Army Regulation 702–7
AFR 74-6
SECNAVINST 4855.5A
DLAR 4155.24

Product Assurance

Product Quality Deficiency Report Program

Headquarters
Departments of the Army, Air Force, Navy,
and Defense Logistics Agency
Washington, DC
20 July 1993

UNCLASSIFIED

SUMMARY of CHANGE

AR 702–7/AFR 74–6/SECNAVINST 4855.5A/DLAR 4155.24
Product Quality Deficiency Report Program

Not applicable.

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*DLAR 4155.24

Effective 20 July 1993

Product Assurance

Product Quality Deficiency Report Program

By Order of the Secretaries of the Army, the Navy, the Air Force, and the Director, Defense Logistics Agency:

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History. This publication has been reorganized to make it compatible with the Army electronic publishing database. No content has been changed.

Summary. This regulation establishes a system for feedback of product quality deficiency data in order to:

1. Provide for the initial reporting, cause correction, and status accounting of individual product quality deficiencies, as well as to identify problems, trends, and recurring deficiencies.

2. Enable Components to exchange deficiency report data.

Applicability. This regulation is applicable to, and has been coordinated with, DLA, Army, Navy, Air Force, Marine Corps, and General Services Administration (GSA), hereafter referred to as the Components. All other DoD users of Component-provided supplies or contract administration services (e.g., National Security Agency, Defense Mapping Agency, Defense Communications Agency, U.S. Coast Guard) are encouraged to comply with this regulation for reporting of any product quality deficiencies.

Proponent and exception authority. The proponent of this regulation is the Deputy Chief of Staff for Logistics (DCSLOG). The proponent has the authority to approve exceptions to this regulation that are consistent with controlling law and regulation. Proponents may delegate this approval authority, in writing, to a division chief within the proponent agency in the grade of colonel or the civilian equivalent.

Army management control process. Not applicable.

Supplementation.
DLA supplementation is prohibited.
Army supplementation is prohibited. The Army will complement this Joint Service Regulation with a separate Army Regulation for reporting quality deficiencies within the Army.
Navy supplementation requires approval of the Office of the Assistant Secretary of the Navy (Research Development and Acquisition) Product Integrity.
Air Force supplementation is prohibited. This regulation applies only to reports sent across Component lines by Air Force Maintenance Engineering managers. Technical Order 00-35D-54, USAF Materiel Deficiency Reporting and Investigating System, applies to all internal Air Force deficiency reporting.
The Marine Corps Logistics Base (Code 808), Albany, GA, will complement this Joint Services Regulation with a separate Marine Corps Order for reporting product quality deficiencies within the Marine Corps.

Suggested Improvements. Not applicable.

Coordination.
CAHS, CAIL, Army (SARD/DALO-SMM), AMC(AMCRD-IM), Navy (ASN(RD&A)PI), Air Force (LEYM), Marine Corps (COMMARCORLOGBASES 808), GSA (FSS/FQA)

Distribution.
Defense Logistics Agency:
2 less 10; 11; J.
Army:
Active Army, ARNG, USAR: To be distributed in accordance with DA Form 12-9A requirements for AR, Product Assurance-D. (Qty rqr block #513.)
Navy:
SNDL A1 (Immediate Office of the Secretary) (ASSTSECNAV (RD&A) PI, only) (10 cys)
A3 (Chief of Naval Operations)
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FKA8F (DIRSSP)FKM8 (NSC Cheatham Annex)FKM9 (NSC)FKM13 (SPCC)
FKM15 (ASO)
FKM17 (FLEMATSUPPO)

*This DLAR supersedes DLAR 4155.24/AR702/7/SECNAVINST 4855.5/AFR 74-6/MCO 4855.5F, 27 Nov 89, and Change 1.

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FKM24 (NAVREGCONTCEN)
FKM25 (NAVREGPEO)
FKN1 (FACENGCOMDIV)
FKN1 (CBC)FKN3 (OICC)
FKN5 (PWC)FKN10 (NAVSUPPFAC)
FKP1 (Weapons Activities)
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FKA1A (01, 02, 04, 05, 5162, (30 CYS))
FKA1B (003, 003-4, 003-42, 12)
FKA1C (02, 04, 0641, 10, 15)
FKA1F (02, 50, 52 (15 CYS), 063, 064 (15 CYS), 0821 (15 CYS))
FKA1G (SPECIAL LIST Y-2) (02, CHENG-Q, 05, 05M, 06, 06Q, 07, 07Q, 071, 072, 08, 91, 92, 92Q, ALL PMS CODES AND PDS-350)
FL1 SECNAV/OPNAV Directives Control Office, Washington Navy Yard, Bldg. 200, 901 M Street, SE, Washington, DC 20374-5074 (20 CYS)Stocked: CO, NAVPUBFORMCEN, 5801 Tabor Avenue, Philadelphia, PA 19120-5099 (300 cys)
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Glossary

I. PURPOSE AND SCOPE

a. To implement DoD policy for the reporting of product quality deficiency data as required by DoD Instruction 5000.2, Defense Acquisition Management Policies and Procedures. This regulation establishes a system for feedback of product quality deficiency data in order to:

(1) Provide for the initial reporting, cause correction, and status accounting of individual product quality deficiencies, as well as to identify problems, trends, and recurring deficiencies.

(2) Enable Components to exchange deficiency report data.

b. This regulation is applicable to, and has been coordinated with, DLA, Army, Navy, Air Force, Marine Corps, and General Services Administration (GSA), hereafter referred to as the Components. All other DoD users of Component-provided supplies or contract administration services (e.g., National Security Agency, Defense Mapping Agency, Defense Communications Agency, U.S. Coast Guard) are encouraged to comply with this regulation for reporting of any product quality deficiencies.

c. This regulation is mandatory for use when reporting product quality deficiency conditions across Component lines. It is encouraged for use within the Services. It applies to product quality deficiencies detected on new or newly reworked Government-owned products whether the product is inspected and accepted at source, inspected at source and accepted at destination, or inspected and accepted at destination. It also applies to the special case of product inspected at source, shipped to destination for acceptance, and determined at destination to be unusable/unserviceable.

d. The reporting of the following types of deficiencies is excluded from the provisions of this regulation:

(1) Deficiencies involving products authorized for local base or station purchase which are reportable under local procedures. This exclusion does not apply to local purchases where the original source was GSA.

(2) Foreign military sales items under the Security Assistance (SA) Program after conveyance of title. Quality deficiency data under the SA Program are properly reported on the Standard Form (SF) 364, Report of Discrepancy. See DLAR 4140.60/AR 12-12/SECNAVINST 4355.17A/AFR 67-7, Processing Discrepancy Reports Against Foreign Military Sales Shipments.

(3) Medical materiel which is reported on SF 380, Reporting and Processing Medical Materiel Complaints/Quality Improvement Report. See DLAR 4155.28, Reporting and Processing Medical Materiel Complaints, and MM 67-1 USAF Supply System.

(4) Subsistence materiel which is reported:

(a) On DD Form 1608, Unsatisfactory Material Report (Subsistence) in accordance with DLAR 4155.3/AR 30-12/NAVSUPINST 4355.2D/AFR 74-5/MCO 10110.21F, Inspection of Subsistence Supplies and Services.

(b) DLAR 4155.26/AR 40-660/NAVSUPINST 10110.8C/AFR 161-42/MCO 10110.38C DoD Hazardous Food and Nonprescription Drug Recall System.

(5) Any unsatisfactory materiel condition which is attributable to improper handling or deterioration during storage. Report in accordance with individual Component procedures.

(6) Preservation, packaging, packing, and related marking deficiencies which are reported on SF 364, Report of Discrepancy. Shipping-type (item) discrepancies, e.g., overages, shortages, expired shelf life, incorrect items, which are reportable on SF 364. See DLAR 4140.55/AR 735-11-2/SECNAVINST 4355.18/AFR 400-54, Reporting of Item and Packaging Discrepancies.

(7) Transportation-type discrepancies, e.g., shortages, losses or damages in-transit, which are reported on SF 361, Transportation Discrepancy Report. See Army Regulation 55-38/NAVSUPINST 4610.36E/AFR 75-18/MCO P4610.19/DLAR 4500.15, Reporting of Transportation Discrepancies in Shipments.

(8) Materiel that fails because user-performed maintenance was inadequate; was operated improperly; or materiel that fails due to normal wear and tear.

(9) Malfunctions involving ammunition and explosives which shall be reported in accordance with individual Component procedures. See AR 75-1, Malfunctions Involving Ammunition and Explosives.

II. POLICY

a. There shall be a cross-Component system that will feed back quality data to activities responsible for design, development, purchasing, production, supply, maintenance, contract administration, and other functions so that action can be initiated to correct and prevent product quality deficiencies.

b. Quality deficiency data will be reported across Component lines in a timely manner to ensure prompt determination of cause, corrective action, and prevention of recurring deficiencies are initiated.

c. Components will assure, as applicable, that contract clauses or quality assurance provisions are incorporated into contracts that provide for contractor and subcontractor participation in the deficiency reporting and investigation program.

d. Components will assure that all product quality deficiencies subject to the provisions of this regulation are reported. This includes deficiencies which may occur in major weapon systems, Government-owned products used during development/test, items supplied as Government-furnished property (GFP), or deficiencies in any other items not specifically excluded by paragraph ID, above.

e. Exceptions to the use of this reporting system must be submitted through the respective Component headquarters. Agreement from all affected Components is necessary before approval is granted for any requested exception.

f. Submission of Product Quality Deficiency Reports (PQDRs) may also require reporting of quality deficient stock(s) under materiel returns or warranty programs for credit to be given. Submitters should check their applicable Service/Agency regulations and enclosure 2, paragraph III, for guidance.

III. DEFINITIONS

See enclosure 1.

IV. SIGNIFICANT UPDATES

Extensive changes have been made to this regulation and it should be reviewed in its entirety. Uniform reporting, investigation, processing, and management information systems have been established. Requirements for functional organizations to support the deficiency reporting process have been introduced. Many other system improvements have been incorporated.

V. RESPONSIBILITIES

a. HQ DLA will act as the DoD focal point on matters pertaining to this regulation. Recommended changes to this regulation will be forwarded to the Directorate of Quality Assurance, HQ, DLA (DLA-Q).

b. The Components will:

(1) Provide guidance and technical assistance to their field activities on matters pertinent to this regulation.

(2) Establish surveys and training programs to assure compliance with this regulation and Service implementing regulations.

(3) Have a product quality deficiency reporting system in compliance with enclosure 2 which includes the following elements:

(a) A process for the originating point to document and report product quality deficiencies.

(b) A capability to screen PQDRs thoroughly prior to forwarding to another Component.

(c) A process which provides for action points to conduct separate investigations and be responsible for obtaining investigations as to cause and associated corrective action for both contractor or Government attributable product deficiencies.

(d) Use of the SF 368, Product Quality Deficiency Report (form, message, electronic facsimile, or E-Mail format) for reporting product quality deficiencies to another Component, including guidance for obtaining data necessary to complete the form.

(e) Use of DLA Form 1227, Product Quality Deficiency Investigation Report (form, message, electronic facsimile or E-Mail format) for transmitting PQDR investigation results from manufacturing, maintenance, or overhaul facilities. Use of the DLA Form 1227 is not mandatory by GSA.

(f) Identification of action point(s) responsible for receiving PQDRs from other Components. See enclosure 4.

(g) An analysis and investigation capability to assure timely and thorough actions are taken to address and correct the cause of confirmed deficiencies.

(h) A capability of selectively notifying other users of products reported to be defective and, when necessary, providing for disposition of nonconforming materiel in stock and in use throughout the DoD/GSA system.

(i) A system for selectively requesting and tightly controlling PQDR exhibits held for investigation in compliance with enclosure 2.

(j) A management information system that, as applicable: (1) collects and provides for evaluating origination, screening, action and support point PQDR and exhibit processing time data for compliance with enclosure 2, figure 5; (2) provides for historical collection of PQDR data associated with quality, reliability, or maintainability correlated to contractor or Government deficiencies, and allows for the storage and exchange of a PQDR Summary Code in accordance with enclosure 6.

(k) A capability of selectively interchanging deficiency data between the PQDR system and the ALERT portion of the Government Industry Data Exchange Program (GIDEP).

(l) A system to assure that deficiencies on GFP are reported in accordance with contractual requirements and that these deficiencies are in turn reported to the designated action points.

(m) Service/Agency implementing procedures shall address the needed interfaces of the quality, engineering, maintenance, supply, financial, and acquisition operations/systems to assure:

1. The Establishment and maintenance of the proper system/operational controls over PQDR materiel including exhibits. Required controls include, but are not limited to:

a. Supply due-in records and materiel accountability in accordance with DoD 4000.25-2-M, Military Standard Transaction Reporting and Accounting Procedures, whenever materiel is directed for movement or suspended from issue/use pending resolution of a PQDR.

b. Financial accounting in accordance with DoD 7200.9-M, Department of Defense Accounting Manual, and financial adjustment in accordance with DoD 4000.25-7-M, Military Standard Billing System.

c. Materiel marking in accordance with MIL-STD-129, Marking for Shipment and Storage.

d. Internal Controls in accordance with DoD Directive 5010.38, Internal Management Control Program.

e. Processing of exhibits in times prescribed (enclosure 2) and materiel movement in accordance with DoD Directive 4140.1, Materiel Management Policy.

2. The establishment and maintenance of proper systems/operational controls to conduct investigations and introduce corrective action for PQDRs attributable to maintenance, design, contract specification, or any other documentation/ equipment under the control or responsibility of the Government.

VI. FORMS AND REPORTS

The reporting requirement prescribed herein for individual SF 368 product quality deficiency data is exempt from the assignment of a Report Control Symbol under DoD Directive 7750.5, Management and Control of Information Requirements.

