into the "child." Include the number of the "parent" RCN in the investigation findings to provide a paper trail. Provide information on planned restitution to

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Component that submitted the PQDR (item repaired, replaced, or credit authorized) and disposition instructions. If a Support Point previously provided support on the investigation, forward a copy of the additional PQDR to the responsible Support Point. Include the contractor's position about repair and or replacement of deficient materiel added to the report.

e. Conduct an independent PQDR investigation or determine the need for investigation by a Support Point. Support Points include: the DCMA Contract Management Office, Engineering Support Activity, Contracting, or Testing Office. When sending an action request, include a copy of the PQDR, a statement of the support needed, and relevant background data that could help with the investigation.

f. The Action Point will determine and control the investigation scope and may enlist a Support Point for assistance. They will use all reasonable measures to determine the root cause of the deficiency, the necessary corrective actions, and the actions need to prevent reoccurrence.

g. When using the Support Point:

(1) The Support Point is to provide the Action Point with regular reports. The reports will include investigation status and details of corrective and preventive action, taken or planned. The Support Point must provide the reports every 20 calendar days for Category I and 30 calendar days for Category II PQDRs until their portion of the investigation is complete. Note: If the period for providing correspondence falls during scheduled facility shutdown periods, (weekends or holidays) provide the response on the next business day. If an action request is inappropriate, provide an information only copy of the PQDR on source inspected products to the correct Support Point. Before releasing an action request, screen the PQDR to ensure all entries are complete and accurate. Ensure the category assigned is correct. Combine multiple PQDRs for the same product and deficiency into one report, when possible, before sending it to a Support Point. Make necessary changes, corrections, and additions before sending.

(2) Aid the Support Point in getting exhibits. (See disposition and shipping of exhibits, enclosure 10).

(3) For product deficiencies that are suspect counterfeit, counterfeit, or unauthorized product substitution, immediately inform local counsel if not previously notified, and provide a copy of the PQDR. Also notify Originating Point, Screening Point and Action Point as applicable. Do not discuss with the contractor PQDRs related to suspect counterfeit, counterfeit, or unapproved product substitution, without guidance from local counsel and investigative agencies.

(4) Oversee Support Point investigations. Prepare follow-up request if an investigation reply is not satisfactory to close out the PQDR within the specified time. Request follow-up if the interim reply is late or does not include the expected completion date.

(5) Receive and review each investigation reply from a Support Point for completeness and adequacy. If corrective action is inadequate, resolve the differences.

(6) Provide disposition instructions to the Support Point for exhibits. Accomplish all disposition instructions for exhibits using electronic mail or message processes. Supply due-in records and materiel accountability under DLM 4000.25-2-M, MILSTRAP (reference p). MILSTRAP requirements are applicable for all materiel movement.

(7) Tell the Support Point about increases or decreases in number of deficient items.

(8) DoD Components may use Federal Directory of Contract Administration Services to locate Support Points.

h. Determine the scope of the deficiency during the PQDR investigation. For example, is there more deficient materiel not included in the PQDR quantity? Perform screening actions and send Alerts if necessary.

(1) If similar deficient items are present in another DoD Component's stock, contact the proper materiel Screening Point (s) to help find out the quantity deficient.

(2) Alert activities and storage depots within the Action Point DoD Component who may have suspect materiel. Alert materiel Screening Points to tell their activities and or storage depots. Request suspension and or screening of depot stocks.

(3) Provide other Screening Points of DoD Components and agencies that have defective materiel with results of the investigation and the corrective action within 3 calendar days. If that time falls during scheduled closure (weekend and or holiday), provide the response on the next business day.

(4) Engage the Service Engineering Support Activity (ESA) in the investigation when other avenues have been unable to determine the cause of the deficiency and further investigation is possible. The need to engage the ESA to determine the root cause of the deficiency includes any one of the following:

(a) PQDR is a Category I or suspect counterfeit materiel as advised by local office of Counsel;

(b) PQDRs where the cumulative total of deficient materiel is over \$500K (value of \$500K for either the individual deficient unit or the cumulative value of all deficient assets in inventory);

(c) Three or more PQDRs issued against a National Stock Number (NSN) produced within a 3-year period from different lots, different contracts, or different suppliers.

(5) Explore all avenues to determine responsibility and cause of a failure. Further investigation may not be possible or practical, preventing the ESA from taking part in the investigation. Provide rationale for excluding the ESA when the deficiency cause is unknown. PQDRs in a continuing investigation (such as combined or child related PQDRs), are exempt from this requirement. Return the PQDR to the Screening Point with undetermined cause, and

reference the RCN of the primary PQDR in the closing letter.

i. If the decision is to recommend closure of the PQDR with an undetermined cause, provide the justification in the PQDR Final Reply.

j. Provide interim replies to the Screening Point 20 calendar days after receipt of Category I PQDR and 30 calendar days after receipt of a Category II PQDR. As a minimum, the interim replies include the status of the investigation, anticipated completion, or date of the next update.

k. Evaluate and identify the basic cause of the problem and the responsible party; for example, contractor error or Government error (design, maintenance, or procurement errors) before recommending PQDR closing.

l. Take corrective and preventive action on the cause of the deficiency regardless of whom was responsible for the product deficiency.

(1) If the deficiency was the contractor's responsibility, determine if the item was inspected at source. If so, ask the deficiency program manager at the Contract Management Office who knows the Prime Contractor to work with the contractor in the investigation. Provide a corrective and preventive action response. If the item was not source inspected, ask the contracting office responsible for the contract to have the contractor investigate the deficiency. Once it is completed, provide a corrective and preventive action response. If the investigation confirms the deficiency was the contractor's responsibility, provide investigation results to the contracting officer responsible for the contract so they may seek cost-free repair, replacement, or reimbursement for the deficient materiel.

(2) If the deficiency is the result of a technical data error, request the proper engineering element provide a corrective and preventive action response. The response should include a product improvement action. Implementation of the product improvement action is not necessary before closing the PQDR. Replies should assure that procedures to prevent later procurements of the item, including the same technical data error, are in place.

(3) If the PQDR is the result of a procurement deficiency, request the contracting officer review related contracting procedures. Request the contracting officer review all active and proposed contracts for that item and for like deficiencies and suitable corrective and preventive action.

(4) If the deficiency is the result of a maintenance error, request or recommend the responsible maintenance function take corrective and preventive action.

m. Tell other users about deficient products reported. When necessary, provide for the disposition of nonconforming materiel in stock and in use throughout the DoD/GSA system (see paragraph 6). This includes notifying private industry and non-DoD and GSA Governmental activities using the Document Types contained in the Failure Experience Database portion of the Government-Industry Data Exchange Program (GIDEP). These Documents would include GIDEP ALERTS, GIDEP SAFE-ALERTS, GIDEP PROBLEM ADVISORIES, and GIDEP

AGENCY ACTION NOTICES. Provide notice within 60 days of discovery (NDAA 2012 Section 818).

n. Issue Deficient Materiel Alerts. If necessary, alert activities and storage depots in the DoD Component of suspect materiel. Tell the appropriate DoD Component POC to alert their activities and storage depots. Request suspense and screening of depot stocks and provide PQDRs for any suspect materiel that is found.

o. Prepare and forward a final reply to the Screening Point that filed the PQDR report, which includes:

- (1) Results of Support Point investigation, when applicable.
- (2) Cause of the reported deficiency or reason for not finding out the cause.
- (3) Responsibility for the deficiency; for example, contractor, maintenance, procurement, design, or technical data package error as determined by the Action Point, or reason for not knowing what was responsible.
- (4) Extent and findings of the investigation.
- (5) Actions taken to correct the existing deficiency including disposition of all deficient materiel and actions taken to prevent recurrence of the deficiency.
- (6) Need for alert notifications.
- (7) The severity classification (minor/major/critical) of the PQDR.
- (8) Comment about recommendation for credit, replacement, or repair. Credit adjustments for deficient materiel using Military Standard Billing System, *Vol 4* (DLM 4000.25, (reference c), procedures, Service, or Agency regulations. Authorize credit, repair, or replacement if the deficiency is valid and the items are unserviceable. Note: Credit will not be provided until all materiel requested for credit has been returned to the issuing contracting agency.

p. Determine whether investigation results warrant notice under the GIDEP. Forward the investigation determination to the GIDEP representative. (Note: Each organization that takes part in GIDEP is responsible for appointing a GIDEP Representative, who is responsible for serving as the primary point of contact between their organization and the GIDEP Program. To locate the Service/Agency GIDEP representative, consult Service/Agency documents.)

q. Provide timely resolution updates to PQDRs. Effective communication precludes the need for continuous follow-up and reconciliation from aged or overdue PQDRs. See enclosure 3 for processing guidelines. The complexity of the investigation may delay resolution. When delays occur, update the Screening Point with current progress and provide an expected resolution date. When Screening Points follow up on overdue PQDRs, provide emphasis to

responding or resolving the follow up/reconciliation listings to ensure timely and accurate PQDR status.