Appendix A
PRODUCT QUALITY DEFICIENCY REPORT PROCESSING [Encl 2 DLAR 4155.24 AR 702-7]

A–1. Processing of Product Quality Deficiency Reports

a. Category I and Category II Deficiency Reports. Category I and Category II PQDRs shall be reported electronically: by message or electronic mail (E-Mail), using the SF 368 message or E-Mail format (enclosure 3); or an electronic facsimile of the SF 368. The SF 368 shall be used for Category II PQDRs when using other than electronic transmission. All acknowledgments and further correspondence on the Category I PQDRs will be sent electronically when possible. When the urgency exists, Category I PQDRs may first be transmitted by oral communications but must be confirmed by E-Mail or message. Information copies of Category I reports may be submitted by the action point to screening points of known users, as necessary, to alert them to the problem. The SF 368 will be used for reports submitted to GSA.

b. Supporting Documentation. Copies of documents relating to the PQDR which facilitate investigation of the report, should be submitted as follow-on supporting documentation. For example, the submission of objective quality evidence (such as photographs, test reports, or similar data as supporting documentation) is encouraged.

c. Report Control Number (RCN). The RCN assigned to the PQDR by the Component originating the report shall be the identifier in all subsequent communications processed by the participating Components. Each report shall be identified by a unique alphanumeric control number, developed as follows: segment one (six places) is the DoDAAC of the originating DoD activity (reference DoD 4000.25-6-M, DoD Activity Address Directory (DoDAAD), parts I, II, and III.). Segment two is the calendar year (two places). Segment three is a sequential number starting with 0001 for each new calendar year (four places); e.g., F04606920001 for Air Force; W22G1G920001 for Army, N38010920001 for Navy or M38010920001 for Marine Corps.) If the manufacturer is originating the report, the first place should be filled with a "0" followed by the applicable Commercial and Government Entity (CAGE) code, then the calendar year and sequential number (e.g., 053862920001). The RCN shall not contain any hyphens or spaces.

d. Processing of PQDRs will be accomplished in accordance with subparagraph A, above. When exhibits to support the PQDR investigation are available, then paragraph II, below is applicable. When disposition/credit is requested on defective materiel (over and above the quantity needed for exhibit/investigation) or on a warranty item, then paragraph III, below is applicable. Processing times for PQDRs, exhibit requests and investigation reports shall be in accordance with figure 5.

Processing times are guide lines. Failure to meet the specified times does not relieve the requirement to process the PQDR.

e. Report originators will prepare and forward a PQDR to the designated PQDR originating point on each Post, Camp, Station, Base, Ship, or Activity upon identification of defective materiel. Process the PQDR exhibit in accordance with (IAW) paragraph II, below.

f. The Originating Point will:

(1) Review and correct as necessary the PQDR for completeness, validity, and accuracy. 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 in block 23. Provide the name of an individual, with all phone numbers (commercial/DSN/FTS), who can serve as a contact for questions in item 1b of SF 368.

(2) Assign an RCN to the PQDR in accordance with subparagraph C, above.

(3) Add any additional information available and finalize the report in the appropriate electronic transmission, message, or SF 368 format (enclosure 3) or close out and return the report to the originator if it does not meet the criteria for a valid PQDR in accordance with this regulation.

(4) Submit the PQDR to the originating point's service screening point in accordance with times prescribed in figure 1. As an exception, and when agreed upon by the two Component headquarters involved, PQDRs may be submitted directly to the appropriate action point for investigation. Copies of the correspondence will be provided to the appropriate Service screening points for data collection and analysis.

(5) Receive screening point replies or final investigation replies and provides same to the originator.

g. Screening points will:

(1) Acknowledge receipt of PQDRs to originating points within the applicable timeframe (figure 1).

(2) Screen PQDRs IAW figure 2 and validate category classification.

(3) Obtain correct or missing information from the originator, utilizing telephone or electronic messages, whenever possible. Attempt to complete all data elements on SF 368. If data block does not apply, it is recommended to state

"not applicable" (NA). Similarly, it is recommended that, if data block information is unknown, state as "unknown" (UNK).

(4) Forward PQDR to action point IAW figure 1.

(5) Maintain a PQDR data base containing data on the original report, results of the investigation and, if used, a PQDR Summary Code developed in accordance with enclosure 6.

(6) Close out the PQDR and return it to the originating point if it is determined to be invalid IAW criteria set forth in this regulation.

(7) Review final investigation report and/or closeout action and provide same to originating point, or other service agency screening point if PQDR was received across Component lines, when appropriate.

h. Action points will:

(1) Receive PQDRs and acknowledge receipt to the screening point, close out and return the report to the screening point if the PQDR is determined to be invalid, or process the PQDR within the times prescribed in figure 1.

(2) Be responsible for investigations as to cause, obtain test and investigation results, and initiate associated corrective action for both contractor and Government attributable product quality deficiencies.

(3) Conduct an independent PQDR investigation or determine the need for investigation by a support point, e.g., Contract Administration Office, Engineering Support Activity, Contracting, Supply Office, etc. Transmittal of an action request will include a copy of the PQDR, a statement of the support required, and the pertinent background data which may be helpful in the investigation effort. If an action request is not deemed appropriate, ensure that an information-only copy of the PQDR on source inspected products is provided to the appropriate support point for their awareness, locally determined use, and quality history records. Prior to release of an action request, screen the PQDR to assure all available or obtainable entries are complete and accurate and that the category assigned is correct. Make necessary changes, corrections, and additions before transmittal. Components may utilize DLAH 4105.4, DoD Directory of Contract Administration Services Components, to determine the proper support point.

(4) Combine multiple PQDRs for the same product and deficiency into one report when possible, prior to forwarding to a support point.

(5) Determine if the same deficiency is currently under investigation or has been resolved because of a previous report. If this situation does exist, a new investigation will not normally be initiated. The current or previous investigation results may be used to reply to the originator. A copy of the additional PQDR will be forwarded to the responsible support point for informational purposes and the contractor's position relative to repair/replacement of any additional defective materiel reported.

(6) As appropriate, alert activities and/or storage depots within the action point Component of suspect materiel. Notify appropriate screening points to alert their activities/storage depots. Request suspension/screening of depot stocks, as appropriate.

(7) Monitor support point investigations.

(8) Evaluate, as a potential technical problem, those deficiencies involving any failure of an assembly to function properly, breakage of a Component, or the inability to assemble. If the evaluation or investigation reply indicates that the investigation should have been conducted by another design, maintenance, or procurement support point, process PQDR to the appropriate support point for action.

(9) Prior to PQDR closeout action, evaluate and identify the basic cause of the problem and the responsible party, e.g., contractor error or Government error (design, maintenance, or procurement errors). Request the support point to provide the action point with investigation replies and details of corrective action, taken or planned, within 20 days for Category I and 30 days for Category II PQDRs without exhibits. When exhibits are available, request the support point to provide investigation replies and details of any corrective action, taken or planned, within 20 days for a Category I, or 30 days for a Category II, after receipt of the exhibit that was requested to support the investigation.

(10) Receive and review each investigation reply from a support point for completeness and adequacy. If corrective action is inadequate, take appropriate action to resolve differences.

(a) When the PQDR is considered to be contractor's responsibility and the item was source inspected, request the quality assurance element at the Contract Administration Office investigate the deficiency in conjunction with the contractor and provide a corrective action response. When the PQDR is considered to be the contractor's responsibility and the item was not source inspected, request the contracting office responsible for the contract to have the contractor investigate the deficiency and provide a corrective action response. Also pursue cost-free repair, replacement, or reimbursement for the defective materiel.

(b) When the PQDR is considered to be a technical data error, request the appropriate engineering element to

provide a corrective action response to include a product improvement action. Implementation of the product improvement action is not necessary prior to closing the PQDR but replies should assure that procedures are established to prevent subsequent procurements from including the same technical data error.

(c) When the PQDR is considered to be a procurement deficiency, request the contracting officer review related contracting procedures and all active contracts for that item for like deficiencies and appropriate corrective action.

(d) When the PQDR is considered to be a maintenance error, request/recommend the responsible maintenance function takes appropriate corrective action.

11. Prepare followup request if an investigation reply is not adequate to closeout the PQDR within the specified time or an interim reply has not been received denoting the expected completion date.

12. Prepare and forward to the appropriate activity a final reply which includes:

(a) Results of support point investigation, when applicable. Inclusion of DLA Form 1227 is recommended.

(b) Cause of reported deficiency.

(c) Responsibility for the deficiency (e.g., contractor error, maintenance error, procurement error, design, or TDP error) as determined by the action point.

(d) Extent and findings of the investigation.

(e) Actions taken to correct the existing deficiency including disposition of defective materiel.

(f) Need for alert notifications or field bulletins, if applicable.

(g) The severity classification (minor/major/critical) of the reported deficiency.

(h) Comment regarding recommendation for credit IAW DoD 4000.25-7-M or Service/Agency implementing regulations.

13. When appropriate, provide other screening points of known military users with results of the investigation and the corrective action.

14. Determine whether investigation results warrant notification under the GIDEP. Forward determination to the appropriate GIDEP activity for action.

i. Support points will:

(1) Acknowledge receipt of investigation request to action point along with date reply is due. This can be accomplished concurrently with a request for exhibit.

(2) Request exhibit within 7 days after receipt of a PQDR when needed for the investigation.

(3) Conduct an investigation (scope and depth as determined from the total facts available in each case) to determine the cause(s) of the reported deficiency and the corrective action necessary. Investigations and replies are required on reports citing either open or closed contracts.

(4) Prepare and forward a final reply to the appropriate action point which includes:

(a) Cause of the reported deficiency including a determination as to responsibility for the deficiency.

(b) Corrective action by the responsible activity.

(c) Corrective action by the investigating Government office.

(d) Evaluation of current assets including position as to repair/replacement of defective materiel.

(e) Results of investigations conducted at manufacturing, maintenance/overhaul facilities will be prepared using the form or format of DLA Form 1227. Use of the DLA Form 1227 by GSA is not mandatory.

(f) Recommended PQDR Summary Code, when prepared in accordance with enclosure 6 of this regulation.

(5) As an exception, and when agreed upon by the two component headquarters involved, investigation results and replies may be forwarded by the support or action point directly to the report originator. Copies of the correspondence will be provided to appropriate action and screening points for data collection and analysis.

(6) Provide interim or final replies and followup at estimated completion date:

(a) Category I, 20 days after receipt of investigation request without need for exhibit or 20 days after receipt of a requested exhibit.

(b) Category II, 30 days after receipt of investigation request without need for exhibit or 30 days after receipt of requested exhibit.

(7) Provide feedback to Components, identifying DoDAAC and RCNs, when exhibits needed for investigations are requested and not received.

A–2. PROCESSING OF PQDR EXHIBITS

a. Securing Exhibits. All PQDR exhibits shall be secured/segregated from all other materiel by the PQDR originating activity. Exhibits shall be identified with a properly filled out DD Form 1575, Suspended Tag - Materiel, and DD Form 2332, Product Quality Deficiency Report Exhibit (figure 4), and shall be classified in a suspended supply condition pending full implementation of supply condition code Q.

b. Exhibit Transportation Costs. Unless otherwise provided, transportation costs for shipping an exhibit to the investigation point (e.g., contractor or other support point) will normally be the responsibility of the Government.

Transportation costs for return of the exhibit will normally be requested of the contractor or other support point when the exhibit is requested to perform an investigation.

c. Exhibit Shipping Priority Code. The shipment of an exhibit(s) from an originator (holding) point to a support point for the conduct of an investigation shall be: Category I PQDR exhibits will be shipped priority designator (PD) 03 (TP-1); Category II PQDR exhibits will be shipped priority designator (PD) 06 (TP-2). If specific shipping priority instructions are not provided for an exhibit to be returned after completion of an investigation then the priority code (PD) 09 (TP-3) shall be used. DoD Directive 4140.1 is applicable.

d. Packaging and Marking. ASTM 3951-88, Standard Practice for Commercial Packaging, may be used for exhibit packaging and marking guidance of exhibits. The tagged exhibit (DD Form 1575 and DD Form 2332) along with a copy of the related deficiency report shall be commercially packaged including necessary bracing and cushioning to assure safe delivery to the destination. The deficiency report shall identify the exhibit holding point, the name of a point of contact, and both commercial and Government (DSN/FTS/etc.) phone numbers. The outside of the package shall be clearly marked "To Be Opened In The Presence Of A Government Representative" and shall also be marked "PQDR Exhibit/Report Control Number _____" and, when applicable, "Warranty Item." MIL-STD-129 is applicable.

e. Exhibit Holding Time. Exhibits shall be held 60-days by the originating point or until disposition instructions are received from an appropriate screening or action point. (Note: This 60 day requirement supersedes the requirement printed on the reverse of the SF-368.) If after 60 days, shipping or disposition instructions have not been received, a followup may be conducted with the appropriate screening or action point. Exhibits shall not be repaired within the 60 day holding time unless critical mission requirements dictate. In such instances, action should be initiated to retain evidence of the deficiency through photographs, testing, etc., that can be included with the PQDR.

f. Action/Originating/Screening/Support Point Exhibit Responsibilities. Action, originating, screening, and support points shall each:

(1) Establish information systems to monitor the status of exhibit disposition instructions for compliance with requirements of figure 3. All exhibit management systems shall utilize the PQDR originator's report control number.

(2) Assure all disposition instructions relative to exhibits are accomplished using electronic mail or message processes. Supply due-in records and materiel accountability in accordance with DoD 4000.25-2-M are applicable whenever materiel is directed for movement.

(3) Assure that organizations responsible for accomplishing the tasks prescribed in this enclosure formalize procedures with all functional organizations contributing to the task accomplishment.

g. Exhibit Disposition (After Completion of the Investigation). Disposition instructions for exhibits shall be provided by the action point to the support point. In the event disposition instructions are not received by the support point by 30 days following a final investigation reply, a followup may be conducted. If disposition instructions are not received within 30 days after the followup, the support point will prepare or request the contractor to prepare a DD Form 1149, Requisition and Invoice/Shipping Document, identifying the transportation control number (TCN) related to the original shipment and return the exhibit to the place from which it was received and notify the action point of the shipment. In the event the exhibit is obviously scrap materiel or the contractor fails to return the exhibit, the plant clearance officer will be requested to effect disposition and disposal under FAR 45.6. H. Support points performing investigations shall provide management information feedback data to Components identifying action point DoDAACs and RCNs related to PQDRs for which exhibits have been requested and not received.

A–3. PROCESSING OF PQDRS INVOLVING DEFICIENT PRODUCT (OTHER THAN EXHIBITS) OR WARRANTED PRODUCT

a. Procedure for Handling Warranted Materiel

(1) General. Use of the SF 368 to process deficient warranted materiel shall be used only when prescribed in Service warranty regulations. Whenever the form is used it must be applicable to product involving a contractually prescribed warranty.

(2) Originating Point Responsibilities. The originating point shall assure defective warranted materiel is classified in a suspended supply condition code pending full implementation of supply condition code W and assure that the "remarks" block of the DD Form 1575, Suspended-Tag Materiel, and the DD Form 2332, Product Quality Deficiency Exhibit, are appropriately completed to reflect the contract number and that the item is under warranty. The SF 368, block 19, will also be completed to reflect the item is under warranty. When the product is packaged for shipment, the originating point will mark the outside of the packaging container with "To Be Opened in the Presence of a Government Representative - PQDR Exhibit/Warranted Item."