5. Support Point responsibilities:

a. Acknowledge receipt of investigation requests to Action Points and include date reply is due within 24 hours for a Category I PQDR and 3 calendar days for a Category II PQDR. Note: If the period for acknowledging receipt of investigation request to Action Point falls during shut down periods (weekends or holidays) tell them on the next business day.

b. Request exhibit within 7 calendar days after receipt of a PQDR, when needed for the investigation. Unless provided, transportation costs for shipping an exhibit to the investigation point (for example, contractor or Support Point) is the responsibility of the Government Originator, or when appropriate, the Action Point. Request the contractor provide transportation costs for shipping the exhibit to the investigation point. Notify the Action Point when the exhibit arrives within 5 calendar days of exhibit receipt.

c. Conduct an independent investigation (scope and depth as determined from the total facts available in each case) to determine the cause of the deficiency and the corrective and preventive action necessary. Reply with the investigation results, regardless of contract status.

d. Ask the contractor to investigate to determine all causes of the deficiency and identify corrective actions.

e. Evaluate the contractor's investigation report and corrective actions.

f. Verify the contractor's evaluation of warranted product for unacknowledged liability. When sending an action PQDR, assure the Action Point meets proper conditions for PQDR submission. If acceptable, perform the investigation following the Service or Agency regulations. In case of conflict, contractually prescribed warranty provisions take precedence over the requirements of the PQDR document and this regulation.

g. Prepare and forward an interim and final reply to the appropriate Action Point for Category I PQDRs within 20 calendar days if no exhibit is necessary, or within 20 calendar days after receipt of an exhibit. Prepare and forward the reply to the appropriate Action Point for Category II PQDRs within 30 calendar days if no exhibit is necessary, or within 30 calendar days after receipt of an exhibit. DCMA shall use the DLA Form 1227, Product Quality Deficiency Investigation Report (form, message, electronic facsimile or Email format, enclosure 11) for transmitting PQDR investigation results from manufacturing, maintenance, or overhaul facilities. Forward, as attachments to the DLA Form 1227, copies of any contractor letters, forms, test reports, or inspection records that document the PQDR investigation. Use of the DLA Form 1227 is not compulsory by GSA. The final reply to the Action Point will include:

(1) Cause of the deficiency that includes a determination of responsibility. If unable to determine the cause, include the reason in the response to the Action Point.

- (2) Corrective and preventive action by the responsible activity.
 - (3) Corrective and preventive action by the investigating Government office.
 - (4) Evaluation of current assets including current production or stock.
 - (5) Statement of position on repair or replacement of deficient materiel. Ask for exhibit disposition instructions.
 - (6) Results of investigations conducted at manufacturing, maintenance or overhaul facilities.
 - (7) Recommended PQDR summary code, see enclosure 11.
 - (8) If the exhibit does not arrive within 60 days of the request, close the request and notify the Action Point. Tell them the investigation cannot advance until the exhibit arrives and the PQDR reopened.
- h. For effective use of PQDR history, assign a PQDR summary code for every PQDR case at completion of the Support Point Investigation. The investigation activity will assign the code. Record the code in the "remarks" section of the applicable report (for example, section 17 of DLA Form 1227, line 17 of the message format). The PQDR Action Point will finish the report. Store the PQDR in a database that is compliant with DLM 4000.24 (reference c). The code is for a quick reference and consists of seven parts: Part 1, defect responsibility; Part 2, severity of the defect; Part 3, broad classification of the cause; Part 4, detailed cause of the defect; Part 5, action taken to prevent similar defects; Part 6, corrective action taken for the defective materiel; and Part 7, disposition of the deficient materiel.
 - i. On completing the investigation, ask the Action Point for disposition instructions. The Support Point will give disposition instructions to the contractor.
 - j. Use the PQDR investigation report message format (enclosure 8) and DLA Form 1227 Product Quality Deficiency Investigation Report (enclosure 11) for sending investigation reports to the Action Points.
 - k. The Action Point should send disposition instructions within 30 calendar days following the final investigation reply. If not, request the contractor to return the exhibit to its place of origin via the property transfer functionality within the Invoice, Receipt, Acceptance, and Property Transfer application (part of the Wide Area Workflow e-Business Suite). Include the transportation control number related to the original shipment. If the exhibit is obviously scrap materiel or the contractor fails to return the exhibit, request the plant clearance officer to effect disposition and disposal under FAR Part 45: Government Property, Subpart 45.6—Reporting, Reutilization, and Disposal (reference q).
6. Screening processes to remove deficient materiel. Deficient materiel screening procedures will:

- a. Identify actions to account for deficient materiel.
 - b. Identify the DoD Component POC that the Action Point is to contact to provide alert notices related to suspect materiel.
 - c. Aid in finding the quantity and location of deficient materiel within their DoD Component.
 - d. Send alerts on safety or critical items to freeze stock and provide instructions for other deficient materiel when appropriate.
 - e. Consider screening/inspecting stock to determine the quantity of deficient materiel to report.
 - f. Monitor screening and alert actions to ensure completion of all requested actions.
 - g. Keep documentation of screening and alert actions and provide it to requesting activities.
 - h. Determine the disposition action for all quantities determined to be deficient.
7. Processing Deficiency Reports on GSA Items. Report all deficiencies to GSA National Customer Service Center office, except items inspected at destination by the user or covered by a manufacturer's warranty. For these two exceptions, user activities should first try to contact the supplier to resolve their deficiencies directly. If unsuccessful, user activities must submit a deficiency report to the appropriate contracting officer. If the contracting officer is unknown, send the deficiency report to the GSA National Customer Service Center. 1500 East Bannister Road 6FR Kansas City, MO 64131 Phone: (800) 488-3111.

ENCLOSURE

PROCESSING GUIDELINES

| Step | Point | Process | Time CAT I | Time CAT II |
|------|---------------|----------------|------------|-------------|
| 1 | Originator | Info or SF 368 | 24 hrs. | 3 |
| 2 | Orig. Pt. | SF 368 | 24 hrs. | 3 |
| 3 | Screening | SF 368 | 24 hrs. | 10 |
| 4 | Action | SF 368 | 24 hrs. | 10 |
| 5 | Support | Form 1227 | 20 | 30 |
| 6 | Action | Form 1227 | 3 | 10 |
| 7 | Screening | Form 1227 | 3 | 3 |
| 8 | Orig/Orig Pt. | Form 1227 | 0 | 0 |

Figure 1. Category I and II PQDRS **WITHOUT** Exhibit

| STEP | POINT | PROCESS | TIME CAT I | TIME CAT II |
|------|--------------|-----------------|------------|-------------|
| 1 | Orig | SF 368 | 24 hrs. | 3 |
| 2 | Orig PT. | SF 368 | 24 hrs. | 3 |
| 3 | Screening | SF 368 | 24 hrs. | 10 |
| 4 | Action | SF 368 | 24 hrs. | 10 |
| 5 | Support | Exhibit Receipt | 7 | 7 |
| 6 | Action | ER | 5 | 10 |
| 7 | Screening | ER | 3 | 3 |
| 8 | Orig/Orig PT | ER | 3 | 6 |
| 9 | Support | Form 1227 | *20 | *30 |
| 10 | Action | Form 1227 | 3 | 10 |
| 11 | Screening | Form 1227 | 3 | 10 |
| 12 | Orig/Orig PT | Form 1227 | 0 | 0 |

Figure 2: Category I and II PQDRs **WITH** Exhibit

NOTE: Calendar days to process do not include any message, mail or shipping items.
* Represents calendar days after receipt of exhibit.

ENCLOSURE

Guidelines for Processing PQDRs

| ORIGINATOR | SCREENING POINT | ACTION POINT | SUPPORT POINT |
|--|--|---|---|
| <p>1. Discover defect.</p> <p>2. Forward PQDR/info to Originating Point:</p> <p>a. Cat I – 24 Hours</p> <p>b. Cat II - 3 calendar days.</p> <p>3. Identify PQDR materiel with DD Forms 2332 and 1575.</p> <p>4. Secure, segregate and suspend PQDR materiel.</p> <p>ORIGINATING POINT</p> <p>1. Submit PQDR to Screening Point:</p> <p>a. Cat I – 24 Hours</p> <p>b. Cat II - 3 calendar days.</p> <p>2. Certify validity, completeness, and accuracy of report.</p> <p>3. Assign RCN.</p> <p>4. Finalize report.</p> <p>5. Return invalid reports.</p> <p>6. Forward report to screening point.</p> <p>7. Provide copy of report to Installation Supply Support Activity for stock ID.</p> <p>8. Receive screening point replies and provide same to Originator.</p> | <p>1. Acknowledge receipt of PQDR:</p> <p>a. Cat I – 24 Hours</p> <p>b. Cat II – 3 calendar days.</p> <p>2. Screen PQDR for validity, accuracy and completeness.</p> <p>3. Return invalid reports.</p> <p>4. Determine if warranty applies – take appropriate action.</p> <p>5. Forward PQDR to Action Point:</p> <p>a. Cat I – 24 Hours</p> <p>b. Cat II – 10 calendar days.</p> <p>6. Receive replies from Action Point, evaluate for completeness and provide closing responses to the Originating Point, or, if results are inadequate, resolve differences with the Action Point prior to closing action:</p> <p>a. Cat I - 3 calendar days.</p> <p>b. Cat II - 10 calendar days.</p> | <p>1. Acknowledge receipt:</p> <p>a. Cat I – 24 Hours</p> <p>b. Cat II - 3 calendar days.</p> <p>2. Determine if warranty applies - take appropriate action.</p> <p>3. Determine if credit applies - take appropriate action.</p> <p>4. Alert field/storage of suspect materiel.</p> <p>5. Suspend/screen stock:</p> <p>a. Cat I – 24 Hours</p> <p>b. Cat II - 20 calendar days.</p> <p>6. Determine cause Contractor/Government and responsible Support Point.</p> <p>7. When Action Point conducts independent investigation, provide interim, or final reply:</p> <p>a. Cat I - 20 calendar days w/o exhibit or 20 calendar days after receipt of requested exhibit,</p> <p>b. Cat II - 30 calendar days.</p> <p>8. Forward PQDR to Support Point:</p> <p>a. Cat I – 24 Hours</p> <p>b. Cat II - 10 calendar days.</p> <p>9. Forward replies from Support Point:</p> <p>a. Cat I – 3 calendar days,</p> <p>b. Cat II – 10 calendar days.</p> | <p>1. Acknowledge receipt:</p> <p>a. Cat I – 24 Hours</p> <p>b. Cat II - 3 calendar days.</p> <p>2. Conduct investigation,</p> <p>3. Provide final/interim responses within:</p> <p>a. Cat I, 20 calendar days w/o exhibit or 20 calendar days after receipt of requested exhibit,</p> <p>b. Cat II, 30 calendar days w/o exhibit or 30 calendar days after receipt of request exhibit.</p> <p>4. Prepare DLA Form 1227 and forward same to Action Point.</p> |

Figure 3: PQDR Processing

ENCLOSURE 5

PQDR STANDARD FORM 368

| PRODUCT QUALITY DEFICIENCY REPORT (PQDR) | | | | | |
|---|--|---|---|---|-----------------------------------|
| CATEGORY <input type="checkbox"/> I <input type="checkbox"/> II | | REPORT CONTROL NUMBER (RCN) | | DATE | |
| 1a. FROM (Original Office Mailing Address - include DoDAAC) | | | 1b. ORIGINATOR NAME, PHONE NUMBER & E-MAIL ADDRESS | | |
| 2a. TO (PQDR Screening Point) | | | 2b. SCREENING POINT NAME, TELEPHONE NUMBER & E-MAIL ADDRESS | | |
| 3. DESCRIPTION OF DEFICIENCY (Describe in detail what is wrong, circumstances prior to the difficulty, probable cause, any action taken, and recommendations. Attach copy of supporting documents. Continue on separate sheet if necessary. Ensure that the description answers the questions listed in the instructions on the back of this form.) | | | | | 4. DATE DEFICIENCY WAS DISCOVERED |
| 5. DEFICIENT ITEM NATIONAL STOCK NUMBER (NSN) | | 6. DEFICIENT ITEM NOMENCLATURE | | 7. OPERATING TIME AT FAILURE <input type="checkbox"/> Initial Hours: Days: Rounds: Cycles: Miles: Other: | |
| 8. DEFICIENT ITEM PART NUMBER | | 9a. MANUFACTURER'S CAGE CODE | | 9b. MANUFACTURER / CITY / STATE | |
| 10. QUANTITY a. RECEIVED: b. INSPECTED: c. DEFICIENT: d. IN STOCK: | | 11. SERIAL, LOT, OR BATCH NUMBER SERIAL #: LOT #: BATCH #: | | 12a. ITEM <input type="checkbox"/> New <input type="checkbox"/> Repaired <input type="checkbox"/> Overhauled <input type="checkbox"/> Unknown 12b. DATE MANUFACTURED, REPAIRED, OR OVERHAULED Manufactured: Repaired: Overhauled: | |
| 13a. CONTRACT NUMBER | | 13b. REQUISITION / DOCUMENT NUMBER | | 13c. PURCHASE ORDER NUMBER | |
| 14. GOVERNMENT FURNISHED MATERIAL <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> UNKNOWN | | 15a. ITEM UNDER WARRANTY <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> UNKNOWN | | 15b. WARRANTY EXPIRATION DATE | |
| 16. END ITEM EIC/MUC/TAMCN | | | | | |
| 17. NEXT HIGHER ASSEMBLY a. NSN | | b. NOMENCLATURE | | c. PART NUMBER | |
| 18. END ITEM a. NSN | | b. NOMENCLATURE | | c. TYPE/MODEL | |
| 19. CURRENT DISPOSITION OF DEFICIENT ITEM (the Exhibit) | | (Select only one value) | | | |
| <input type="checkbox"/> HOLDING EXHIBIT | | <input type="checkbox"/> DISPOSED OF / DESTROYED | | <input type="checkbox"/> REPAIRED | |
| <input type="checkbox"/> OTHER (Explain in Block 3) | | | | | |
| 20. LOCATION OF DEFICIENT MATERIAL (e.g. Base, Camp, Station) | | | | | |
| 21. ACTION REQUESTED (Select only one value) <input type="checkbox"/> REPLACEMENT <input type="checkbox"/> REPAIR <input type="checkbox"/> CREDIT <input type="checkbox"/> OTHER (Explain in Block 3) | | | | | |

368-102

STANDARD FORM 368 (REV. 5/2011)
GENERAL SERVICES ADMINISTRATION
(FPMR 101 - 26.8)

Figure 4. Product Quality Deficiency Report (SF 368)

INSTRUCTIONS

CATEGORY - A Category I PQDR is described as an item that could cause loss of life or catastrophic failure of a major weapon system. Category II PQDRs are all those which are not Category I. Category I justification shall be provided in Description of Deficiency, Block 3.

REPORT CONTROL NUMBER (RCN) - Unique number assigned to identify the PQDR. It is comprised of the six position originating activity DODAAC, a two digit calendar year, and a unique four position serial number, e.g. M12000-10-0001.

DATE - The date the SF368 is filled out.

1a. FROM (Originating Office Mailing Address) - Complete name of activity (no acronyms when sending deficiency report across component lines), activity address code (AAC) mailing address including zip code of the activity originating the report and current location of the activity.

1b. ORIGINATOR NAME, PHONE NUMBER & E-MAIL ADDRESS - Provide name, telephone number (including all available telephone numbers; FTS; Autovon, and commercial) and e-mail address of an individual who can serve as a contact for questions regarding the report and/or to request exhibits or samples. For units that are deployed, please state deployed.

2a. TO (PQDR Screening Point) - The originating point will complete the name of the screening point activity (no acronyms) activity address code (AAC) mailing address including zip code of the screening point where the report needs to be sent by the originator's activity. For those activities that do not have screening points, leave blank.

2b. SCREENING POINT NAME, TELEPHONE NUMBER AND E-MAIL ADDRESS - If available, provide the name, telephone number, and e-mail address of the screening point individual.

3. DESCRIPTION OF DEFICIENCY - A comprehensive description of the deficiency to include circumstances prior to the failure. Explain, to the best of your ability, what is wrong with the item. Explain how the item does not function with relating parts or assemblies. Include specific drawings, specifications, regulations, instructions, or contracts. If an item is dimensionally incorrect, list the actual dimensions as well as the source of the correct dimensions (tech manual/drawing or comparative measurement of the old item). As best as you can, also include the following:

- Condition of packaging when received.
- Condition of part when removed from packaging.
- Was defect discovered prior to or after installation?
- How was deficiency discovered?
- How was deficiency confirmed?
- Were there any ID markings or stamps on deficient item?
- Were serviceable tags attached or available when item was received?
- Are pictures of the defective item available?
- Describe or identify any tests or procedures used during installation and/or testing.
- Identify (by RCN) any previous related (by NSN or defect) PQDRs that you know of or have submitted.

4. DATE DEFICIENCY WAS DISCOVERED - Date when the deficiency occurred or was discovered.

5. DEFICIENT ITEM NATIONAL STOCK NUMBER (NSN) - The National Stock Number consists of the four digit Federal Supply Classification (FSC) and nine digit National Item Identification Number (NIN). The FSC identifies the general stock classification (9999 is MISCELLANEOUS ITEM). The FSC can be found in the Indexes Cataloging Handbook H2. It can also be found on this web site, <http://www.dlsl.dla.mil/h2>. The NSN can often be found on the attached paperwork (DD250 or 1348 form), the product packaging, and in some cases on the item itself (example on manufacturer label or nameplate). Examples: (4730-00-013-0987), (4730-000130987)

COG & SMIC - Where applicable, the two character Cognizance Code (COG) and two character Special Material Identification Code (SMIC) shall be reported. The COG code identifies the Item Manager (ex: 7H,9C). The SMIC identifies material under special programs or applications (ex: L1, X3)."

6. DEFICIENT ITEM NOMENCLATURE - The name of the deficient item at its lowest identifiable level.

7. OPERATING TIME AT FAILURE - Time item had been in operation since new, overhauled, or repaired when the deficiency was discovered citing the appropriate performance element (miles, cycles, hours etc.). Enter "Initial" if the deficiency occurred with no operation time since new, overhauled, or repaired.

8. DEFICIENT ITEM PART NUMBER - The manufacturer's part number of the deficient item. This number may be found on the item or package markings.

9a. MANUFACTURER'S CAGE CODE - A five digit Contract and Government Entity (CAGE) Code of the manufacturer (of the deficient item) as listed in the DLA Cataloging Handbook H4.1 (Name to code), Federal Supply Code for manufacturer (United States and Canada). The CAGE Code may be taken from the markings on the deficient item.

NOTE: If the deficient item was repaired or overhauled, the CAGE or DODAAC of the last repair/overhaul facility shall be entered in Block 12c.

9b. MANUFACTURER / CITY / STATE - Name and address of the manufacturer which manufactured, repaired or overhauled the deficient item. For motor vehicles or components thereof, enter name of manufacturer of the vehicle or component, as appropriate.

10. QUANTITY:

- RECEIVED** - Enter the total number of items or parts received.
- INSPECTED** - Enter the total number of items inspected.
- DEFICIENT** - Enter the quantity found deficient of those inspected.

10. QUANTITY: continued

- IN STOCK** - Enter the quantity of additional material from the same manufacturer and contract remaining in stock.

11. SERIAL / LOT / BATCH NUMBER - Enter the manufacturer's serial, lot, or batch number of the deficient items as applicable. If any of these are unknown or don't apply, check the respective boxes for Unknown or N/A. If multiple numbers are reported, provide additional numbers in Description of Deficiency, Block 3.

12a. ITEM - Check the appropriate block to indicate whether the deficient item is New, Repaired, or Overhauled. Provide the dates manufactured, repaired, or overhauled in Block 12b, if available.

12b. DATE MANUFACTURED, REPAIRED, OR OVERHAULED - Enter the date the deficient item was manufactured if New item was selected in 12a, and the date repaired or overhauled if so selected in 12a.

12c. LAST REPAIR FACILITY - If the deficient item was repaired or overhauled, enter the CAGE or DODAAC, name, and address of the Repair Facility which last repaired or overhauled the deficient item.

13a. CONTRACT NUMBER - This is the identification number of the contract under which the deficient item/commodity was purchased or reworked. The number is comprised of Contract activity's Department of Defense Activity Address Code 6 position (DODAAC) example (N00024), seven position Contract Serial example (99C0001) Number, and 4 digit Contract Order Number example (0001). The contract number can often be found on the attached paperwork (DD250 or 1348 form), the product packaging, and in some cases on the item itself (example on manufacturer label or name plate). Examples (SP070098C0009), (N0010498C0008).