(3) Screening Point Responsibility. Assure that SF 368 is filled out properly and verify that materiel failed within the contractually prescribed warranty conditions. Treat as action PQDR when failure occurs on new warranted product and evidence or failure mode indicates a quality problem. Treat all other PQDRs on other than new warranted product, that failed during the warranty period, as information only.

(4) Action Point Responsibilities. PQDRs on new or newly reworked materiel (see enclosure 1) under warranty

requiring an investigation shall be processed as action. PQDRs on other than new/newly reworked materiel and those not requiring an investigation shall be processed as information only.

(5) Support Point. Verify the contractor's evaluation of warranted product, particularly where liability is not acknowledged. When an action PQDR is submitted, assure proper conditions of subparagraph 3 above are met. If acceptable, process PQDR in accordance with Service/Agency regulations. In case of conflict, contractually prescribed warranty provisions take precedence over the requirements of this regulation.

b. Procedures for Handling Defective Materiel (Other Than Warranted Materiel)

1. General. Processing and handling of defective materiel shall be in accordance with Service/Agency regulations. Credit adjustments for defective materiel shall be in accordance with DoD 4000.25-7-M.

(a) Originating points will determine the amount of materiel that is defective and report the exact or suspected number of defective items in block 15c of the SF 368. Tag all suspected materiel reported on the PQDR by attaching a DD Form 1575.

(b) Originating point will:

(1) Determine if additional suspected/known defective items are located on the Post, Camp, Station, Ship, or Activity. Request the Installation Supply Support Activity (ISSA) identify any additional defective stock on hand.

(2) When appropriate, classify in a suspended supply condition code, pending full implementation of supply condition code Q for all suspected/known defective items and segregate and control the items.

(3) When applicable, assure block 22 of the SF 368 identifies that the PQDR is being processed as a credit request.

(c) Service screening point will:

(1) Consider sending Alerts (within their Service) on safety/critical items to freeze stock/provide instructions for other defective materiel.

(2) Consider screening/inspecting stock (within their Service) to determine quantity of defective materiel to be reported to the action point.

(3) When disposition instructions are received, assure that the materiel is reclassified to appropriate condition codes. If disposition instructions are not received, followup with the action point to determine what should be done with the materiel.

(4) Ensure that the original MILSTRIP requisition document number is included on all SFs 368 for defective materiel. When the original document number cannot be determined, the screening point will assign a MILSTRIP document number. The document number will be constructed as follows: the screening point's DoDAAC for the first six positions, the current julian date (YDDD) for the next four positions, and a four-position serial number beginning with "U". An example of a constructed document number is F53121 2175 U001. In addition, when the original document number is not included, the screening point will include the DoDAAC of the office to receive credit and the fund code (refer to MILSBILLS fund code supplement DoD 4000.25-7-M-S-1) indicating the funds to credit.

(d) Action point will:

(1) Provide initial disposition instructions to the screening point for materiel being held (i.e., in a suspended supply condition code) by the originator/originating point, and at all other points where there is defective materiel. Take action to assure that all materiel is reclassified as soon as possible.

(2) Provide credit instructions or recommend credit be provided in accordance with DoD 4000.25-7-M or Service/agency implementing regulations.

(3) During investigation of the PQDR, determine the scope of the deficiency (e.g., what other materiel, in addition to the reported quantity, is defective) by initiating screening actions/support point investigations as necessary.

a. If it is suspected that similar defective items are present in another Service's stock, contact the screening point for assistance in determining the quantity defective.

b. Inform the support point of any increases/decreases in number of defective items.

(4) Determine the disposition action for all quantities determined to be defective.

(5) In the closing response to the screening point, provide disposition instructions on all quantities determined to be defective.

PROCESSING OF PRODUCT QUALITY DEFICIENCY REPORTS

ORIGINATOR	ORIGINATING POINT	SCREENING POINT	ACTION POINT	SUPPORT POINT
1. Discover defect 2. Initiate PQDR 3. Forward report to originating point a. Cat I - 24 hrs b. Cat II - 3 days	1. Submit PQDR to screening point a. Cat I - 24 hours b. Cat II - 3 days 2. Certifies validity, completeness, and accuracy of report 3. Assigns HCN 4. Finalizes report 5. Return invalid reports 6. Forwards report to screening point. 7. Provide copy of report to Installation Supply Support Activity for stock ID. 8. Receive screening point replies and provide same to originator.	1. Acknowledge receipt of PQDR a. Cat I - 24 hours b. Cat II - 10 days 2. Screen PQDR for validity, accuracy and completeness (See Figure 2). 3. Return invalid reports. 4. Forward PQDR to action point a. Cat I - 24 hours b. Cat II - 10 days 5. Receives replies from action point - forward same to originating point a. Cat I - 3 days b. Cat II - 3 days	1. Acknowledge receipt a. Cat I - 24 hours b. Cat II - 10 days 2. Determine if warranty applies-take appropriate action 3. Determine if credit applies - take appropriate action 4. Alert field/storage of support material 5. Suspend/screen stock a. Cat I - 24 hours b. Cat II - 20 days 6. Determine cause (contractor/Government and responsible support point 7. When action point conducts independent investigation, provide interim, or final reply A. Cat I, 20 days w/o exhibit or 20 days after receipt of req exhibit b. Cat II, 30 days w/o exhibit or 30 days after receipt of req exhibit 8. Forward PQDR to support point a. Cat I - 24 hours b. Cat II - 10 days 9. Forward replies from support point a. Cat I - 3 days b. Cat II - 10 days	1. Acknowledge receipt 2. Conduct investigation 3. Provide final/interim responses within: a. Cat I, 20 days w/o exhibit or 20 days after receipt of requested exhibit b. Cat II, 30 days w/o exhibit or 30 days after receipt of requested exhibit 4. Prepare DLA form 1227 and forward same to action point

NOTE: All times are calendar days
All times begin with receipt of report

Figure A-1. PROCESSING OF PRODUCT QUALITY DEFICIENCY REPORTS

SCREENING CRITERIA

CONDITION	ACTION
o Inadequate information on form	Enter data from local/in-house sources or contact originator ASAP to obtain required information.
o 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).
o Investigation already in progress from prior report	Provide action/support point with additional information including quantities requiring disposition instructions.
o Investigation on same problem just completed	Provide action/support point any additional information and request disposition instructions for additional quantity.
o Item damaged by user	Treat PQDR as invalid - terminate PQDR.
o No exhibit available	Check available stock for like deficiencies and/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.
o Deficiency encountered on material delivered on contracts closed over 4 years	Process PQDR for possible investigation and screening of assets.
o Deficiency involves premature failure (other than new or newly overhauled product)	Treat PQDR as information only or, if considered to be a design problem, forward to action point for processing to appropriate support point for engineering investigation and corrective action.
o Noncontractor responsible deficiency	Process to action point with recommendation as to where investigation and corrective action should be directed.
o Involves warranted material	Treat all PQDRs on new/newly reworked warranted product as action. Treat all other PQDRs involving warranted material that failed during the warranty period, as information only and as a warranty claim.
o Improper storage	When storage problem was at a depot and not a field activity, forward to action point to request investigation by storage depot as to cause and corrective action. When storage damage is by user, terminate the PQDR.
o Item fails - normal wear and tear or after expected life	Treat PQDR as invalid and terminate.

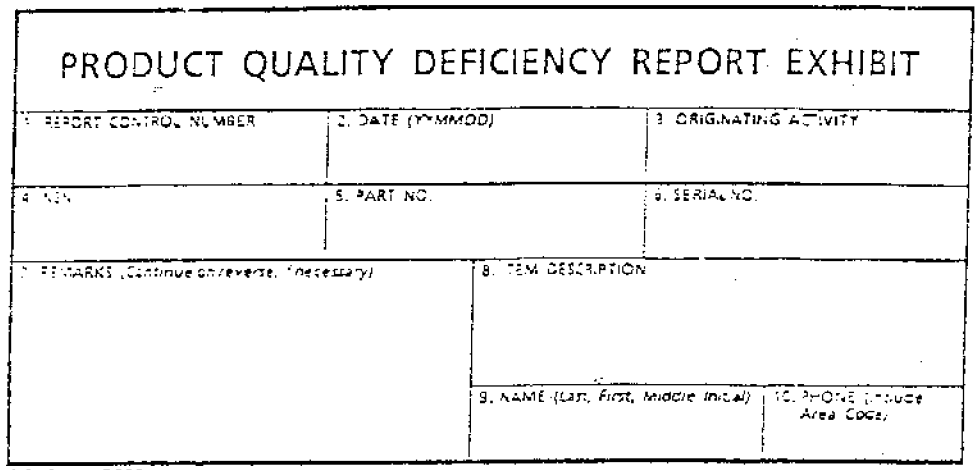
Figure A–2. SCREENING CRITERIA

DISPOSITION AND SHIPPING OF EXHIBITS

ORIGINATOR ORIGINATING POINT	SCREENING POINT	ACTION POINT	SUPPORT POINT
Tag exhibit with DD Form 1575 and DD Form 2332. Hold exhibit until disposition instructions received. Followup to appropriate screening or action point after 60 days. After receipt of shipping authority, ship exhibit to action or support point. Category I exhibits within 3 days. Category II exhibits within 6 days. Notify screening/action point of shipment.	When exhibit is requested by action point conducting independent investigation, provide shipping instructions to originating point (Cat I - 5 days max; Cat II - 10 days max). Provide exhibit disposition instructions to originating point if PQDR is terminated or exhibit is unnecessary (10 days max). Provide exhibit disposition instructions to originating point if action point terminates PQDR or determines exhibit is unnecessary. When exhibit is requested by support point and the shipping instructions are forwarded by the action point, provide instructions to the originating point (3 days max).	When action point conducts independent investigation and exhibit is required, request exhibit within 15 days after receipt of PQDR from the screening point or, if authorized, directly from the originating (holding) point. Provide exhibit disposition instructions to screening point if PQDR is terminated or unnecessary (10 days max). When exhibit is requested by support point, provide shipping instructions to screening point (Cat I - 5 days max; Cat II - 10 days max) and concurrently provide disposition instructions to support point for the exhibit after completion of the investigation.	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. Notify action point within 10 days of exhibit receipt and exhibit disposition. Initiate action to dispose of exhibit after final investigation reply is sent to action point in accordance with para G.

NOTE: All times are calendar days.

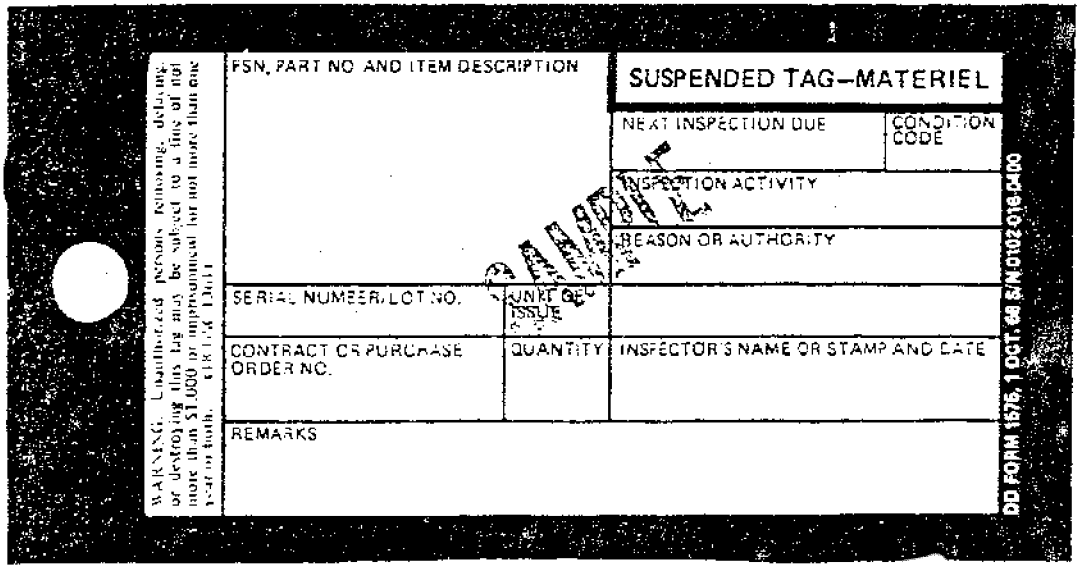
Figure A–3. DISPOSITION AND SHIPPING OF EXHIBITS



PRODUCT QUALITY DEFICIENCY REPORT EXHIBIT

1. REPORT CONTROL NUMBER	2. DATE (YYMMDD)	3. ORIGINATING ACTIVITY
4. NSN	5. PART NO.	6. SERIAL NO.
7. REMARKS (Continue on reverse, if necessary)	8. ITEM DESCRIPTION	
	9. NAME (Last, First, Middle Initial)	10. PHONE (Include Area Code)

DD Form 2332, JUL 89 Previous edition is obsolete.



WARNING: Unauthorized persons removing, defacing or destroying this tag may be subject to a fine of not more than $1,000 or imprisonment for not more than one year or both. (18 U.S. 1361)

FSN, PART NO AND ITEM DESCRIPTION		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. 88 S/N 0102-016-0400

Figure A–4. PRODUCT QUALITY DEFICIENCY REPORT EXHIBIT

PROCESSING TIMES (DAYS)
FOR SF 368, PQDR EXHIBIT REQUEST (ER), AND DLA FORM 1227, INVESTIGATION REPORT (IR)

CATEGORIES I AND II PQDRS W/O EXHIBIT

STEP	1	2	3	4	5	6	7	TOTAL DAYS (MAXIMUM)
POINT	ORIG	SCREEN	ACT	SUP	ACT	SCREEN	ORIG	
PROCESS	SF 368 PQDR	SF 368 PQDR	SF 368 PQDR	DLA 1227 IR	DLA 1227 IR	DLA 1227 IR	DLA 1227 IR	
TIME CAT I	1	1	1	20	5	3	0	31
TIME CAT II	3	10	10	30	10	3	0	66

CATEGORY I AND II PQDRS WITH EXHIBITS

STEP	1	2	3	4	5	6	7	8	9	10	11	TOTAL DAYS (MAXIMUM)
POINT	ORIG	SCREEN	ACT	SUP	ACT	SCREEN	ORIG	SUP	ACT	SCREEN	ORIG	
PROCESS	SF 368 PQDR	SF 368 PQDR	SF 368 PQDR	ER	ER	ER	ER	DLA 1227 IR	DLA 1227 IR	DLA 1227 IR	DLA 1227 IR	
TIME CAT I	1	1	1	7	5	3	3	*20	5	3	0	49
TIME CAT II	3	10	10	7	10	3	6	*30	10	3	0	92

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

Figure A–5. PROCESSING TIMES (DAYS) FOR SF 368, PQDR EXHIBIT REQUEST (ER), AND DLA FORM 1227, INVESTIGATION REPORT (IR)

Appendix B
FORMATS [Encl 3 DLAR 4155.24 AR 702-7]

B–1. General

This enclosure contains formats for PQDRs and product quality deficiency investigation reports. The instructions provided for completion of the SF 368 and DLA 1227 forms also apply to the message and electronic mail versions. Action point addresses and telephone numbers are at enclosure 4 to this regulation. Support point addresses and telephone numbers are contained in the DoD 4105.59-H, DoD Directory of Contract Administration Component.