13b. REQUISITION / DOCUMENT NUMBER - The original MILSTRIP document number used to order the item. It is a unique reference number assigned to a requisition/release/receipt document in order to identify the transaction throughout the logistics system. It consists of a 14 digit code that most often can be found with the deficient material paperwork or product packaging (e.g. 1348 form). It is most often made up of a 6 digit DODAAC, a single digit year, 3 digit Julian calendar date and a 4 digit serial number (e.g. N451120234567). This information is key to getting the activity refunds/credits.

13c. PURCHASE ORDER NUMBER - The Purchase Order Number associated with the defective part. This can usually be found on the attached shipping document.

14. GOVERNMENT FURNISHED MATERIAL - Choose either YES, NO, or UNKNOWN. Only select "YES" if the deficient material was furnished by the Government to a Contractor for production purposes.

15a. ITEM UNDER WARRANTY - Choose either YES, NO, or UNKNOWN to indicate whether the deficient item is covered by an established or formal warranty. If yes, provide the warranty expiration date in Block 15b.

15b. WARRANTY EXPIRATION DATE - Provide the date the warranty is set to expire.

16. END ITEM EIC / WUC / TAMCN - Enter the applicable Equipment Item Code (EIC), Work Unit Code (WUC), or Table of Authorized Material Control Number (TAMCN) for the deficient material.

17. NEXT HIGHER ASSEMBLY (NHA) - If the deficient item is a part of another assembly before it is used or installed on the end item, enter all available information for that NHA.

- NSN** - National Stock Number associated with the next higher assembly.
- NOMENCLATURE** - Item name of the next higher assembly.
- PART NUMBER** - Part number assigned to the next higher assembly.
- SERIAL NUMBER** - Serial number of the next higher assembly.

18. END ITEM - Enter all available information for the principal end item, major weapon system, or commodity that the deficient item is used with or on (i.e. weapon system, vehicle, radio set, etc.).

- NSN** - National Stock Number associated with the end item.
- NOMENCLATURE** - Name of the end item.
- TYPE/MODEL** - Type or model assigned to the end item configuration.
- SERIAL NUMBER** - Serial number from the end item equipment or system. Multiple serial numbers may be listed in Description of Deficiency, Block 3.

19. CURRENT DISPOSITION OF DEFICIENT ITEM (the Exhibit) (Select only one value) - Check the appropriate block to indicate the status of the deficient material (the exhibit(s)) at the time the PQDR is submitted. Reporting activities are reminded that exhibits will be held by the Originating Point until disposition instructions are received from an appropriate Screening or Action Point. If shipping or disposition instructions have not been received by 30 days, a follow-up must be initiated with the appropriate Screening or Action Point. Any packaging, packing and shipping containers are to be held along with the exhibits to facilitate investigation. When disposition is other than the listed items, check "OTHER" and identify the nature of the disposition in the Description of Deficiency, Block 3.

20. LOCATION OF DEFICIENT MATERIAL (e.g. Base, Camp, Station, Supply Activity) - Enter the name and location or supply activity that is currently holding the exhibit/deficient material.

21. ACTION REQUESTED (Select only one value) - Check the appropriate block to indicate the action you, the Originator, have already taken or are requesting. If none of the items indicate the actions taken or requested, check "OTHER" and identify the nature of the action taken or requested in the Description of Deficiency, Block 3.

STANDARD FORM 368 (REV. 5/2011) BACK

ENCLOSURE 6

Suspended Tag - Materiel DD Form 1575 Tag

DoD Forms listing:

<http://www.dtic.mil/whs/directives/infomgt/forms/forminfo/forminfo655.html>

WARNING: Unauthorized persons removing, detaching, or destroying this tag may be subject to a fine of \$100 or more than 1 year or both (18 USC 1361).

PSN. PART NO. AND ITEM DESCRIPTION

SAMPLE - FRONT

SUSPENDED TAG-MATERIEL

NEXT INSPECTION DUE

CONDITION CODE

INSPECTION ACTIVITY

REASON OR AUTHORITY

SERIAL NUMBER/LOT NO.

UNIT OF ISSUE

CONTRACT OR PURCHASE ORDER NO.

QUANTITY

INSPECTOR'S NAME OR STAMP AND DATE

REMARKS

DD FORM 1575 1 OCT 66 S/N 0102-LF 016 0400

SAMPLE - BACK

Figure 5. Suspended Materiel Tag (DD Form 1575)

1

ENCLOSURE 7

PQDR Exhibit DD Form 2332 Tag

DoD Forms listing:

<http://www.dtic.mil/whs/directives/infomgt/forms/forminfo/forminfo1465.html>

PRODUCT QUALITY DEFICIENCY REPORT EXHIBIT

| | | |
|---|--------------------|-----------------------------------|
| 1. REPORT CONTROL NUMBER | 2. DATE (YYYYMMDD) | 3. ORIGINATING ACTIVITY |
| 4. NSN | 5. PART NO | 6. SERIAL/LOT/BATCH NO |
| 7. CONTRACT NO | 8. QTY RECEIVED | 9. QTY DEFICIENT |
| 10. ITEM DESCRIPTION | | |
| 11. COMPLAINT NARRATIVE WHAT IS WRONG (Continue on back if necessary) | | |
| SAMPLE- FRONT | | |
| 12. NAME (Last, First, Middle Initial) | | 13. TELEPHONE (Include Area Code) |

DD FORM 2332, JAN 1999 PREVIOUS EDITION MAY BE USED WHS/CHOR, Jan 99

PRODUCT QUALITY DEFICIENCY REPORT EXHIBIT

| | |
|---|-------------------------|
| 14. SCREENING POINT/DEPOT | |
| 15. DATE EXHIBIT RELEASED (YYYYMMDD) | 16. EXHIBIT RELEASED TO |
| 17. COMPLAINT NARRATIVE (Continued) AND REMARKS | |
| SAMPLE- BACK | |

DD FORM 2332 (BACK), JAN 1999

Figure 6: PQDR Exhibit Tag (DD Form 2332)

ENCLOSURE 8

Sample PQDR Message (Format)

PRIORITY OR ROUTINE

1. FM: NAVAIRSYSCOM QADSEC WASHINGTON DC

2. TO: OO-ALC HILL AFB UT//PMDAQ//

INFO: NAVAVNDEPOT NORFOLK VA

CLASSIFICATION:

SUBJECT: PRODUCT QUALITY DEFICIENCY REPORT, RCN N65887960001,
CATEGORY I

3. DESCRIPTION OF DEFICIENCY DETAILS: (Concise statement of what is wrong. Include the name, rank, and commercial/DSN telephone number of an individual to contact for additional information and/or to request exhibit/sample.) ITEM FAILED DURING ENGINE RUNUP; IMPELLER SEPARATED FROM SHAFT. LCDR JOHN DOE, DSN 690-3544, COMMERCIAL AREA CODE 202-635-8735, MAY BE CONTACTED AS NECESSARY CONCERNING THIS REPORT. ATTN: CODE 214, NORFOLK, VA 23411.

4. DATE DEFICIENCY DISCOVERED: 15 Jul 96

5. NATIONAL STOCK NUMBER: 1650002954672

6. NOMENCLATURE: IMPELLER, PUMP, HYDRAULIC, CONTROL

7. OPERATING TIME AT FAILURE: 42 HOURS (from time item entered operational service as a new or overhauled item to time the deficiency was discovered)

8. MANUFACTURER'S PART NUMBER: P/N IMP 693

9A. MANUFACTURER'S CODE: 53121

9B. MANUFACTURER/CITY/STATE: GENERAL MECHANICS, AKRON, OHIO 44309

10. QUANTITY:

A. RECEIVED: TWO

B. INSPECTED: TWO

C. DEFICIENT: ONE

D. ITEM IN STOCK AT ACTIVITY: ONE (Quantity shall be a count of each individual item disregarding unit of issue.)

11. SERIAL/LOT/BATCH NUMBER: SN 1359B
- 12A. NEW, REPAIRED OR OVERHAULED: NEW
- 12B. DATE RECD, MFRD, REPAIRED, OR OVERHAULED: N/A
- 12 C. LAST REPAIR FACILITIES (CAGE, DoDAAC, DEPOT, CITY, STATE): N/A
- 13A. CONTRACT NO: F4160893C0082
- 13B. REQUISITION/DOCUMENT NO: N68693-9323-0001
- 13C. PURCHASE ORDER NO: PO 7593
14. GOVERNMENT-FURNISHED MATERIEL: NO (was item provided to a contractor as Government-Furnished Property?)
- 15A. ITEM UNDER WARRANTY: NO (Is the item covered by a contract warranty?)
- 15B. WARRANTY EXPIRATION DATE:
16. END ITEM Equipment Item Code (EIC)/WORK UNIT CODE/Table of Authorized Materiel Control Number (TAMCN): 00136
17. NEXT HIGHER ASSEMBLY: TF-41-2
- (A) NSN:
 - (B) NOMENCLATURE:
 - (C) PART NO:
 - (D) SERIAL NO:
18. END ITEM: ENGINE/A-7E
- (A) NSN:
 - (B) NOMENCLATURE:
 - (C) TYPE/MODEL:
 - (D) SERIAL NO:
19. CURRENT DISPOSITION OF DEFICIENT ITEM. Holding. (Indicate HOLDING, DISPOSED OF/DESTROYED, REPAIRED, or OTHER with explanation)
20. LOCATION OF DEFICIENT MATERIEL:
21. ACTION REQUESTED: (Indicate REPLACEMENT, REPAIR, CREDIT or OTHER with explanation)

ENCLOSURE 9

Screening Criteria

CONDITIONS and related **ACTIONS** are listed below:

- a. **Inadequate information on form** - Enter data from local/in-house sources or contact Originator ASAP to obtain required information.
- b. **Incorrect Category classification** - Upgrade or downgrade Category classification as appropriate - provide justification/explanation to Originator. Category I classifications will not be used to expedite receipt of replacement part(s).
- c. **Investigation already in progress from prior report** - Provide Action/Support Point with additional instruction.
- d. **Investigation on same problem just completed** - Provide Action/Support Point any additional instructions for additional quantity.
- e. **Item damaged by user** - Treat PQDR as invalid-terminate PQDR.
- f. **No exhibit available** - Check available stock for like deficiencies or check with Originator to see if any additional data is available to confirm the defect. Recommend to Action Point that PQDR be classified as information only unless specific detailed narrative is available for use by the investigator.
- g. Deficiency encountered on materiel delivered on contracts for which **records are no longer** available - Process PQDR for possible investigation and screening of assets.
- h. **Contractor not responsible for deficiency** - Process to Action Point with recommendation as to where investigation and correction action should be directed.
- i. **Involves warranted materiel** - Treat all PQDRs on warranted product as action unless other instructions exist in the contract.
- j. **Improper storage** - When storage problem was at a depot and not a field activity, forward to materiel/item manager for action. When storage damage by user, terminate the PQDR.
- k. **Item fails-normal wear and tear or after expected life** - Treat PQDR as invalid and terminate.