B–2. List of attached formats:

1. SF 368, Product Quality Deficiency Report, with instructions for completion, Electronic Mail Format and Sample Message Format.

2. DLA Form 1227, Product Quality Deficiency Investigation Report, with instructions for completion, Electronic Mail Format and Sample Message Format.

SAMPLE PQDR MESSAGE (FORMAT)

PRIORITY OR ROUTINE

1. FM: NAVAIRSYSCOM QADSEC WASHINGTON DC

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

INFO: NAVAIREWORKFAC NORFOLK VA

CLASSIFICATION:

SUBJECT: PRODUCT QUALITY DEFICIENCY REPORT

3. REPORT CONTROL NUMBER AND CATEGORY: N53121880001, CATEGORY I

4. DATE DEFICIENCY DISCOVERED: 27 Sep 91

5. NATIONAL STOCK NUMBER: 1650002954672

6. NOMENCLATURE: IMPELLER, PUMP, HYDRAULIC, CONTROL

7.A. MANUFACTURER/CITY/STATE: GENERAL MECHANICS, AKRON, OH 44309

B. MFRS CODE: 53121

C. SHIPPER/CITY/STATE: (Identify shipper if different from manufacturer when known.)

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

9. SERIAL/LOT/BATCH NUMBER: SN 1359B

10.A. CONTRACT NO: F4160883C0082

B. PURCHASE ORDER NO: PO 7593

C. REQUISITION NO: N68693-9123-0001

D. GBL NO: C1771161

11. NEW OR OVERHAULED: NEW

12. DATE RECD, MFRD, REPAIRED, OR OVERHAULED: N/A

See Joint Telecommunications Directives (AR 105-32, USN PLAD 1, AFR 10-4 USMCEB Pub 6, ACP 117, paragraph 12D) for correct message format.

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

Figure B–1. SAMPLE PQDR MESSAGE (FORMAT)

14. GOVERNMENT-FURNISHED MATERIEL: NO (was item provided to a contractor as GFP)

15. 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.)

16. DEFICIENT ITEM WORKS ON/WITH:

A. END ITEM: ENGINE/A-7E
(1) TYPE/MODEL/SERIES:
(2) SERIAL NO:

B. NEXT HIGHER ASSEMBLY: TF-41-2
(1) NSN:
(2) NOMENCLATURE:
(3) PART NO:
(4) SERIAL NO:

17. UNIT COST: $180

18. ESTIMATED REPAIR COST: $300

19.A. ITEM UNDER WARRANTY: NO (Is the item covered by a contract warranty?)

B. EXPIRATION DATE:

20. WORK UNIT CODE/EIC (Navy and Air Force Only): 00136

21. ACTION/DISPOSITION: HOLDING EXHIBIT 60 DAYS OR UNTIL (ENTER DATE). (Indicate disposition or if exhibit is being held, indicate time to be held.)

22. DETAILS: 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. (Concise statement of what is wrong. Include the name, rank, and commercial/DSN telephone number of an individual who may be contacted for additional information and/or to request exhibit/sample.)

23. LOCATION OF DEFICIENT MATERIEL:

Figure B–1. SAMPLE PQDR MESSAGE (FORMAT) — Continued

SAMPLE PRODUCT QUALITY DEFICIENCY INVESTIGATION REPORT (MESSAGE FORMAT)

PRIORITY OR ROUTINE

1. FM: DEFCONTRMGTDISTWEST//DCMDW-QT

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

INFO:

CLASSIFICATION:

SUBJECT: PRODUCT QUALITY DEFICIENCY INVESTIGATION REPORT

3. INVESTIGATOR'S CONTROL NUMBER: (12 digit control number assigned by investigating activity)

4. ORIGINATOR'S CONTROL NUMBER (RCN): N53121920001

5. CONTRACT NUMBER: F4160888C0082

6. NATIONAL STOCK NUMBER: 1650002954672

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

8. NOMENCLATURE: IMPELLER, PUMP, HYDRAULIC CONTROL

9. NAME/ADDRESS COMPLAINT INITIATOR: NAVAIRSYSCOM QADSEC WASHINGTON, DC

10. CONTRACTOR: XYZ INC., 5000 SWAMP ST, SMITHVILLE, CA

11. REFERENCES: (See DLA Form 1227 Instructions)

12. CAUSE OF DEFICIENCY: (See DLA Form 1227 Instruction)

13. CORRECTIVE ACTION BY CONTRACTOR: (See DLA Form 1227 Instruction)

14. CORRECTIVE ACTION BY GOVERNMENT: (See DLA Form 1227 Instruction)

15. EVALUATION OF CURRENT PRODUCTION: (See DLA Form 1227 Instruction)

16. REPAIR OR REPLACEMENT: (See DLA Form 1227 Instruction)

17. REMARKS/RECOMMENDATIONS: (See DLA Form 1227 Instruction)

18. TYPE OF REPLY: INTERIM OR FINAL

See Joint Telecommunication Directives (AR 105-32, USN PLAD 1, AFR 10-4, USMCEB Pub 6, ACP 117) for message format.

Figure B–2. SAMPLE PRODUCT QUALITY DEFICIENCY INVESTIGATION REPORT (MESSAGE FORMAT)

19. REPLY DATE: 30 OCT 19__

20. REPLY PREPARED/APPROVED BY:

Figure B–2. SAMPLE PRODUCT QUALITY DEFICIENCY INVESTIGATION REPORT (MESSAGE FORMAT) — Continued

SAMPLE PRODUCT QUALITY DEFICIENCY INVESTIGATION REPORT (E-MAIL FORMAT)

E-Mail Address
(84 AN)

1. Investigator's Control #
(15 AN)

4. Report Control Number
(RCN) (Originator's Control
(15 AN)

2. From:
(150 AN)

3. TO
(150 AN)

5. Contract No.
(20 AN)

6. NSN
(18 AN)

7. Manufacturer's Part No.
(20 AN)

8. Nomenclature
(60 AN)

9. Name/Address of Complaint Initiator
(105 AN)

10. Name/Address of
Contractor (105 AN)

11. References and Description of Deficiency
(420 AN)

Contractor CAGE Code
(6 AN)

12. Cause of Deficiency
(700 AN)

13. Corrective Action (by Contractor)
(840 AN)

14. Corrective Action (by Government)
(120 AN)

15. Evaluation of Current Production
(140 AN)

16. Contractor Position with Respect to Repair or Replacement
(210 AN)

17. Remarks and/or Recommendations
(840 AN)

18. Enclosure to this Report and Distribution of Copies
(140 AN)

19. Type of Reply
(I)nterim/(F)inal (1 A)

19a. Reply Date
(9 AN)

20. Prepared by
(70 A)

21. Reviewed by

22. Approved by

Figure B–3. SAMPLE PRODUCT QUALITY DEFICIENCY INVESTIGATION REPORT (E-MAIL FORMAT)

B–3. Product Quality Deficiency Investigation Report (DLA 1227) Instructions

General. This form will be used to record deficiency report investigation findings and as the form for reply to deficiency reports. 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 - Enter the report control number assigned by the Activity conducting the investigation.

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

Block 3 - Insert the name and address of the Activity that forwarded the report.

Block 4 - Obtain from block 3 of the deficiency report (SF 368).

Blocks 5-8 - Obtain from the deficiency report.

Block 9 - Enter the Activity that discovered and reported the problem. Obtain from the deficiency report.

Block 10 - Enter the holder of the contract under which the materiel was supplied.

Block 11 - Identify correspondence and communications being answered or pertinent to the report. Provide a brief description of the deficiency as stated in the deficiency report.

Block 12 - 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 deficiency was not detected by contractor's quality control/inspection system or individual performance (e.g., 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 - 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 - 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

Figure B–4. Product Quality Deficiency Investigation Report (DLA 1227) Instructions

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 - Determine by verification inspection if the same deficiency exists in current production, in current production of similar items, or in the materiel in stock, and provide the results. If the item is not being produced, so state.

Block 16 - 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 - 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/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 in accordance with applicable Service regulations. As applicable, provide comments regarding credit or no credit for materiel and that credit authorization be processed per DoD 4000.25-7-M.

Block 18 - Self-explanatory.

Block 19 - Self-explanatory.

Block 19a - Enter the date of signature of the approving authority.

Block 20 - Enter the name, title and phone number(s) of the investigator.

Block 21 - Enter the name and title of the individual reviewing the reply to assure it is complete and responsive to the deficiency report.

Block 22 - Enter the name and title of the person responsible for approving the report.

NOTE: The word contractor means the Activity responsible for performing the original work.

Figure B–4. Product Quality Deficiency Investigation Report (DLA 1227) Instructions — Continued

Appendix C
DISTRIBUTION OF ELECTRONIC MAIL TRANSMISSIONS, MESSAGES OF SF 368(s) FOR REPORTING PRODUCT QUALITY DEFICIENCIES ACROSS COMPONENT LINES [Encl 4 DLAR 4155.24 AR 74-6]

C–1. General

Contained herein are addresses and other communication information related to the action point(s) for reporting of product quality deficiencies across Component lines. The addresses are shown by Military Service or agency. In those cases where multiple action point addresses are shown, the originating Component must determine the appropriate action point to receive the PQDR. Action point addresses can be determined from the source of supply (SOS) listed for the materiel in each Service's Management Data List (MDL). DLA maintains a listing of the integrated materiel management offices responsible for National Stock Numbers (NSN)s. Each Service is provided a periodic MDL listing of all NSNs used by that Service. Air Force creates the AF stock list, the Army, Navy, and Marine Corps use the MDL provided for their respective Services. Each Military Service/Agency originating reports is responsible for making these basic determinations. Action points receiving PQDRs that are the responsibility of another action point will forward the report to the correct addressee and send an information copy of the transmitted letter to the appropriate submitting activities. Action messages or SF(s) 368 reporting a quality deficiency condition will be forwarded across Component lines as indicated herein.

C–2. Reporting Product Quality Deficiencies to the Army

1. Items managed or procured by Army and determined to be defective by other Services/Agencies will be reported to the Army action points identified in the Army Management Data List. Deficiencies found at the Army retail level (Army installations/field activities) will be reported in accordance with DA Pam 738-750, The Army Maintenance Management System (TAMMS). Army aircraft items will be reported in accordance with DA Pam 738-751, TAMMS-Aviation. Deficiencies discovered at the wholesale level (AMC installations) will be reported in accordance with AMC-R 702-33, Reporting, Processing and Resolving Quality Deficiencies Within AMC.

Exception: When the SOS specifies the General Materiel Petroleum Activity or the U.S. Army Support Activity, the PQDR should be sent to the U.S. Army Troop Support Command (TROSCOM). When the SOS specifies the U.S. Army Communications Research and Development Command or the U.S. Army Communications Security Logistics Agency, the PQDR should be sent to the U.S. Army Communication Electronics Command (CECOM).

2. Category I PQDRs will be sent by message format to the applicable action points below with an information copy to CDR AMC ALEXANDRIA VA//AMCRD-IM//. Category II PQDRs will be addressed to the applicable action point below:

Table C–1
Category II PQDRs applicable action point

MESSAGE ADDRESS	ACTIVITY ADDRESS/TELEPHONE
CDRAMCCOM ROCK ISLAND IL//AMSMC-QAD// amccom.drs@ria-emh1.army.mil	U.S. ARMY ARMAMENT MUNITIONS AND CHEMICAL COMMAND (AMSMC-QAD) ROCK ISLAND, IL 61299-6000 (309) 782-6412/DSN 793-6412 FAX: DSN 793-6328 DODAAC: W81D15
CDRCECOM FT MONMOUTH NJ//AMSEL-ED-PH// amsel-cfo@monmouth-emh3.army.mil	U.S. ARMY COMMUNICATIONS ELECTRONICS COMMAND (AMSEL-ED-PH) FT. MONMOUTH, NJ 07703-5023 (908) 532-3808/DSN 992-3808 FAX: DSN 922-1413 DODAAC: W81D16

Table C–1
Category II PQDRs applicable action point—Continued

MESSAGE ADDRESS	ACTIVITY ADDRESS/TELEPHONE
CDRMICOM REDSTONE ARSENAL AL//AMSMI MMC-CS-AC// cfo@redstone-emh2.army.mil	U.S. ARMY MISSILE COMMAND (AMSMI-MMC-CS-AC) REDSTONE ARSENAL, AL 35898-5180 (205) 876-3279/DSN 746-3279 FAX: DSN 746-8973 DODAAC:vW81D17
CDRTROSCOM ST LOUIS MO//AMSTR-MOF// tros-drs@st-louis-emh4.army.mil	U.S. ARMY TROOP SUPPORT COMMAND (AMSTR-MOF) 4300 GOODFELLOW BLVD ST. LOUIS, MO 63120-1798 (314) 263-2249/DSN 693-2249 FAX: DSN 693-1836 DODAAC: W81D18
CDRTACOM WARREN MI//AMSTA-QRD// tacomdrs@tacom-emh1.army.mil	U.S. ARMY TANK-AUTOMOTIVE COMMAND (AMSTA-QRD) WARREN, MI 48090-5000 (313)574-5422/DSN 786-5422 FAX: DSN 786-8725 DODAAC: W81D19
CDRAVSCOM ST LOUIS MO//AMSAV-QVG// khudson@st-louis-emh4.army.mil	U. S. ARMY AVIATION SYSTEM COMMAND (AMSAV-QVG) 4300 GOODFELLOW BLVD. ST. LOUIS, MO 63120-1798 (314) 263-1758/ DSN 693-1758 FAX: DSN 693-1761 DODAAC: 58XJC

3. If the action point cannot be determined, the report shall be sent to the following address where proper routing will be accomplished:

Table C–2
Addresses if action point cannot be determined

CDRMRSA LEXINGTON KY/AMXMD-RP// amxmd-rp@lexington-emh1.army.mil	U. S. ARMY MATERIEL SUPPORT COMMAND (AMXMD-RP) LEXINGTON, KY 40511-5105

C–3. Reporting Product Quality Deficiencies to the Navy

Table C–3
Send PQDRs on Navy managed/procured items to the applicable address below:

1. For the Tomahawk All-Up-Round:	
NAVAIRWARCENWPNDIV	NAVAL AIR WARFARE CENTER WEAPON DIVISION ATTN: CODE 3682 (C2582) CHINA LAKE, CA 93555-6001 (619) 939-8066/DSN 551-8066 DODAAC: N60530 FAX: (619) 939-1765
2. For the Tomahawk Weapon Control System and Armored Box Launching System	
PHD NSWC	NAVAL SURFACE WARFARE CENTER PORT HUENEME DIVISION ATTN: CODE 5C22 4363 MISSILE WAY PORT HUENEME, CA 93043-5007 (805) 982-8492/DSN 551-8492 DODAAC: N63394 FAX: (805) 982-0876
3. For items managed/procured by Naval Air Systems Command	
NAVAIRSYSCOM QADSEC WASHINGTON DC// AIR-51624//	COMMANDER NAVAL AIR SYSTEMS COMMAND (AIR-51624) WASHINGTON NAVY YARD WASHINGTON, DC 20374-5162 (202) 433-4516/DSN 288-4516 DODAAC: N00019 FAX: (202) 433-6672
4. For items managed/procured by Space and Naval Warfare Systems Command	
COMSPAWARSYSCOM WASHINGTON DC// SPAWAR-003-23//	COMMANDER SPACE AND NAVAL WARFARE SYSTEMS COMMAND (SPAWAR-003-23) WASHINGTON, DC 20363-5100 (202) 692-7538/DSN 222-7538 DODAAC: N00039 FAX: (202) 746-0312
5. For items managed/procured by Naval Supply Systems Command	
FLEMATSUPPO MECHANISBURG PA//FMSO 91423//	COMMANDING OFFICER NAVY FLEET MATERIAL SUPPORT OFFICE (FMSO 9142) MECHANICSBURG, PA 17055 (717) 790-2319/DSN 430-2319 DODAAC: N00367 FAX: (717) 790-5043
6. For items managed/procured by Naval Sea Systems Command	
NAVSEA DET NMQAO PORTSMOUTH, NH	DIRECTOR, NAVAL SEA SYSTEMS COMMAND DETACHMENT NAVAL MATERIAL QUALITY ASSESSMENT OFFICE (NAV-SEADET NMQAO) FEDERAL BUILDING, ROOM 423 80 DANIEL STREET PORTSMOUTH, NH 03801 (603) 431-9460/DSN 684-1712 DODAAC: N42192 FAX: (603) 431-9464
7. For items managed/procured by Naval Facilities Engineering Command	

Table C–3
Send PQDRs on Navy managed/procured items to the applicable address below:—Continued

CBC PORT HUENEME CA//CODE 1541//	COMMANDING OFFICER NAVAL CONSTRUCTION BATTALION CENTER (CODE 1541) PORT HUENEME, CA 93043-5000 (805) 982-3451 x497 DSN 360-3451 X497 DODAAC: N62583 FAX: (805)982-5922

C–4. D. Reporting Product Quality Deficiencies to the Air Force

Table C–10
Reporting Product Quality Deficiencies to the Air Force

MESSAGE ADDRESS	ACTIVITY ADDRESS/TELEPHONE
1. For all PQDRs prime at Oklahoma City ALC:	
OC-ALC TINKER AFB OK//TICLA//	Oklahoma City ALC (OC-ALC/TICLA) Tinker AFB, OK 73145-5990 (405) 736-4227/DSN 336-4227 FAX: AV 884-2179
2. For all PQDRs prime at Ogden ALC:	
OO-ALC HILL AFB UT//PKDAQ//	Ogden ALC (OO-ALC/PKDAQ) Hill AFB, UT 84056-5990 (801) 777-8426/DSN 458-8426 FAX: DSN 458-8498
3. At San Antonio ALC, PQDRs shall be reported according to item, as follows:	
a. For all PQDRs on aircraft-related items:	
SA-ALC KELLY AFB TX//LARQ//	San Antonio ALC (SA-ALC/LARQ) Kelly AFB, TX 78241-5990 (512) 925-6078/DSN 945-6078 FAX: DSN 945-3170
b. For all PQDRs on commodities:	
SA-ALC KELLY AFB TX//LDCQ//	San Antonio ALC (SA-ALC/LDCQ) Kelly AFB, TX 78241-5990 (512) 925-6358/DSN 945-6358 FAX: DSN 945-3170
c. For all PQDRs on engine/propulsion-related items:	
SA-ALC KELLY AFB TX//LPRQ//	San Antonio ALC (SA-ALC/LPRQ) Kelly AFB, TX 78241-5990 (512) 925-8751/DSN 945-8751 FAX: DSN 945-3170
d. For all PQDRs on liquid propellants and petroleum products, FSG-91; chemicals, liquid and compressed gases, FG-68; compressed cylinders, FSG-8120; and MMAC-YD:	

Table C–10
Reporting Product Quality Deficiencies to the Air Force—Continued

MESSAGE ADDRESS	ACTIVITY ADDRESS/TELEPHONE
SA-ALC KELLY AFB TX//SFT//	San Antonio ALC (SA-ALC/SFT) Kelly AFB, TX 78241-5990 (512) 925-7613/DSN 945-7613 FAX: DSN 945-3170
e. For all PQDRs on NOCM items with MMAC CM and NOCM items:	
SA-ALC KELLY AFB TX//SWPP//	San Antonio ALC (SA-ALC/SWPP) Kelly AFB, TX 78241-5990 (512) 925-3051/DSN 945-3051 FAX: DSN 945-3170
4. For all PQDRs prime at Sacramento ALC:	
SM-ALC MCCLELLAN AFB CA//TITLE //	Sacramento ALC (SM-ALC/TITLE) McClellan AFB, CA 95652-5990 (916) 643-4355/DSN 633-4355 FAX: DSN 633-6800
5. For all PQDRs prime at Warner Robins ALC (including vehicles):	
WR-ALC ROBINS AFB GA//LZBS//	WR-ALC/LZBS Robins AFB, GA 31098-5365 (912) 926-9534/DSN 468-9534 FAX: DSN 468-0711
6. All PQDRs on Federal Stock groups 59 and 60 and Federal Supply Class 6145 items source coded (S9E, S9G, S9I) to DLA. Message address: OLAR 2750 LOG GENTILE AFS OH/ES// NOTE: If the applicable SOS/action point cannot be determined, the report will be sent to the following address where proper routing will be accomplished:	
HQ AFLC WRIGHT-PATTERSON AFB OH/MMQB//	HQ AFLC/MMQB Wright-Patterson AFB, OH 45433-5001 (513) 257-6021/DSN 787-6021

C–5. Reporting Product Quality Deficiencies to the Marine Corps

Table C–11
Reporting Product Quality Deficiencies to the Marine Corps

COMMARCORLOGBASES ALBANY GA//CODE 808-1//	COMMANDER MARINE CORPS LOGISTICS BASES (ATTN: CODE 808-1) ALBANY, GA 31704-5000 (912) 439-5291/DSN 567-5291 FAX: (912) 439-5631/DSN 567-5631

C–6. Reporting Product Quality Deficiencies to DLA

Table C–12
Reporting Product Quality Deficiencies to DLA

1. For Clothing and Textile items managed/procured by Defense Personnel Support Center:	
DPSC PHILADELPHIA PA//DPSC-FODR//	COMMANDER DEFENSE PERSONNEL SUPPORT CENTER ATTN: DPSC-FODR 2800 SOUTH 20TH STREET PHILADELPHIA, PA 19101-8419 (215) 737-3014/DSN 444-3014 FAX: (215) 737-3806 E-MAIL: paa4022@dpsc.dla.mil
2. For Medical Devices, Medical Equipment, and Drugs managed/procured by Defense Personnel Support Center:	
DPSC PHILADELPHIA PA//DPSC-MOSR//	COMMANDER DEFENSE PERSONNEL SUPPORT CENTER ATTN: DPSC-MOSR 2800 SOUTH 20TH STREET PHILADELPHIA, PA 19101-8419 (215) 737-2611/DSN 444-2611 FAX: (215) 737-2666 E-MAIL: paa3152@dpsc.dla.mil
3. For other items managed/procured by Defense Logistics Agency Supply Centers:	
DCSC COLUMBUS OH//DCSC-OSI//	COMMANDER DEFENSE CONSTRUCTION SUPPLY CENTER ATTN: DCSC-OSI P. O. BOX 3990 COLUMBUS, OH 43216-5000 (614) 238-2089/DSN 850-2089 FAX: (614) 238-1374 E-MAIL: cof0903@dcsc.dla.mil
DESC DAYTON OH//DESC-OSIA	COMMANDER DEFENSE ELECTRONICS SUPPLY CENTER ATTN: DESC-OSIA 1507 WILMINGTON PIKE DAYTON, OH 45444-5000 (513) 296-5990/DSN 986-5990 FAX: (513) 296-6493 E-MAIL: eoo1688@desc.dla.mil
DFSC CAMERON STATION VA//DFSF-QRB//	COMMANDER DEFENSE FUEL SUPPLY CENTER ATTN: DFSC-QRB CAMERON STATION ALEXANDRIA, VA 22304-6160 (703) 274-7500/DSN 284-7500 FAX: (703) 274-6795 E-MAIL: loppenheim@dfsc.dla.mil

Table C–12
Reporting Product Quality Deficiencies to DLA—Continued

DGSC RICHMOND VA//DGSC-OSIE//	COMMANDER DEFENSE GENERAL SUPPLY CENTER ATTN; DGSC-OSIE RICHMOND, VA 23297-5000 (804) 275-4158/DSN 695-4158 FAX: (804) 275-5277 E-MAIL: qdr9898@dgsc.dla.mil
DISC PHILADELPHIA PA//DISC-OCRP//	COMMANDER DEFENSE INDUSTRIAL SUPPLY CENTER ATTN: DISC-OCRP 700 ROBBINS AVENUE PHILADELPHIA, PA 19111-5096 (215) 697-4527/DSN 442-4527 FAX: (215) 697-5726 E-MAIL: iosiqdr@disc.dla.mil

Notes:
Telephone notification of Category I deficiencies can only be received during normal duty hours.

C–7. Reporting Product Quality Deficiencies to the National Security Agency

Table C–13
Reporting Product Quality Deficiencies to the National Security Agency

DIR NSA FORT MEADE, MD	DIRECTOR NATIONAL SECURITY AGENCY ATTN: L111 9800 SAVAGE ROAD FT. GEORGE G. MEADE, MD 20755

C–8. Reporting Product Quality Deficiencies to the General Services Administration

1. Send copies of the SF 368 in triplicate or message format (action reports) to the office listed below when prescribed in enclosure 5.

General Services Administration
National Customer Service Center
1500 East Bannister Road
Kansas City, MO 64131-3088
Communications Routing Indicator:
RUEVFXE (unclassified)
Commercial: (816) 926-7447
DSN: 465-7447
DoDAAC: 476437

2. Information copies are to be sent to the following address when reporting Category I product quality deficiency condition:

General Services Administration, FSS
Office of Quality and Contract Administration
Quality Assurance Division (FQA)
1941 Jefferson Davis Highway, CM #4, Rm 1122
Washington, DC 20406

Communication Routing Indicators:
RUEVFWM (unclassified)
RULSSAA (classified)
COMMERCIAL: (703) 305-6515
COMM FAX: (703) 305-3718
DoDAAC: 473082

C–9.
Reporting of Product Quality Deficiencies to Contract Administration Service Components. Contract Administration organizations responsible for inspection and/or acceptance of product are listed in DLAH 4105.4.

Appendix D
PROCESSING DEFICIENCY REPORTS ON GSA ITEMS [Encl 5 DLAR 4155.24 /AR 702-7]

D–1. Items Shipped or Directed for Shipment by GSA
Except as otherwise prescribed in paragraphs C or D, below, the PQDR will be sent to the appropriate office as shown in enclosure 4, paragraph H, when the product provided was:

1. Shipped to the user either directly or indirectly from a GSA facility.
2. Shipped to the user from a DoD depot or another Government activity as directed by GSA.
3. Purchased by GSA for the user and inspected by GSA.

D–2. Items Ordered by a DoD Activity from a GSA Federal Supply Schedule Contract
Except as otherwise specified in paragraphs C or D, below, when inspection is performed by:

1. An activity other than GSA, the report will be sent for action to the DoD purchasing office which initiated the specific delivery order for the product in question. The DoD purchasing office will attempt to obtain satisfactory corrective action from the supplier. When such attempts are unsuccessful, repetitive, or significant instances are experienced, provide the report furnishing complete details and copies of all pertinent correspondence to the GSA office executing the contract, not the office shown in enclosure 4, paragraph H. The address of the office executing the contract is shown in the Federal Supply Schedule.

2. GSA, the report will be sent to the servicing GSA office as shown in enclosure 4, paragraph H.

D–3. Items Covered by a Manufacturer's Commercial Warranty
Certain items obtained from GSA, through GSA, or from GSA contracts are covered by a manufacturer's commercial warranty. This warranty is provided for commercial as well as Government customers. Complaining activities should try to resolve all problems on items that are covered by commercial warranties. If the contractor replaces or corrects the item, an SF 368 in duplicate should be sent to the GSA National Customer Service Center at the address listed in enclosure 4. The resolution of the case should be clearly stated in the text of the SF 368. This information will be maintained as a quality history file for use in future procurements. If the contractor refuses to correct, or fails to replace either a defective item or an aspect of service under the warranty, forward SF 368 along with copies of all pertinent correspondence to the office of the appropriate contracting officer.

D–4. Purchased by GSA for User but not Inspected by GSA
Complaining activities should try to resolve all problems of this nature with the vendor. If the contractor refuses to correct, or fails to replace a defective item, forward SF 368 along with copies of all pertinent correspondence to the GSA office executing the contract which should be written in the contract or purchase order.

Appendix E
PRODUCT QUALITY DEFICIENCY REPORT SUMMARY CODE [Encl 6 DLAR 4155.24 AR 702-7]

E–1. GENERAL
For effective utilization of PQDR history by Components, a PQDR Summary Code may, at the discretion of each Service/Agency, be established for every PQDR case upon closure of that case. 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) corrective action taken as a result of the defect, and (6)

disposition of the defective materiel. The code will be initiated by the investigation activity, recorded in the"remarks" section of the applicable report (e.g., 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.

E–2. SEGMENT DEFINITIONS

1. SEGMENT 1, DEFICIENCY RESPONSIBILITY CODE: These codes are used primarily to determine who (contractor or Government) was responsible/liable for the reported or any other deficiency found during the investigation. They are used in evaluating the 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. SEGMENT 2, SEVERITY: These codes identify the severity of the defect in accordance with the definitions for critical, major, and minor defects found in enclosure 1.

3. SEGMENTS 3 AND 4, BROAD/DETAILED CAUSE CODE: These codes are used to define/identify more clearly the root cause of the problem. As an example: A report stated that fluid was leaking from a landing gear because the seal was distorted. Upon further investigation, it was determined that the fluid itself was contaminated during its manufacture causing the distortion to the seal. The root cause was defective fluid.

4. SEGMENT 5, CORRECTIVE ACTION CODE: These codes identify the action taken by the contractor to correct the root cause of the reported or discernible discrepancy/deficiency and to prevent recurrence.

5. SEGMENT 6, MATERIEL DISPOSITION CODE: These codes describe the disposition of the deficient materiel. The disposition codes will be used to start the process of exhibit management.

E–3. CODE STRUCTURE

The code will be an eight-character code divided into six segments as indicated in the paragraph above. The characters, code words, and their meanings will be as follows:

Table E–1
Code Structure

SEGMENT 1 - RESPONSIBILITY - 1st Position	
A =	PRIVATE CONTRACTOR - The defect occurred at a contractor-operated facility and was determined to be a contractor's error.
B =	PROCUREMENT AGENCY - The defect was as the result of a faulty procurement package.
C =	GOVERNMENT CONTRACTOR (MFR) - The defect was determined to be a manufacturing error and occurred at a Government operated manufacturing facility.
D =	DESIGN AGENCY - The defect was due to a faulty TDP.
E =	GOVERNMENT OVERHAUL FACILITY - The defect occurred at a Government operated overhaul facility - not including field maintenance.
F =	USING ACTIVITY - The defect occurred as a result of user error.
G =	GOVERNMENT SUPPLY ACTIVITY - The defect occurred at a supply facility.
H =	UNKNOWN - Cause of the defect could not be determined.
I =	INVALID REPORT - The PQDR did not meet any of the above categories or other requirements of DLAR 4155.24 and was considered invalid.
SEGMENT 2 - SEVERITY OF DEFECT - 2nd Position	
1 =	Critical
2 =	Major
3 =	Minor
4 =	Severity unknown
5 =	No defect found
SEGMENT 3 - BROAD CAUSE OF DEFECT - 3rd Position	
C =	CONTRACT ERROR - The actual contract was in error; i.e., wrong part number called out, wrong specification cited, etc.
D =	TDP/DESIGN ERROR - Contractor met requirements but TDP was inadequate and resulted in defective materiel.
M =	MAINTENANCE ERROR - Defect occurred during the repair of the item.
N =	CONTRACTOR NONCOMPLIANCE - Contractor failed to meet one or more contractual requirements resulting in defective materiel.
P =	PART APPLICATION - Part complies, but is not usable in the application.
S =	SHELF-LIFE PROBLEM - The item's shelf-life was expired.
U =	MISUSE OF ITEM - User caused the defect through misuse/misapplication.
X =	UNDETERMINED CAUSE - Investigation did not reveal the root cause.

Table E–1
Code Structure—Continued

Z =	NOT APPLICABLE

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

1AA =	INCORRECT MATERIEL
1AB =	POOR WORKMANSHIP
1AC =	WELDING
1AD =	PROTECTIVE COATING
1AE =	IMPROPER MARKING
1AF =	IMPROPER INSTALLATION
1AG =	DIMENSIONAL NONCONFORMANCE
1AH =	MANUFACTURING PROCESS
1AI =	INADEQUATE SOLDERING
1AJ =	IMPROPER LUBRICATION
1AK =	DOCUMENTATION MISSING (I.E., SOFTWARE)
1AL =	MISSING HARDWARE
1AM =	DAMAGED (HANDLING)
1AN =	COMPONENT FAILURE
2AA =	INCORRECT TDP
2AB =	INCOMPLETE TDP
2AC =	OUTDATED TDP
2AD =	INADEQUATE TEST PROCEDURES
2AE =	INCORRECT MECHANICAL DESIGN
2AF =	INCORRECT ELECTRICAL DESIGN
2AG =	INADEQUATE CONFIGURATION CONTROL
3AA =	INADEQUATE QA REQUIREMENTS
3AB =	WRONG ITEM
3AC =	PROCURED TO WRONG DRAWING REVISION
3AD =	IMPROPER MAINTENANCE PROCEDURE
3AE =	INCOMPLETE OVERHAUL
3AF =	IMPROPER TORQUE
4AA =	EXPIRED SHELF-LIFE
4AB =	INAPPROPRIATE SHELF-LIFE
4AC =	IMPROPERLY EXTENDED SHELF-LIFE
4AD =	TECHNICAL MANUAL ERROR
4AE =	IMPROPER FIELD FIX
4AF =	NORMAL WEAR AND TEAR
9ZZ =	NOT APPLICABLE

SEGMENT 5 - CORRECTIVE ACTION TAKEN - 7th Position

A =	PROCESS CHANGED (INCLUDES CHANGES TO PROCESS INSTRUCTIONS)
C =	INITIATE CLASS 1 ECP
D =	INITIATE CLASS 2 ECP
E =	REVISE TEST PROCEDURES
F =	REVISE SPECIFICATION/DRAWING/TECHNICAL ORDERS, PUBLICATIONS, MANUALS
G =	ISSUED TECHNICAL/SAFETY BULLETINS
H =	IMPROVE PACKAGING
I =	CHANGE CONTRACTUAL REQUIREMENTS FOR FUTURE BUYS
P =	POLICY CHANGE
Z =	NOT APPLICABLE

SEGMENT 6 - DISPOSITION OF DEFECTIVE MATERIEL - 8th Position

1 =	TO BE REPAIRED BY CONTRACTOR (AT NO COST TO GOVT)
2 =	REPAIRED BY USING ACTIVITY - NOT CONTRACTOR REPRESENTATIVE
3 =	TO BE REPAIRED BY GOVT - DEPOT/OVERHAUL FACILITY
4 =	SCRAP
5 =	USE-AS-IS
6 =	EXHIBIT DESTROYED/NOT AVAILABLE
7 =	NOT USED
8 =	EXHIBIT REQUESTED BUT NEVER RECEIVED
9 =	UNDETERMINED
0 =	NONE OF THE ABOVE
Z =	NOT APPLICABLE

Appendix F
APPENDIX A: DLA PRODUCT QUALITY DEFICIENCY REPORT PROGRAM (Supplementation is permitted by Defense Contract Management Districts (DCMDs)

F–1. PURPOSE AND SCOPE

a. This appendix and DLAR 4155.24 together implement DoD policy, establish procedures, and assign responsibility for the processing of deficiency reports related to unsatisfactory materiel, to assure that effective corrective action is taken to prevent the recurrence of defective products from being purchased or shipped.

b. To establish a Deficiency Report Program (DRP) for the investigation, evaluation, and resolution of deficiencies reported on products procured via Government contracts under the administrative cognizance of DLA. This appendix is applicable to HQ DLA, DCMDs, Defense Contract Management Area Operations (DCMAOs), and Defense Plant Representative Offices (DPROs).

c. The provisions of this appendix apply to the receipt and processing of the following deficiency reports. (See enclosure 1.)

(1) SF 368, Product Quality Deficiency Report (see DLAR 4155.24 Reporting of Product Quality Deficiencies Across Component Lines (Joint Order)).

(2) SF 364, Report of Discrepancy (see DLAR 4140.55, Reporting of Item and Packaging Discrepancies (Joint Order), and DLAR 4140.60, Processing Discrepancy Reports Against Military Sales Shipments (Joint Order)).

(3) SF 380, Reporting and Processing Medical Materiel Complaints/Quality Improvement Report (see DLAR 4155.28, Reporting and Processing Medical Materiel Complaints).

(4) DD Form 1608, Unsatisfactory Material Report (Subsistence), (see DLAR 4155.3, Inspection of Subsistence Supplies and Services (Joint Order), and DLAR 4155.26, DoD Hazardous Food and Nonprescription Drug Recall System (Joint Order)).

(5) Letters or messages that report receipt of unsatisfactory materiel which has been accepted and/or inspected at source on a contract administered by DLA.

d. The following reports and types of deficiencies are excluded from the provisions of this appendix.

(1) SF 361, Transportation Discrepancy Report (see DLAR 4500.15, Reporting of Transportation Discrepancies in Shipments (Joint Order)). These reports come under the purview of, and are to be forwarded to, the transportation and packaging element.

(2) Reports of deficiencies pertaining to subcontracted supplies determined to be unsatisfactory when received by the prime contractor.

F–2. POLICY

a. Thorough and timely actions shall be taken upon receipt of deficiency reports.

b. Action (deficiency) reports shall be investigated in an expeditious manner so that the cause can be promptly determined, action to prevent recurrence can be initiated, deficiencies can be corrected, and the reporting activity can be advised of results.

c. Information (deficiency) reports shall be reviewed in an expeditious manner to ascertain whether further action is necessary. Although originators of information reports do not routinely required a specific action/response, the reports may require some action by DCMC, (e.g., investigation, documentation, upgrade to action report, etc.).

d. The appropriate contractor shall be provided with a copy of the deficiency report by the cognizant Defense Contract Management Command (DCMC) office. When a DCMC investigation is required, the contractor shall be requested to conduct an investigation and provide a response describing findings and corrective action taken. If a contractor refuses to participate in a deficiency report investigation, the contractor's reasons for refusing to participate in the process shall be evaluated and documented; and, as applicable, Administrative Contracting Officer (ACO) assistance shall be requested, and/or a separate Contract Administration Office (CAO) investigation be conducted. Failure to obtain a contractor response does not relieve the DCMC investigator of the responsibility for conducting an investigation.

e. All deficiency reports that apply to this appendix, including items under warranty and information reports, shall be entered into the DCMC QA PQDR system so that complete quality deficiency data are readily available for management use for such purposes as preaward surveys, quality system reviews, and trend analysis.

f. All deficiency reports received from the National Aeronautics and Space Administration (NASA) shall be processed as action reports unless specifically identified as information. Use the special form provided by NASA to reply to their deficiency reports. If the form is not provided, reply by DLA Form 1227, Product Quality Deficiency Investigation Report.

g. When deficiency reports are received directly from a foreign government, use the special response form which is provided. If the form is not provided, reply by DLA Form 1227.

h. Deficiency reports will not be downgraded in category or classification without the concurrence of the activity from which received. Deficiency reports may be challenged when considered to be inappropriately categorized or classified (category I in lieu of category II, or action in lieu of information). Deficiency reports representing the same

defect shall be downgraded to information with a referral report control number of the deficiency report where an investigation is in process or has been completed as to cause and corrective action.

i. Telephonic inquiries will be made to the point from which the deficiency report was received when the deficiency report contains inadequate or incomplete information that prevents processing of the deficiency report. Only when repeated attempts fail, will deficiency reports be returned to the sender.

j. Defective Government property, Government-furnished equipment/Government-furnished materiel (GFE/GFM), received by the contractor as part of a contract shall be reported in accordance with enclosure 2 of this appendix.

F–3. BACKGROUND

DoD Instruction 5000.2, Defense Acquisition Management Policy and Procedures, directs the establishment of a product deficiency reporting and data feedback system within each DoD component. Joint Services/DLA directive DLAR 4155.24 and other joint directives identified in paragraph I.C establish the procedures for product deficiency reporting in the DoD. Within DCMC, the Quality Assurance (QA) element is the central point for receipt, investigation, and corrective action related to deficiency reports forwarded to the CAO cognizant of the involved contractor's facility. Upon receipt of unsatisfactory materiel, a report, such as those listed in paragraph I.C, is submitted by the user to the procurement office or supply source in accordance with applicable component agency directives. The various reports (i.e., SF 368, SF 364) are then endorsed to the appropriate CAO which inspected and/or accepted the materiel for appropriate investigation and action.

F–4. SIGNIFICANT CHANGES

DLAR 4155.24 and appendix A represent the requirements and responsibilities for the deficiency report program to be used by the DCMDs of DLA.

F–5. RESPONSIBILITIES

a. HQ DLA

(1) The Executive Director, Quality Assurance, DLA (DLA-Q) will be responsible for overall management of the DRP.

(2) The Team Leader, Product Integrity and Customer Support Team, Executive Directorate, Quality Assurance (DLA-QP) will:

(a) Maintain staff supervision over the DRP.

(b) Review the DCMD's implementation of the program.

(c) Perform liaison with the Military Services, General Services Administration (GSA), and other agencies to assist in the timely resolution of deficiency problems.

b. DLA Field Activities

(1) The Commanders, DCMDs will implement the DRP in compliance with the purpose and policy outlined herein.

(2) The DCMD Directors, Quality Assurance will be responsible for overall staff supervision and management of the program within the District and will:

(a) Appoint a District Deficiency Report Program Manager (DRPM) and alternate to perform the functions outlined in subparagraph 7 below. The DRPM shall have a well-rounded background and be fully familiar with the program at various levels within the District. The name and telephone number of each manager and alternate will be provided to DLA-QP upon appointment.

(b) Assure audits and training of DRPMs are performed to assure correct administration and effectiveness of the DRP.

(c) Assure evaluation and administration of the Government-Industry Data Exchange Program (GIDEP) ALERTS are being accomplished by DCMAOs/DPROs in accordance with DLAM 8200.2, Procurement Quality Assurance Support Manual for Defense Contract Administration Services, and subparagraph 5e below.

(3) The Commanders, DCMAOs and DPROs will:

(a) Actively participate to assure implementation and continuation of a viable and responsive investigating and reporting program. Management of the DRP shall be the primary responsibility of the DRPMs assigned at DCMAOs and DPROs.

(b) Approve final replies to category I deficiency reports.

(4) The Chiefs, Contract Management Divisions, DCMAOs and DPROs will:

(a) When notified by the Quality Assurance Division DRPM that an exhibit is no longer required after completion of the investigation, follow requirements of DLAR 4155.24, enclosure 2, paragraph IIG, Exhibit Disposition (After Completion of the Investigation).

(b) Take appropriate action to resolve referred deficiency report cases which, resulted from any of the conditions cited in subparagraph 8q below. Advise the QA Division DRPM of the results obtained.

(c) Take action to resolve all Transportation Discrepancy Reports.

(d) Take appropriate action to resolve referred packaging, packing, and marking deficiency cases which are attributable to other than nonconformance to contract requirements, within the processing times specified in DLAR 4155.24, enclosure 2, figure 5. Provide one copy of the response to the QA Division DRPM.

(e) When requested, furnish technical transportation and packing assistance to QA Division DRPM for investigation of a deficiency report.