ENCLOSURE 10
DISPOSITION and SHIPPING of EXHIBITS

| Originator/Originating Point | Screening Point | Action Point | Support Point |
|--|--|--|--|
| Tag exhibit with DD Form 1575 and DD Form 2332. | | When Action Point conducts an independent investigation and exhibit is required, request exhibit within 15 days (where applicable) after receipt of PQDR from the Screening Point or, if authorized, directly from the originating (holding) point. | Request exhibit from Action Point, or, if authorized, directly from the Originating/holding Point within 7 days after receipt of PQDR, if required for the investigation. |
| Hold exhibit until disposition instructions received. Follow-up to appropriate screening or Action Point after 30 days . | Provide exhibit disposition instructions to Originating Point if PQDR is terminated or exhibit is unnecessary (10-day max). | Provide exhibit disposition instructions to Screening Point or Originator, as applicable, if PQDR is terminated or unnecessary (10 days max) | Notify Action Point within 5 days of exhibit receipt and exhibit disposition. |
| After receipt of shipping authority, ship exhibit to Action or Support Point: Category I exhibits within 3 days; Category II exhibits within 6 days . | Provide exhibit disposition instructions to Originating Point if Action Point terminates PQDR or determines exhibit is unnecessary | When exhibit is requested by Support Point, provide shipping instructions to Screening Point, or Originator, as applicable, (Cat I - 5 days max; Cat II - 10 days max) and concurrently provide disposition instruction to Support Point for the exhibit after completion of the investigation. | Initiate action to dispose of exhibit after final investigation reply is sent to Action Point. |
| Notify Screening/Action Point of shipment. | When exhibit is requested by Support Point and the Action Point forwards the shipping instructions, provide instructions to the Originating Point (3 days max). | | |

Figure 7: Disposition and Shipping of Exhibits (all time is in calendar time)

ENCLOSURE 11

DLA Form 1227

| PRODUCT QUALITY DEFICIENCY INVESTIGATION REPORT | | 1. INVESTIGATOR'S CONTROL NUMBER |
|--|------------------------------------|----------------------------------|
| 2. FROM: | | 4. ORIGINATOR'S CONTROL NUMBER |
| | | 5. CONTRACT NUMBER |
| 3. TO: <i>(Type full address within brackets below)</i> <div style="border: 1px solid black; height: 40px; width: 100%; margin-top: 10px;"></div> | | 6. NSN |
| | | 7. MANUFACTURER'S PART NUMBER |
| 8. NOMENCLATURE | | |
| 9. NAME AND ADDRESS OF COMPLAINT INITIATOR | 10. NAME AND ADDRESS OF CONTRACTOR | |
| 11. REFERENCES AND DESCRIPTION OF DEFICIENCY | | |
| 12. CAUSE OF DEFICIENCY | | |
| 13. CORRECTIVE ACTION <i>(BY CONTRACTOR)</i> | | |
| (FORM CONTINUES ON REVERSE SIDE) | | |

DLA FORM 1227, DEC 88 (EG) PREVIOUS EDITIONS ARE OBSOLETE. PDF (DLA)

| | | |
|--|-----------------|-----------------|
| 14. CORRECTIVE ACTION (By Government) | | |
| 15. EVALUATION OF CURRENT PRODUCTION | | |
| 16. CONTRACTOR'S POSITION WITH RESPECT TO REPAIR OR REPLACEMENT | | |
| 17. REMARKS AND/OR RECOMMENDATIONS | | |
| 18. ENCLOSURES TO THIS REPORT AND DISTRIBUTION OF COPIES | | |
| 19. TYPE OF REPLY <input type="checkbox"/> INTERIM <input type="checkbox"/> FINAL | 19A. REPLY DATE | 20. PREPARED BY |
| 21. RECEIVED BY | | 22. APPROVED BY |

DLA FORM 1227, DEC 88 (BACK) (EG) PREVIOUS EDITIONS ARE OBSOLETE.

Figure 7. DD 1227 Product Quality Deficiency Investigation Report

Product Quality Deficiency Investigation Report (Form 1227) Instructions

The information to be entered in each space is dependent upon the type and cause of the deficiency and the information requested may not be appropriate in all cases. The information requested is typical when the cause of the deficiency is due to nonconformance with contract requirements. When necessary, use additional sheets and identify with related block number.

Block 1 INVESTIGATOR'S CONTROL NUMBER - Enter the RCN assigned by the activity conducting the investigation. Use the 6-digit DoDAAC of the Support Point, the 2 digits of the calendar year and the 4-digit sequence number.

Block 2 FROM Insert the appropriate office name and address, and the office symbol of the individual approving the report.

Block 3 TO Insert the name and address of the activity that forwarded the report.

Block 4 ORIGINATOR'S CONTROL NUMBER Obtain from deficiency report (SF 368).

Block 5 CONTRACT NUMBER Obtain from the deficiency report.

Block 6 NSN Obtain from the deficiency report

Block 7 MANUFACTURER'S PART NUMBER Obtain from the deficiency report

Block 8 NOMENCLATURE Obtain from the deficiency report

Block 9 NAME AND ADDRESS OF COMPLAINT INITIATOR Enter the activity that discovered and reported the problem. Obtain from the deficiency report.

Block 10 NAME AND ADDRESS OF CONTRACTOR Enter the holder of the contract under which the materiel was supplied.

Block 11 REFERENCES AND DESCRIPTION OF DEFICIENCY Identify correspondence and communications being answered or pertinent to the report. Enter the screening point's assigned tracking number if different from the RCN. Provide a brief description of the deficiency, as stated in the deficiency report.

Block 12 CAUSE OF DEFICIENCY Explain what caused the deficiency oriented to the manufacturing operation or process (e.g., worn die, missed operation, or contaminated cleaning solution). Explain why the contractor's quality control/inspection system or individual performance did not detect the deficiency. For example, inadequate procedures, noncompliance with procedures, improper use of gage or test equipment, or inspection equipment out of tolerance. Explain why the Government Quality Assurance Program did not detect the deficiency.

Block 13 CORRECTIVE ACTION (By Contractor) If the deficiency is the contractor's responsibility, determine if it is a random occurrence, or indicative of inadequate procedures,

equipment, personnel, etc. When it is indicative of a system breakdown, state what positive corrective action has been/is being taken by the contractor to correct the cause and to assure detection of the deficiency in the future. When it appears to be a random occurrence, cite in this block the rationale for this determination, addressing the adequacy of contractor's system. Also, indicate by item serial number, lot or batch number, or date when the corrective action was effected.

Block 14 CORRECTIVE ACTION (By Government) Verify the actions taken by the contractor. State what verification actions were taken to determine adequacy. If actions taken are not adequate, cite reasons why and corrective action sought. Indicate changes or adjustments made to the Government Quality Assurance Program, or special actions taken or to be taken, to assure performance remains adequate and same deficiency does not exist in future deliveries. If corrective action is not necessary, explain how this independent conclusion was reached. Do not paraphrase the contractor's reply. If the contractor refuses to investigate, state the results of the independent QAR investigation.

Block 15 EVALUATION OF CURRENT PRODUCTION - Determine by verification inspection if the same deficiency exists in current production, in current production of similar items, in the materiel in stock, or in higher assembly products, which may include the deficient item, and provide the results. State if the item is not being produced.

Block 16 CONTRACTOR'S POSITION WITH RESPECT TO REPAIR OR REPLACEMENT Indicate the condition of the exhibit. Any commitment by the contractor to repair or replace defective materiel at no cost to the Government (if not under warranty) should be included in his/her written response to the request for investigation. Also, include the date on which the repair or replacement will be completed, or indicate the number of days required for repair or replacement from the date of receipt of the materiel.

Block 17 REMARKS AND /OR RECOMMENDATIONS. Provide any contractor or Government comments or recommendations, which might be of assistance to the Action Point or complaining activity, including destination and shipping dates of other shipments suspected to contain the same deficiency, and suggested disposition instructions, including need for alert notification when applicable. Identify actual or suspected technical data or design deficiencies. Also use any Service or agency deficiency report form or method utilized to document design, development, purchasing, production, supply, maintenance, or contract deficiencies. If known or suspected fraudulent materiel is involved, it should be reported IAW applicable Service regulations. As applicable, provide comments regarding credit or no credit for materiel and that credit authorization be processed per DLM 4000.25 7 M, Military Standard Billing System.

SUMMARY CODE Establish a summary code. The code will be a nine-character code divided into seven segments as follows. The code will be used for a quick reference for the following general categories: (1) defect responsibility, (2) severity of the defect, (3) broad classification of the cause, (4) detailed cause of the defect, (5) preventative action taken because of the defect, (6) corrective action taken for the defective material, and (7) disposition of the deficient material.

The code will be initiated by the investigation activity, recorded in the "remarks" section of the applicable report (for example, section 17 of DLA Form 1227, line 17 of the message format)

and finalized by the appropriate Service Action Point. It will be stored in the appropriate PQDR data base and be accessible both within and outside the Action Point.

(1) DEFICIENCY RESPONSIBILITY CODE: Use these codes primarily to indicate whom (contractor or Government) is responsible/liable for the deficiency found during the investigation. They are the measurements used to evaluate contractor's/Government's quality performance. The responsibility for a deficiency can usually be determined by identifying the root cause of the reported deficiency.