(5) The Chiefs, Quality Assurance Divisions, DCMAOs and DPROs will:

(a) Assure all received deficiency reports are properly controlled, processed, and completed in accordance with the provisions and timeframes of DLAR 4155.24 and this appendix. Conduct periodic management reviews of deficiency report performance, to determine need for increased attention to problem contractors, improvements to the In-Plant Quality Evaluation Program and adequacy of final replies.

(b) Appoint a Division DRPM and alternate to perform overall management, control, and coordination functions for the CAO, as outlined in subparagraph 8, below. The DRPM and alternate shall have a well-rounded background and be fully familiar with the program at various levels within the Division.

(c) Review final replies to category I reports indicating concurrence by initialing block 21 to DLA Form 1227, or on DD Form 173, Joint Message Form, prior to forwarding to the CAO Commander for approval and signature. Approve Category I and Category II deficiency report interim replies and category II final replies.

(d) Assure engineering/technical and safety support is provided to complete a thorough investigation of deficiency reports identified in subparagraph 6 below. Request District, contract management, and buying office support in cases where additional technical assistance is required.

(e) Assure that GIDEP ALERTS received by the CAO are reviewed by the Division to identify those which do or may apply to an assigned manufacturer or to an assigned Government contract. Take appropriate action to route the ALERTS to QA personnel for information or for special action to investigate and obtain corrective action.

(6) The Chiefs, Technical Management Divisions, Specialized Safety and Flight Operations Divisions, and Operations Support Branches will provide technical support as required to:

(a) Participate in or conduct investigations.

(b) Periodically review the adequacy of the deficiency report program.

(c) In addition to subparagraphs a and b above, the Chief, Operations Support Branch, shall assure investigation participation by a staff engineer/technical specialist in all category I deficiency reports and those category II reports associated with part failures, breakage, or the improper functioning of an assembly. The engineer/technical specialist shall also prepare or provide input to DLA Form 1227 replies to these reports. (See enclosure 3 to the DLAR 4155.24.)

(7) The District DRPM will:

(a) Manage the deficiency reports program for the District and provide on-the-job training and assistance is needed or requested.

(b) Communicate to DLA-QP by electronic mail (or telephone) the occurrence of any significant development, finding, or event during the course of a PQDR investigation (e.g., indication of fraud, confirmed improper performance of DLA personnel, problem is being escalated to higher command within the Service, congressional involvement, or Service stocks of the item will be critically affected). Upon completion of the investigation, a copy of the final reply will be provided to DLA-QP.

(c) Review the District monthly reports for accuracy. The summary data must be auditable, e.g., the previous month's on-hand total after adding current month's receipts and deducting current month's completion must equal the current month's total on-hand. When errors occur, assure corrections are initiated and entered into the system.

(d) At the end of each quarter, review the deficiency report data from the automated reports available to the District.

(e) Evaluate the administration and effectiveness of the DRP at each CMAO/DPRO within the District to include the accuracy of data contained in the QA Product Quality Deficiency Report (QA-PQDR) data base. Prioritize the frequency and extent of reviews based on need and evaluation findings; however, no individual CAO's evaluation should exceed 2 years. A request for Internal Review Audit should also be initiated when circumstances warrant.

(f) Annually, during the month of January, prepare a list of DCMD, DCMAO, and DPRO DRPMs and distribute to DLA-QP, the DRPM at each District, and the Focal Point at each Defense Supply Center. This will be accomplished by preparing and maintaining the list in the Distributed Minicomputer System (DMINS) and distributing via electronic mailing. Create a DMINS mailing list which will allow simultaneous electronic mailing of the DRPM list to DLA-QP, the Districts, and supply centers. The DRPM list will conytain the name of each DPRM, office code, telephone number (commercial and DSN), and electronic mail address.

(8) Quality Assurance Division DRPMs at DCMAOs and DPROs will:

(a) Manage the Deficiency Reports Program by interaction with higher level management, Service/agency points, contractors, and investigators. Provide direction and assistance to other CAO personnel to assure that contractors take comprehensive, meaningful, and timely corrective action, when required. Assure recommended changes or the need for corrective actions are provided to Service activities in final replies for deficiencies that are related to contract, design, and technical data problems. Utilize DD Form 1716, Contract Data Package Recommendation/Deficiency Report, when applicable.

(b) Determine the proper activity for conducting investigations and obtaining corrective action for deficiency reports identified in paragraph IC. Process for investigation those deficiency reports received on the wrong form, provided the format includes sufficient data for investigative purposes.

(c) Together with the contractor and, as necessary, the investigator determine if an exhibit is essential to the investigation. This applies to all contracts, open as well as closed. If the contractor desires that the exhibit be returned to the facility, request from the contractor: acknowledgment that performance of the investigation costs will not be at the expense of the Government; and a proposed timeframe for completion of the investigation. Within 7 days after receipt of a PQDR, via message to the action point or, if authorized, to the exhibit holder, either: request the exhibit and provide disposition instructions; or advise that exhibit is not needed. In accordance with MIL-Q-9858, Quality Program Requirement, contractors are required to conduct a corrective action investigation (see subparagraph q below, and DLAR 4155.24, enclosure 2, paragraph IIB for additional guidance).

(d) Receive, screen, and process all action and information deficiency reports. In conjunction with supervisory personnel or the QAR, determine appropriate classification for reports not previously classified by the initiator. Determine if an identical deficiency is currently under investigation or has been resolved in a previous report. When this situation exists, the report should be accepted as an information report, following proper communication with the cognizant screening point. Make a decision with the contractor on the disposition (i.e., repair, replace, unnecessary for the investigation, etc.) of materiel affected by the downgraded PQDR and notify the action point by letter/message providing disposition instructions. Refer to the previous report in the response. Deficiency reports associated with warranty product shall be treated as action, provided the deficiency occurred on new materiel (DLAR 4155.24, enclosure 1, Definitions); otherwise, they should be treated as information reports.

(e) Notify the DCMAO/DPRO Commanders, through channels, and use electronic mail or telephone to notify the District DRPM immediately upon receipt of a category I deficiency report, and when any other deficiency report is subsequently classified category I, giving the following information:

1. Item and National Stock Number (NSN).

2. End item used on.

3. Contract number.

4. Contractor/location.

5. CAO.

6. District action officer. (Individual to be contacted regarding the deficiency reports or status thereof.)

7. From whom report received.

8. Date report received.

9. Report initiator.

10. Specifics of deficiency.

11. Deficiency category

12. Action being taken.

13. Assistance requested from (if applicable).

14. DCMC control number. During the course of the investigation, until the final reply can be provided, notify the Commander and the District DRPM of any significant developments. Send the original of the final reply with all essential support data to the DCMAO/DPRO Commander for approval. Provide a copy of the approved reply with all essential supporting data to the District DRPM.

(f) Forward any misrouted deficiency reports directly to the cognizant CAO, as specified in DoD 4105.59-H, DoD Directory of Contract Administration Services Components, and send a copy of the forwarding correspondence to the activity from which the report was received. When deficiency reports do not contain sufficient information to conduct an investigation or lack essential communication information (e.g., commercial phone numbers, DODAAC) contact, by most expeditious means available, the activity from which the report was received to obtain required information. If such information cannot be obtained from the action point, the deficiency report will be returned to the action point with a letter of explanation.

(g) Notify the appropriate service screening/action point by phone or electronic means of the receipt of a report from an office other than one listed in this document as an authorized action point. Request their guidance in determining if the report should be treated as an investigation or as an information report.

(h) If the report is against material for which DCMC did not have inspection or acceptance contract administration responsibility, return the report with a letter of explanation.

(i) As necessary, receive from or send to other support points SFs 368 and requests for investigation. (Note: Every attempt shall be made to accomplish this added support point effort within the overall response times identified in subparagraph n below.)

(j) When the CAO cognizant of a prime contractor receives a report involving materiel shipped from another division or from a subcontractor's manufacturing location, provide copies of the report to the prime contractor and to the CAO cognizant for inspection and/or acceptance. The CAO cognizant for inspection and/or acceptance will investigate and reply to the report.

(k) When the CAO cognizant for inspection and/or acceptance at a subcontractor receives a report directly from an action point, provide an information copy of both the report and the investigation reply to the prime contractor CAO. The prime contractor CAO will notify the prime contractor, in writing, of the report, provide results of investigation, and request corrective action to prevent a recurrence of the deficiency. Provide a copy of the prime contractor's response to the subcontractor CAO.

(l) In either case, the DRPM located at the CAO cognizant for inspection and/or acceptance will enter the report into the QA-PQDR program, make replies directly to the action point, and provide information copies of pertinent correspondence to the prime contractor CAO. If the subcontractor is unresponsive to the CAO cognizant for inspection and/or acceptance, the prime contractor CAO shall be expeditiously notified.

(m) For a Category I report, provide an interim or final reply to the action point within 20 calendar days when no exhibit is requested, or within 20 days after receipt of the requested exhibit. For a Category II report, provide interim or final replies within 30 calendar days when no exhibit is requested, or 30 days after receipt of a requested exhibit. On interim replies obtain the information directly from the investigator. Review all replies to deficiency reports and provide concurrence by initialing and dating block 21 of the DLA Form 1227 prior to obtaining the QA Division Chief's signature. Assure reports are comprehensive and not superficial or"canned;" and are fully responsive to the reported problems. Provide a copy of the completed case file to the QAR upon issuance of the final reply. As applicable, interim replies will address the status of the investigation, estimated date/time of the final reply, and need for delay.

(n) Forward each action deficiency report case to the appropriate branch for assignment of an investigator, investigation, and preparation of a final reply. Using DLA Form 258, Communications Control Record, or the most expeditious message, electronic facsimile, or E-Mail format, provide the CAO control number, suspense date, and any other helpful information desired. Verify that each action deficiency report is promptly assigned to a qualified investigator and obtain the investigator's name.

(o) Enter all action and information deficiency reports received by the QA Division into the QA-PQDR system. The only exceptions are GIDEP ALERTS, misrouted reports, and those SF 361 reports forwarded to transportation and packaging divisions for resolution. Each report, regardless of the number, will be controlled separately. Replies may be provided on each report individually or on the group as a whole, depending on the circumstances. When one reply is furnished for the group, the reply will identify and be responsive to each deficiency report.

(p) Refer a deficiency report case to the ACO for information or necessary assistance. Examples of this (not all inclusive) are when:

1. It is established that the deficiency resulted from contractual requirements that are ambiguous, dubious, or otherwise questionable.

2. The contractor refuses responsibility for, or will not cooperate in, the investigation of the deficiency; or where there is a possibility for payment or recoupment of monies to/from the contractor. When contractor refuse to conduct an investigation, a CAO investigation will still be conducted and a reply provided. Investigation should include review of QAR and contractor's inspection/test records and, if production parts are available, examination of that product for similar deficiency.

3. Contractual warranty provisions apply. When a conflict exists, contract warranty provisions take precedence over the requirements of this regulation.

4. There is a potential for the cause of the reported deficiency to have impact on the quality of items currently in production under contract(s) containing progress payment provisions.

(q) Assure requests and disposal of exhibits are in accordance with DLAR 4155.24, enclosure 2, paragraph IIG, Exhibit Disposition (After Completion of the Investigation).

(r) Assure a copy of the exhibit disposition document or receipt notice is sent from the investigator to the property administrator and the action point, upon receipt from the investigator.

(s) Assure a copy of the exhibit disposition document is provided the property administrator, upon receipt from the investigator.

(t) Assure a copy of the final reply is provided the transportation and packaging element, when an investigation of a packaging, packing, marking, and handling deficiency reveals that the deficiency was attributable to the nonconformance to contract requirements. When an investigation reveals that the reported deficiency was attributable to other than a nonconformance to contract requirements (e.g., damage in transit), the deficiency case will be referred to the transportation and packaging element for action and resolution using DLA Form 258 format.

(u) Except for disposition instructions for exhibits, assure all required actions, including those in supplemental instructions, have been accomplished prior to closing out a deficiency report case.

(v) Assure monthly deficiency report data analyses are available for use by management. Include contractors with highest number of PQDRs, section and branches involved, reasons for PQDRs, trends, and any information requiring management attention.

(9) Deficiency Report Investigators may be either the QAR or Operations Support Branch personnel. They will:

(a) Investigate information deficiency reports, as directed by the Division DRPM, and record results on the reverse

side of the deficiency report. When required, forward the investigation results to the Division DRPM with a copy of the QAR if the QAR is not the investigator.

(b) Investigate action reports to determine the cause of the reported deficiency and determine that the contractor has taken the necessary action to correct the cause to prevent the same deficiency from occurring in the future. Assure the contractor has been furnished a copy of the report and has been requested to investigate and respond as determined appropriate. The objective of the investigation is to determine root causes of the deficiencies. In those instances where other items or products are processed through the operation or process which caused the deficiency, ascertain if those products are also deficient and require necessary corrective action to be taken. In addition to obtaining correction of the cause, it is necessary to determine why the deficiency was not detected, and to determine that the contractor has effected changes, as required, to assure that the same deficiency would be detected in the future. Also, indicate what changes or adjustments will be made in the Government quality program or special actions taken, to verify adequacy of the contractor's corrective action. Participation with the contractor in the investigation is necessary when an exhibit is to be tested, disassembled, and analyzed. An independent conclusion and position on each deficiency report must be developed by the deficiency report investigator with the help of the QAR, staff technical specialists, or engineers as required. When this position differs from the position of the contractor and resolution cannot be obtained, the case will be referred to the QA Division for resolution.

(c) Request assistance, as appropriate, from the QAR, packaging and transportation specialists, and staff engineering/technical specialists in the investigation of deficiency reports. Utilize engineering/technical assistance in all instances per subparagraph 6, above.

(d) Refer the matter through channels to the ACO, Contract Management Division, for information and necessary assistance, when any of the conditions cited in subparagraph 8p above apply.

(e) Consider exhibits to be Government property. When received by a contractor to support an investigation, the contractor is accountable. Investigators shall, in conjunction with the contractor, notify the DRPM:

1. By telephone when the exhibit is received. Followup by forwarding the receipt document or, when the document is not available, a memo of exhibit receipt.

2. In the final reply, indicate exhibit status, contractor's position on repair, replacement, etc., and need of exhibit disposition instructions. Attach a copy of instructions, if received.

3. When exhibit is shipped, provide shipping documents.

(f) Conduct an investigation, to the extent feasible, while awaiting the receipt of the exhibit (45-day maximum waiting period after exhibit requested and not received). The fact that the contractor does not participate should not deter the investigator from performing a preliminary analysis, particularly if similar units are being inspected or accepted. If the exhibit is not available, the case shall be investigated and a final reply prepared as directed by the DRPM.