(2) SEVERITY OF DEFECT: These codes classify the defect as critical, major, or minor IAW the Federal Acquisition Regulation.

(3) BROAD CAUSE CODE: Use these codes to indicate the general cause or type of error or problem that caused the deficiency or problem to occur.

(4) DETAILED CAUSE CODE: Use these codes to define the basic underlying root cause of the problem. The detailed cause explains what caused the deficiency or problem to occur. As an example: A report stated that fluid was leaking from a landing gear because the seal was distorted. On further investigation, it was determined the fluid itself was contaminated during its manufacture causing the distortion to the seal. The detailed (root) cause was defective fluid.

(5) PREVENTATIVE ACTION CODE: These codes identify the primary action taken or planned to correct the root cause of the reported or discernible discrepancy and to prevent recurrence of the deficiency.

(6) CORRECTIVE ACTION CODE: This code identifies the action taken to correct the defective items reported and all other similar defective items supplied and/or in the supply chain.

(7) FINAL EXHIBIT DISPOSITION CODE: This code describes the final disposition of the deficient material (exhibit(s)) known at the time of the final investigation report. Use other exhibit disposition codes to track exhibit handling throughout the PQDR process.

CODE STRUCTURE. The code consists of nine characters divided into seven segments as explained in the paragraphs above. Records shall be capable of tracking up to two codes each for Detailed Causes, Preventative Actions, and Corrective Actions per PQDR. The characters, code words, and their meanings will be as follows:

SEGMENT 1 – DEFICIENCY RESPONSIBILITY - 1st Position

- 1 PRIVATE CONTRACTOR** - The cause of the defect occurred at a contractor-operated facility and was determined to be a contractor's error.
- 2 PROCUREMENT AGENCY** - The defect was the result of a faulty procurement package and the responsibility of the buying command activity for contracting and procurement of the material.

- 3 GOVERNMENT MANUFACTURER (ORGANIC FACILITY) - The defect was caused by a contractor manufacturing error at a Government-operated manufacturing facility.
- 4 DESIGN AGENCY - The cause of the defect was due to a faulty Technical Data Package (TDP) or performance and technical requirements and the responsibility of the design activity.
- 5 GOVERNMENT OVERHAUL FACILITY - The cause of the defect occurred at a Government operated overhaul facility not including field maintenance.
- 6 USING ACTIVITY - The defect occurred because of user error and is the responsibility of the user activity.
- 7 GOVERNMENT SUPPLY ACTIVITY - The defect occurred at a Government supply facility for storing and requisitioning the material.
- 8 *UNKNOWN – Responsible party for the cause of the defect could not be determined. USE OF THIS CODE REQUIRES THE REASON(S) FOR INABILITY TO IDENTIFY RESPONSIBILITY TO BE STATED AS PART OF THE INVESTIGATION REPORT. (For example: budgetary constraints, equipment or test procedures are no longer practical for the investigation, Exhibit Not Available, etc.).*
- 9 INVALID REPORT - The PQDR did not meet the requirements of DLAR 4155.24 and is considered invalid.
- 10 *Blank*
- 11 FIELD MAINTENANCE – The cause of the defect occurred during field maintenance, evaluation or operation and is the responsibility of the field activity.

SEGMENT 2 - SEVERITY OF DEFECT - 2nd Position

- 1 CRITICAL - A nonconformance that judgment and experience indicate is likely to result in hazardous or unsafe conditions for individuals using, maintaining, or depending upon the supplies or services or is likely to prevent performance of a vital agency mission.
- 2 MAJOR - A nonconformance, other than critical, that is likely to result in failure, or to materially reduce the usability of the unit of supplies or services for their intended purpose.
- 3 MINOR - A nonconformance that is not likely to materially reduce the usability of the supplies or services for their intended purpose or is a departure from established standards having little bearing on the effective use or operation of the supplies or services.
- 4 UNKNOWN

5 NO DEFECT FOUND

SEGMENT 3 - BROAD CAUSE 3rd Position

- A** NORMAL WEAR AND TEAR & COMPONENT (WORN OUT) Indicates that the reported deficiency is attributed to normal wear and tear of the item, within expected or designed performance levels. The PQDR is considered invalid.
- C** CONTRACT ERROR - The actual contract was in error; e.g., wrong part number called out, wrong specification cited, etc.
- D** TECHNICAL DATA PACKAGE (TDP)/DESIGN ERROR - Contractor met requirements but the TDP or specified design requirements were inadequate and resulted in defective material.
- M** MAINTENANCE ERROR - Defect occurred during the repair, rework, modification, or overhaul of the item.
- N** CONTRACTOR NONCOMPLIANCE - Contractor (Government or private) failed to meet one or more contractual manufacturing requirements, resulting in defective material.
- P** PART APPLICATION - Part Complies but is not usable in the application.
- S** SHELF-LIFE PROBLEM - The item's shelf-life was expired or inappropriate.
- U** MISUSE OF ITEM - The originator caused the defect through misuse.
- V** OPERATED BEYOND LIFE LIMITS – Component operated past life limits set by design or engineering
- X** UNDETERMINED – The cause of the defect could not be determined. USE OF THIS CODE REQUIRES THE REASON(S) FOR INABILITY TO IDENTIFY THE BROAD CAUSE TO BE STATED AS PART OF THE INVESTIGATION REPORT. (For example: budgetary constraints, equipment or test procedures are no longer practical for investigation, Exhibit Not Available, etc.).
- Z** INVALID REPORT – The PQDR did not meet the requirements of DLAR 4155.24 and is considered invalid. INVALID REPORT will not be used to closed Child PQDRs. Child PQDRs are VALID.

SEGMENT 4 - DETAILED CAUSE - 4th, 5th, and 6th Position

- 1AA** MATERIAL, INCORRECT
- 1AB** Blank Intentionally
- 1AC** WELDING

- 1AD** COATING, PROTECTIVE
- 1AE** MARKING IMPROPER
- 1AF** INSTALLATION IMPROPER
- 1AG** Blank Intentionally
- 1AH** MANUFACTURING /FABRICATION
- 1AI** SOLDERING INADEQUATE
- 1AJ** LUBRICATION IMPROPER
- 1AK** DOCUMENTATION MISSING
- 1AL** Blank Intentionally
- 1AM** DAMAGED (VISUAL)
- 1AN** COMPONENT FAILURE.
- 1AO** Blank Intentionally
- 1AP** BRAZING
- 1AQ** BONDING
- 1AR** POTTING
- 1AS** HEAT TREAT
- 1AT** PLATING
- 1AU** CHEMICAL FILM
- 1AV** IMPREGNATION
- 1AW** KITTING
- 1AX** MACHINING (CUTTING, GRINDING, ETC.)
- 1AY** CLEANING
- 1AZ** CLEAN ROOM

- 2AA** TECHNICAL DATA PACKAGE, INCORRECT /INCOMPLETE
- 2AB** *Blank Intentionally*
- 2AC** *Blank Intentionally*
- 2AD** TEST PROCEDURES, INADEQUATE
- 2AE** *Blank Intentionally*
- 2AF** *Blank Intentionally*
- 2AG** CONFIGURATION CONTROL, INADEQUATE
- 2AH** INSTRUCTIONS, WORK
- 2AI** DESIGN, INADEQUATE
- 2AJ** OPERATIONAL MALFUNCTION, ELECTRICAL
- 2AK** MATERIAL DEFECTIVE, ELECTRICAL
- 2AL** OPERATIONAL MALFUNCTION, ELECTRONIC
- 2AM** MATERIAL DEFECTIVE, ELECTRONIC
- 2AN** OPERATIONAL, MALFUNCTION, MECHANICAL
- 2AP** Blank Intentionally
- 2AR** PRESERVATION/PACKAGING

- 3AA** QA REQUIREMENTS, INADEQUATE
- 3AB** Blank Intentionally
- 3AC** DRAWING, PROCURED
- 3AD** MAINTENANCE PROCEDURE, IMPROPER
- 3AE** OVERHAUL, INCOMPLETE

3AF TORQUE, IMPROPER
3AG Blank Intentionally
3AH COMPUTER (SOFTWARE) QUALITY ASSURANCE / SOFTWARE, INCOMPLETE
3AI TEST EQUIPMENT, AUTOMATIC
3AJ CALIBRATION
3AK TESTING, ELECTRONIC
3AL TESTING, MECHANICAL
3AM TESTING, NONDESTRUCTIVE
3AN INSPECTION, FINAL
3AO Blank *intentionally*
3AP CHEMICAL ANALYSIS

4AA SHELF-LIFE EXPIRED
4AB SHELF-LIFE INAPPROPRIATE
4AC Blank intentionally
4AD TECHNICAL MANUAL ERROR
4AE FIELD FIX, IMPROPER
4AF ELECTROSTATIC SENSITIVE DEVICE CONTROLS
4AG LEAD FREE SOLDER

5AA PURCHASING ERROR
5AB CERTIFICATION, VENDOR
5AC INSPECTION, RECEIVING
5AD Blank Intentionally
5AE MATERIAL, SEGREGATION OF NONCONFORMING
5AF Blank Intentionally
5AG Blank Intentionally
5AH Blank Intentionally
5AI TEST, PRESSURE
5AJ VERIFICATION, MECHANICAL PROPERTIES
5AK MATERIAL DEFECTIVE, MECHANICAL
5AL MATERIAL, UNAUTHORIZED SUBSTITUTION
5AM SPECIFICATION ERROR
5AN MATERIAL IDENTIFICATION/MIC
5AO MERCURY FREE REQUIREMENT, NONCOMPLIANCE
5AP CONTAMINATION
5AQ FINISH
5AR ASSEMBLY, IMPROPER
5AS COUNTERFEIT PARTS, SUSPECT

9XA UNDETERMINED – ISOLATED CASE
9XB UNDETERMINED – INFO ONLY
9XC UNDETERMINED – EXHIBIT UNAVAILABLE
9XD UNDETERMINED – DEFECT NOT DUPLICATED
9XE UNDETERMINED – ITEM WARRANTY PROCEDURES

- 9XX** UNDETERMINED – OTHER: The ROOT CAUSE of the defect COULD NOT BE DETERMINED FOR REASON OTHER THAN LISTED. USE OF THIS CODE REQUIRES THE REASON(S) FOR INABILITY TO IDENTIFY THE ROOT CAUSE TO BE STATED AS PART OF THE INVESTIGATION REPORT. (For example: budgetary constraints, equipment or test procedures are no longer practical for investigation, etc.)
- 9XX** UNDETERMINED - OTHER: The ROOT CAUSE of the defect COULD NOT BE DETERMINED
- 9YY** OTHER THAN LISTED: USE OF THIS CODE REQUIRES THE DETAILED CAUSE BE IDENTIFIED AS PART OF THE INVESTIGATION REPORT.
- 9ZZ** INVALID REPORT: The PQDR did not meet the requirements of DLAR 4155.24 and is considered invalid.

SEGMENT 5 - PREVENTATIVE ACTION 7th Position

- A** PROCESS CHANGED (INCLUDES CHANGES TO PROCESS INSTRUCTIONS) – This code indicates a change or modification to a manufacturing process.
- B** INITIATED ENGINEERING CHANGE PROPOSAL – This code indicates initiation of a proposal to change the design, configuration, or specification of the material for product improvement.
- C** REVISED TEST PROCEDURES – This code indicates a change or modification to test and inspection procedures.
- D** REVISE/REVIEWED SPECIFICATION/DRAWING/TECHNICAL ORDER, PUBLICATION/MANUAL – This code indicates that governing technical documentation and/or technical data package has been reviewed and/or revised as necessary to affect corrective actions on future procurements.
- E** *Blank Intentionally*
- F** *ISSUED TECHNICAL/SAFETY BULLETINS – This code indicates that appropriate bulletin and alert notices have been or will be issued.*
- G** *IMPROVED PACKAGING* – This code indicates that packaging requirements have been changed or modified to affect corrective action on future procurements.
- H** CHANGE CONTRACTUAL REQUIREMENTS FOR FUTURE BUYS – This code indicates that contract requirements or provisions have been changed or modified to affect corrective action on active and proposed contracts.
- I** POLICY CHANGED – This code indicates that procurement, manufacturing, or installation policy guidelines or practices have been changed or modified to affect corrective action on future requirements.

- J** QUALITY ASSURANCE REQUIREMENTS CHANGED - This code indicates that Government or contractor quality assurance procedures and/or requirements have been added, changed or modified to affect corrective action on future requirements. These include Quality Assurance Letters of Instruction notices to contractors, changes or adjustments made to the contractor and/or Government quality assurance program, or special actions taken or planned, to assure performance remains adequate and same deficiency does not exist in future deliveries.
- K** TRAINING PROVIDED/MODIFIED – This code indicates that new or enhanced training methods have been planned or initiated to affect corrective action on future requirements.
- L** Blank Intentionally
- M** FURTHER INVESTIGATION TO DETERMINE ROOT CAUSE AND CORRECTIVE ACTION
- N** CORRECTIVE ACTION REQUEST SUBMITTED
- O** CONTRACT TERMINATED
- P** SOURCE QUALIFICATION REVOKED / REMOVED AS APPROVED SOURCE FROM TOTAL ITEM RECORD.
- Q** Blank Intentionally
- R** NO PREVENTATIVE ACTION - OPERATIONAL RISK ACCEPTED – Use of this code is restricted to the PQDR owner or Service only.
- X** NO PREVENTATIVE ACTION - USE OF THIS CODE REQUIRES THE REASON(S) FOR NO PREVENTATIVE ACTIONS TO BE STATED AS PART OF THE INVESTIGATION REPORT. (For example: budgetary constraints, equipment or test procedures are no longer practical for investigation, Exhibit Not Available, etc.)
- Z** INVALID REPORT the PQDR did not meet the requirements of DLAR 4155.24 and is considered invalid.

SEGMENT 6 - CORRECTIVE ACTION 8th Position

- A** TO BE REPAIRED/REPLACED BY CONTRACTOR AT NO COST TO GOVERNMENT
- B** REPAIRED BY USING ACTIVITY - NOT CONTRACTOR REPRESENTATIVE
- C** TO BE REPAIRED/REPLACED BY GOVT - DEPOT/OVERHAUL FACILITY

- D.** EXHIBIT(S) SCRAPPED WITHOUT REPLACEMENT
- E.** USE-AS-IS
- F.** TO BE REPAIRED/REPLACED BY CONTRACTOR AT GOVERNMENT EXPENSE
- G.** EXHIBIT NOT REQUIRED, TURN IN THROUGH NORMAL SUPPLY
- H.** CONSIDERATION REQUESTED
- I.** NO CORRECTIVE ACTION – ACCEPTABLE RISK – Use of this code is restricted to the PQDR owner or Service only.
- X.** NO CORRECTIVE ACTION - USE OF THIS CODE REQUIRES THE REASON(S) FOR NO CORRECTIVE ACTION TO BE STATED AS PART OF THE INVESTIGATION REPORT. (For example: budgetary constraints, equipment or test procedures are no longer practical for investigation, Exhibit Not Available, etc.)
- Z.** INVALID REPORT - The PQDR did not meet the requirements of DLAR 4155.24 and was considered invalid.

SEGMENT 7 - FINAL EXHIBIT DISPOSITION - 9th Position

- A.** RETAINED AS IS BY USER - Indicates the user activity retained the exhibit for use as is.
- B.** REPAIRED BY USER FOR USE - Indicates the user activity maintained or repaired the exhibit for use by the user activity.
- C.** RETURN TO SUPPLY/USER IN SCC “A” - Indicates the exhibit was or will be returned to RFI Supply under RFI condition.
- D.** RETURN TO SUPPLY IN SCC “F” - Indicates the exhibit was or will be returned to NRFI Supply under normal repair cycle.
- E.** RETURN TO SUPPLY IN AS SUSPENDED/CONTROLLED ASSETS IN SCC “J” “L,” OR “Q” - Indicates that exhibit was or is planned to be returned to NRFI Supply under a suspended condition.
- F.** RETURN TO SUPPLY IN SCC “H/S” CONDEMN/SCRAP - Indicates that the exhibit was or is planned to be returned to NRFI Supply to be scraped/destroyed.
- G.** RETURN TO VENDOR WITHOUT RE-SUPPLY - Indicates that the exhibit was returned to and retained by the contractor, vendor, or SOS.

- H.** HOLDING ACTIVITY AUTHORIZED TO DISPOSE/SCRAP - Indicates the user or holding activity of the exhibit has or has been instructed to scrap or destroy the exhibit.
- I.** DISPOSITION NOT NECESSARY- NO EXHIBIT AVAILABLE - Indicates that final disposition of exhibit is not necessary for reasons such as invalid report, info only report, material not received, etc.
- J.** REMOVED FOR Conditioned Based Maintenance (CBM) ANALYSIS –Indicates the exhibit was transferred to the CBM program and final Disposition will be executed by CBM.
- K.** UNDETERMINED - Indicates that final disposition of exhibit is not known or identified as part of the PQDR report

GLOSSARY

PART I. ABBREVIATIONS AND ACRONYMS

| | |
|----------|---|
| CSI | Critical Safety Item |
| CAGE | Commercial and Government Entity |
| CMB | Conditioned Based Maintenance |
| DCMA | Defense Contract Management Agency |
| DLA | Defense Logistics Agency |
| DLMS | Defense Logistics Management System |
| DoD | Department of Defense |
| DoDAAC | Department of Defense Activity Address Code |
| ESA | Engineering Support Activity |
| GIDEP | Government Industry Data Exchange Program |
| GSA | General Services Administration |
| IMM | Integrated Materiel Manager |
| MILSTRAP | Military Standard Transaction Reporting and Accountability Procedures |
| MILSTRIP | Military Standard Requisitioning and Issue Procedures |
| NSN | National Stock Number |
| PQDR | Product Quality Deficiency Report |
| RCN | Report Control Number |
| SCC | Supply Condition Code |
| TDP | Technical Data Package |

PART II. DEFINITIONS

For this publication, the following definitions apply:

Acknowledgment. Response from one activity to another informing them of receipt of PQDR, initial disposition instructions, estimated date of completion, and other information, as appropriate (i.e., assigned action offices).

Action Point. A focal point(s), identified within each DoD Component responsible for receiving PQDRs from other DoD Components and for investigation and resolution of a reported product quality deficiency including necessary collaboration with Support Points. Action points other

than the above, however, may be specifically designated. Only an Action Point is authorized to transmit a deficiency report across DoD Component lines to a Support Point in another DoD Component.

Category I Deficiency Report. A report of any deficiency that may cause death, injury, or severe occupational illness; would result in loss or major damage to a weapon system; critically restricts the combat readiness capabilities of the using organization; or any defect that would result in a production line stoppage. Report Category I PQDRs within 24 hours after discovery.

Category II Deficiency Report. A report of a product quality deficiency which does not meet the criteria set forth in Category I. Category II normally is used for reporting major and minor defects.

Corrective Actions. Those actions taken to correct the defective items reported and all other defective items supplied or are in the supply pipeline. They include repair, replacement, alert notifications, and segregation, screening, and disposition of existing product. They also include all actions that can effect restitution for the defective items, i.e., credit, partial credit, refund, or service of a like kind.

Counterfeit Materiel. Materiel whose identity has been deliberately altered, misrepresented, or falsified, including but not limited to, any materiel that consists of a) a substitute or unauthorized copy of a valid product from an original manufacturer; b) a product in which the materials used, or the performance of the product has been changed without notice by a person other than the original manufacturer of the product, DoDI 4140.67 DoD Counterfeit Prevention Policy (reference f).

1. Counterfeit Materiel. An item that is an unauthorized copy or substitute that has been identified, marked, or altered by a source other than the item's legally authorized source and has been misrepresented to be an authorized item of the legally authorized source.

2. Suspect counterfeit. Materiel, items, or products in which there is an indication by visual inspection, testing, or other information that it may meet the definition of counterfeit materiel provided herein.

Critical Safety Item

1. Critical Safety Item (Aviation). A part, assembly, installation equipment, launch equipment, recovery equipment, or support equipment for an aircraft or aviation weapons system that contains a characteristic any failure, malfunction, or absence of, which could cause a catastrophic or critical failure resulting in the loss or serious damage to the aircraft or weapons system, an unacceptable risk of personal injury or loss of life, or an uncommand engine shutdown that jeopardizes safety. Damage is considered serious or substantial when it would be sufficient to cause a "Class A" accident or a mishap of severity Category I. The determining factor in CSIs is the consequence of failure, not the probability that the failure or consequence would occur. For this regulation "Critical Safety Item," "Flight Safety Critical Aircraft Part," "Flight Safety Part," "Safety of Flight Item", and similar terms are synonymous.

2. Critical Safety Item (Ship). Any ship part, assembly, or support equipment containing a critical characteristic whose failure, malfunction, or absence of could cause a catastrophic or critical failure resulting in loss of, or serious damage to, the ship, or unacceptable risk of personal injury or loss of life.

Defect (see, also, Severity Classification). Any nonconformance of a characteristic with specified requirements. IAW the Federal Acquisition Regulation definition and classification of nonconformances (FAR Subpart 46.101), classify defects as critical, minor, or major, as follows:

1. Critical Defect/Nonconformance. A critical defect/nonconformance that judgment and experience indicate is likely to result in hazardous or unsafe conditions for individuals using, maintaining, or depending upon the supplies or services or is likely to prevent performance of a vital agency mission.

2. Major Defect/Nonconformance. A nonconformance, other than critical, that is likely to result in failure, or to materially reduce the usability of the unit of supplies or services for their intended purpose.

3. Minor Defect/Nonconformance. A nonconformance that is not likely to materially reduce the usability of the supplies or services for their intended purpose or is a departure from established standards having little bearing on the effective use or operation of the supplies or services.

Design Deficiency. Any condition that limits or prevents the use of materiel for the purpose intended or required, where the materiel meets all other specifications or contractual requirements. These deficiencies cannot be corrected except through a design or specification change.

DoD Component. A Military Department or Defense Agency (for example, Army, Navy, DLA, DCMA, etc.).

Exhibit. The item reported as being deficient or a sample item, which represents the reported deficient condition, which can be analyzed to determine the possible cause of the defect.

Government-Furnished Property. Property in the possession of, or acquired directly by, the Government and subsequently delivered to or otherwise made available to a contractor.

GIDEP- Government-Industry Data Exchange Program: The Government-Industry Data Exchange Program (GIDEP) is a Department of Defense program established to eliminate expenditure of manpower, time, and money by making maximum use of existing knowledge and to promote and facilitate the sharing of technical information between government agencies and industry partners to increase systems safety, reliability, and readiness and to reduce systems development, production, and ownership costs. The program is assigned to the Undersecretary of Defense (AT&L) and managed by the Defense Standardization Program Office. A centralized, computerized, data dissemination, storage, and retrieval system that promotes the full and voluntary interchange of data on parts, materials, and processes among DoD, other

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Governmental Agencies, and industry users.

GIDEP ALERT. A GIDEP ALERT is a report of an actual or potential problem with parts, components, materials, manufacturing processes, test equipment, or safety conditions that may have multiple applications in Government or industry and be of significance to other GIDEP participants. GIDEP ALERTs are not to be used to report random part failures or failures resulting from applications outside of published design requirements. Prepare GIDEP ALERTs on GIDEP Form 97-1 (September 2009).

GIDEP SAFE-ALERTs. A GIDEP SAFE-ALERT is a report of an actual or potential problem with parts, components, materials, manufacturing processes, test equipment, or safety conditions, which may have multiple applications in Government or industry that affect the safety of people or equipment. Prepare GIDEP SAFE-ALERTs on GIDEP Form 97-1 (September 2009) by adding the word SAFE to the title block.

GIDEP Agency Action Notice. A GIDEP Agency Action Notice is issued by Government agencies to report problems with products or processes. Unlike ALERTs, Safe Alerts, and Problem Advisories, Agency Action Notices do not include problem solutions or manufacturers' corrective actions, but they do document the occurrence of a problem. Agency Action Notices may be designated as "U" for Unlimited release to all GIDEP participants or "L" for Limited release (limited to only Government Agencies, or only Defense Agencies). Prepare Agency Action Notices on GIDEP Form 97-3.

GIDEP Problem Advisory. Problem Advisories are used to report nonconformances, which, unlike ALERTs, have a low probability of causing a functional failure. They do however, report problems with products/processes, which do not meet specifications. They can also be used as preliminary ALERTs where there is a suspected problem, which is not completely defined due to lack of data. Problem Advisories are prepared on GIDEP Form 97-2 (September 2009).

Government-Owned Product. A product that is owned by, leased to the Government, or acquired by the Government under the terms of a contract.

Integrated Materiel Manager. Any activity or agency that has been assigned integrated wholesale materiel management responsibility for the Department of Defense and participating Federal agencies. Integrated wholesale materiel management responsibilities include requirements determination, procurement, distribution, overhaul and repair of reparable materiel, and disposal of materiel.

Interim Reply. Correspondence used to inform an activity that response timeframes could not be met. Interim replies should minimally provide the status of the investigation and an anticipated completion date.

Materiel Screening Point. A designated activity(ies) within each DoD Component that receives notices of suspect materiel and initiates action(s) to locate, freeze, and/or provide instructions for the disposition of suspect materiel. Activities will monitor screening and alert action and provide result to requesting activities.

Objective Quality Evidence. Evidence based upon the results of test or examination that a deficiency exists.

Originating Point. An Activity within a DoD Component that finds a product quality deficiency and reports it to the designated DoD Component screening point. A contractor that receives defective Government materiel and reports it is also considered to be an Originating Point.

Originator. The individual who discovers the defective materiel and initiates the deficiency report.

Premature Failure. Premature failures are limited to those failures occurring after the item has been placed in service or operations, but prior to expiration of a contractually prescribed warranty term/s and conditions/s or specified period of performance.

Preventive Actions. Those actions taken to prevent or preclude recurrence of the deficiency. These include design/specification/drawing changes, changes to procurement technical data packages for future buys, issuance of Quality Assurance Letters of Instructions, notices to contractors, procedural changes, and process changes.

Procurement Deficiency. Any unsatisfactory materiel condition that is attributable to improper, incorrect, ambiguous, omitted, or conflicting contractual requirements including the procurement document it references, or any problem condition due to technical requirements of materiel.

Product. Item, materiel, data, software, supplies, system, assembly, subassembly, or portion of it that is produced, purchased, developed, or otherwise used by the Government. Products obtained by architect-engineer construction and facilities support contracts do not apply.

Product Quality Deficiency. A defect or nonconforming condition detected on new or newly reworked Government-owned products, premature equipment failures, and products in use that do not fulfill their expected purpose, operation or service due to deficiencies in design, specification, materiel, manufacturing, and workmanship. (See "Defect," above.)

Product Quality Deficiency Report (PQDR). The SF 368 form or format used to record and transmit product quality deficiency data.

Quality Deficiency Data. Information (based on objective evidence) provided by an activity concerning unsatisfactory new, newly reworked (Government or contractor) materiel, premature equipment failures, and products in use that does not fulfill their expected purpose, operation or service. The data can be as simple as the Originating Point's internal report form that initially recorded the deficiency. Of prime importance is the requirement for documentation that is based on direct examination, test, procedural review, etc.

Quality Investigation. A comprehensive investigation conducted by the quality assurance organization within the action/support Activity to determine whether the reported unsatisfactory materiel was repaired, manufactured, or tested in conformance with required specifications,

standards, or contractual requirements and that applicable quality controls are adequate to ensure conformance. Corrective action will be initiated when inadequacies are identified.

Report Control Number (RCN). The control number assigned by the Originating Point IAW a prescribed format containing the Originating Point's Department of Defense Activity Address Code (DoDAAC), calendar year and sequential number. The number has three parts. The first part has six places and is the DoDAAC of the originating DoD activity (reference c). Part two is the calendar year (two places.) Part three is a four-digit sequential number starting with 0001 at the beginning of the calendar year. Examples of valid number are FA4600050001 for the Air Force, W22G1G050001 for the Army, N38010050001 (or R or V service designators) for the Navy, and M38010050001 for the Marine Corps. (Marine Corps aviation units include N, R, or V designators.) If a contractor is creating the report, the first place should be a "0" (zero) followed by the applicable Commercial and Government Entity (CAGE) code; the second part is the calendar year; and the third part is a sequential number; for example, 053862050001. The RCN will not contain any hyphens or spaces.

Reworked Materiel. Materiel that has been overhauled, rebuilt, repaired, reworked, or modified by a military facility or commercial facility. Such materiel will be considered newly reworked until it has been proven during actual system operation.

Screening Point. Designated Activities within each DoD Component that review the PQDR for proper categorization, validity, correctness of entries, accuracy, and ensures complete address information and determines and transmits the PQDR to the proper action point. The screening point is either inside or outside the DoD Component, maintains an audit trail for each PQDR, reviews closeout responses from action points, and collects, maintains, and exchanges PQDR data.

Severity Classification. (See also, "Defect," above). Classify a defect by its severity: critical, major, or minor.

Ships' CSI. Any ship part, assembly, or support equipment containing a critical characteristic whose failure, malfunction, or absence may cause a catastrophic or critical failure resulting in loss or serious damage to the ship, or unacceptable risk of personal injury or loss of life.

Summary Code. A nine-character code that provides the overall conclusion of the PQDR investigation that includes determination of responsibility, severity, broad and detailed cause, corrective action and preventative actions and materiel disposition of the PQDR.

Support Point. Any activity that helps the Action Point, as requested, conduct and provide results of a special analysis or investigation to correct or prevent a product quality deficiency.

Test Deficiencies. Any incompatibility or failure of materiel as measured against the applicable test specifications, procedures, or test equipment between Government and contractor-cognizant activities.