(g) Include a statement of explanation, as a part of the deficiency report investigator's reply, when the contractor has been requested to investigate a deficiency report but refuses to do so for some reason (i.e., no exhibit, item too old, item under warranty, or warranty has expired).

(h) Advise the Division DRPM immediately, through channels, if, during the course of investigation of a deficiency report, information is uncovered which meets the criteria for a Category I deficiency report.

(i) Communicate by telephone to the DRPM the occurrence of any significant development, finding, or event during the course of the investigation of a deficiency report (e.g., indication of fraud, see DLAM 8200.2, section III, part 3; confirmed improper performance of DCAS personnel; problem is being escalated to higher command within the Service; congressional involvement; Service stocks of the items will be adversely affected, etc.).

(j) Forward the investigation findings, and any other backup documentation to the DRPM through the investigator's QA Branch via DLA Form 258 with the completed DLA Form 1227 or via electronic media (e.g., electronic mail format, see DLAR 4155.24, enclosure 3). The investigation report must be responsive to each finding or comment in the deficiency report. Emphasis should be placed on the action taken to correct the cause and the corrective actions taken by the contractor and DCMC in their quality programs to prevent future acceptance of materiel containing the same defect. Avoid such superficial phrases as "surveillance has been increased,""the worker was reminded," or "more emphasis will be placed on product inspection," etc. Be specific. Detail the exact nature of the actions and any applicable time or quantity constraints.

(k) Telephonically advise the Division DRPM at least 7 days before the suspense date whenever a final reply cannot be accomplished by that date. Include expected date of completion and reasons for delay.

(l) Report deficiencies on Government property per instructions of enclosure 2.

F–6. FORMS AND REPORTS

Reporting requirements on deficiency reports will be as prescribed in this appendix. Form letters, associated with

administration of the program, may be developed and controlled by each District unless standard messages/letters/forms are required in a handbook or processing guide supplement to this regulation.

Appendix G
PROCESSING DEFICIENCY INVESTIGATION REPORTS [Encl 1 App A DLAR 4155.24]

General. The reports covered by the provisions of this appendix are listed in DLAR 4155.24, paragraph ID. This enclosure clarifies and provides additional guidance on the method by which each report is to be processed taking into consideration the requirements of the pertinent regulatory documents. Investigation findings on information reports may be of benefit for product improvement purposes, identification of processes or procedures which may not be producing the desired results, prevention of related deficiencies in the same or similar products, discussion in postaward conferences, and prevention of deficiencies in future or follow-on contracts.

G–1. SF 364 - REPORT OF DISCREPANCY (ROD)

a. Use. This is a multi-use form for reporting of item and packaging, packing, and dated marking discrepancies including report of overages, shortages, missing documentation, wrong item, packing, marking, and similar deficiencies on shipments received from contractors (see DLAR 4140.55). Because of overlap of reporting requirements with other forms, the SF 364 could also be used to report conditions which affect the serviceability or usability of the item. This form is also used to report product quality deficiencies in FMS shipments (see DLAR 4140.60).

b. Processing by DCMC. SF 364 reports will normally be received by the CAO that administers the contract as information reports unless action is specifically indicated on the report or cover letter. Upon receipt of an information copy, the report will be entered into the system as an information report and investigated on as directed by the DRPM, based on dollar value/recurrence of similar problems, contractor's quality history, etc., all of which should be considered in determining the extent of an investigation. The investigation findings and corrective action taken will be recorded, as applicable. The office that forwarded the report may request investigation and assistance of DCMC to resolve the deficiency. In this event, the report will be entered as an action report, and the requested investigative assistance provided. On shipments of industrial plant equipment, DGSC (formerly DIPEC) is the action office and one copy of the report is sent to the administering office. These reports will be processed as above. Requests for support from International Logistics Control Offices (ILCOs) on FMS shipments will be entered as action reports, investigated, and replies furnished.

G–2. SF 368 - PRODUCT QUALITY DEFICIENCY REPORT

a. Use. To report deficiencies and unsatisfactory conditions in Government-owned products, materiel, and equipment (see DLAR 4155.24).

b. Distribution. The completed form is forwarded to the designated office (action point) within the procuring Service or agency having responsibility for management or procurement of the item and for resolution of the deficiency.

Processing by DCMC. The action points listed in enclosure 3 of this appendix, or enclosure 4 of DLAR 4155.24, or other support points, may submit a PQDR to the office that administered the contract (support point) to investigate and resolve the #=2 deficiency. The PQDR will be entered into the system as an action report. Upon accomplishing the investigative action, provide a final reply to the action point on DLA Form 1227, or by message using DLA Form 1227 format. SFs 368 forwarded to DCMC for information will be entered into the system as information reports. When reports are identified as information reports, evaluate the reported condition and circumstances and determine the extent of investigation by DCMC warranted. Investigation decisions, findings, and action taken will be recorded and copies provided the QA Division and the QAR. Copies of information reports are to be provided the contractor for whatever action the contractor deems necessary.

G–3. SF 380 - REPORTING AND PROCESSING MEDICAL MATERIAL COMPLAINTS/QUALIITY IMPROVEMENT REPORTS

a. Use. To report unsatisfactory conditions in medical materiel and equipment (see DLAR 4155.28).

b. Distribution. The report is forwarded to the Defense Personnel Support Center (DPSC-RQC).

c. Processing by DCMC. DPSC is the action office and may request assistance of DCMC to resolve the deficiency if the contract was administered by DCMC. The request for assistance from DPSC will be entered onto the systems an action report and investigated accordingly. Upon accomplishing the action requested, provide a reply to DPSC on DLA Form 1227 or message system. When the report is provided for information, it is to be processed in accordance with SF 368 instructions on information deficiency reports.

G–4. DD FORM 1608 - UNSATISFACTORY MATERIAL REPORT (SUBSISTENCE)

a. Use. To report unsatisfactory conditions in subsistence items (see DLAR 4155.3).

b. Distribution. The report is prepared and forwarded through the Military Services screening activity to DPSC-HQS (DCFP).

c. Processing by DCMC. DPSC is the action office and may request assistance of DCMC to resolve the deficiency if the contract was administered by DCMC. The request for assistance will be entered into the system as an action report and investigated accordingly. Upon accomplishing the action requested, provide a reply to DPSC on DLA Form 1227 or message system. When the report is provided for information, it is to be processed in accordance with SF 368 instructions on information deficiency reports.

Appendix H
REPORTING DEFICIENCIES IN GOVERNMENT PROPERTY (GFE/GFM) [Encl 2 APP A DLAR 4155.24]

H–1.
The SF 368 should be used by the contractor to report deficiencies in GFE/GFM received by the contractor as part of the contract. In the event the contractor cannot/will not complete this form, the QAR shall prepare it. Any contractually prescribed form or other supporting document that has value in making disposition, corrective action, or corrective action investigation decisions shall be included with the SF 368.

H–2.
The QAR shall verify and annotate concurrence with the contractor's findings in block 22 and forward within 5 days to the appropriate DCMAO/DPRO DRPM, who will assure that a copy of the SF 368 is sent: to the Procuring Contracting Officer (PCO) (through the ACO) to obtain disposition instructions on defective Government property; and to the appropriate action point (see enclosure 3) or other required facilities such as item manager, repair activities, engineering agent, etc., to obtain corrective action. The DRPM will follow up on reports submitted as action to assure a corrective action response is received.

H–3.
When the discrepancy is related to shipping (item), packaging, or parcel post, the requirements specified above are applicable except that the discrepancy will be reported on an SF 364. Guidance for the preparation of this form is available in DLAH 4145.7, When and How to Prepare Standard Form (SF) 364, Report of Discrepancy (ROD), for Packaging Discrepancies, and administration and distribution requirements should be as specified in DLAR 4140.55. When the discrepancy is related to transportation, i.e., damage in transit, pilferage, etc., then the QAR should alert the cognizant Government transportation officer.

Appendix I
ACTION POINTS FOR QUALITY DEFICIENCY REPORTS (SF 368) [Encl 3 APP A DLAR 4155.24]
THE FOLLOWING LIST IS IN ADDITION TO THOSE LISTED IN DLAR 4155.24, ENCL 4

Note: These represent points that, in the past, have officially forwarded SFs 368 or messages across participating component lines to DCMC for support actions. Although these were accurate at the time of preparation, they may change, due to base closures, realignments, reorganizations, etc. It is recommended that any address be verified prior to forwarding any correspondence.

Table I–1
Action Points for Quality Deficiency Reports (SF 368)

Navy	
NAVSEALOGCEN MECHANICSBURG PA//CODE 44//	COMMANDING OFFICER NAVAL SEA SYSTEMS COMMAND NAVAL SEA LOGISTICS CENTER ATTN: CODE 44 5440 CARLISLE PIKE P. O. BOX 2060 MECHANICSBURG, PA 17055-0795 DODAAC: N65538 (717)790-7444/AV 430-7444
NAVAVNDEPOT ALAMEDA CA	NAVAL AVIATION DEPOT NAVAL AIR STATION ATTN: 412 ALAMEDA, CA 94501-5201 DODAAC: N65885
NAVAVNDEPOT CHERRY POINT NC	NAVAL AVIATION DEPOT MARINE CORPS AIR STATION ATTN: 412 CHERRY POINT, NC 28533-5030 DODAAC: N65923
NAVAVNDEPOT JACKSONVILLE FL	NAVAL AVIATION DEPOT NAVAL AIR STATION ATTN: 412 JACKSONVILLE, FL 32212-0016 DODAAC: N65888
NAVAVNDEPOT SAN DIEGO CA	NAVAL AVIATION DEPOT NAVAL AIR STATION ATTN: 412 SAN DIEGO, CAL 92135-5112 DODAAC: N65888
NAVAVNDEPOT NORFOLK VA	NAVAL AVIATION DEPOT ATTN: 412 NORFOLK, VA 23511-5899 DODAAC: N65887
NAVAVNDEPOT PENSACOLA FL	NAVAL AVIATION DEPOT NAVAL AIR STATION ATTN: 412 BLDG. 604 PENSACOLA, FL 32508-5300 DODAAC: N65889
NAVWPNSUPCEN CRANE IN	NAVAL WEAPONS SUPPORT CENTER ATTN: QUALITY (QM) CRANE, IN 47522-5000 DODAAC: N000164
NAVAIRDEVCEN WARMINISTER PA	NAVAL AIR DEVELOPMENT CENTER ATTN: QUALITY (QM) WARMINSTER, PA 18974-5000 DODAAC: N68335

Table I–1
Action Points for Quality Deficiency Reports (SF 368)—Continued

NAVAIRENGCEN LAKEHURST NJ	NAVAL AIR ENGINEERING CENTER NAVAL AIR STATION ATTN: QA-99 LAKEHURST, NJ 08733-5000 DODAAC: N00163
NAVAVIONICCEN INDIANAPOLIS IN	NAVAL AVIONICS CENTER ATTN: 410 21st AND ARLINGTON AVE. INDIANAPOLIS, IN 46218-2189 DODAAC: N00163
PACMISTESTCEN POINT MUGU CA	PACIFIC MISSILE TEST CENTER ATTN: 2213 POINT MUGU, CA 93042-5000 DODAAC: N63126
NAVORDSTA INDIAN HEAD MD	NAVAL ORDNANCE STATIONATTN: ATTN: QUALITY (QM) INDIAN HEAD, MD 20640-5000 DODAAC: N00174
NAVORDSTA INDIAN HEAD DET MCALESTER OK	NAVAL ORDNANCE STATION ATTN: INDIAN HEAD DETACHMENT ARMY AMMUNITION DEPOT MCALESTER, OK 74501-5190 DODAAC: N42354
NAVMINEWARENGACT YORKTOWN VA	OFFICER IN CHARGE NAVAL MINE WARFARE ENGINEERING ACTIVITY YORKTOWN, VA 23691-5976 DODAAC: N0708A %pages
NAVORDSTA LOUISVILLE KY	COMMANDING OFFICER NAVAL ORDNANCE STATION LOUISVILLE, KY 40214-5001 DODAAC: N00197
NAVPRO GREAT NECK NY	COMMANDING OFFICER NAVAL PLANT REPRESENTATIVE OFFICE C/O UNISYS CORPORATION ELECTRONICS SYSTEMS GREAT NECK, LI, NY 11020-7001 DODAAC: N65227
NAVPRO LAUREL MD	COMMANDING OFFICER NAVAL PLANT REPRESENTATIVE OFFICE JOHN HOPKINS ROAD LAUREL, MD 20707-6090 DODAAC: N62907
NAVPRO POMONA CA	COMMANDING OFFICER NAVAL PLANT REPRESENTATIVE OFFICE P.O. BOX 2505 POMONA, CA 91769-2505 DODAAC: N62861

Table I–1
Action Points for Quality Deficiency Reports (SF 368)—Continued

NAVSHIPWPNSYSENGSTA PORT HUENEME CA	COMMANDING OFFICER NAVAL SHIP WEAPON SYSTEMS ENGINEERING STATION PORT HUENEME, CA 93043-5007 DODAAC: N63394
NAVSHIPYD CHARLESTON SC	COMMANDER CHARLESTON NAVAL SHIPYARD NAVAL BASE CHARLESTON, SC 29408-6100 DODAAC: N00191
NAVSHIPYD LONG BEACH CA	COMMANDER LONG BEACH NAVAL SHIPYARD LONG BEACH, CA 90822-5099 DODAAC: N60258
NAVSHIPYD MARE ISLAND CA	COMMANDER MARE ISLAND NAVAL SHIPYARD VALLEJO, CA 94592-5000 DODAAC: N00221
NAVYSHIPYD NORFOLK VA	COMMANDER NORFOLK NAVAL SHIPYARD PORTSMOUTH, VA 23709-5000 DODAAC: N00181
NAVSHIPYD PEARL HARBOR HI	COMMANDER PEARL HARBOR NAVAL SHIPYARD BOX 400 PEARL HARBOR, HI 96860-5350 DODAAC: N00311
NAVSHIPYD PHILADELPHIA PA	COMMANDER PHILADELPHIA NAVAL SHIPYARD PHILADELPHIA, PA 19112-5087 DODAAC: N00151
NAVSHIPYD PORTSMOUTH NH	COMMANDER PORTSMOUTH NAVAL SHIPYARD PORTSMOUTH, NH 03801-5000 DODAAC: N00102
NAVSHIPYD PUGET SOUND WA	COMMANDER PUGET SOUND NAVAL SHIPYARD BREMERTON, WA 98314-5000 DODAAC: N00251
NAVSWC DET SILVER SPRING MD	OFFICER IN CHARGE WHITE OAK LABORATORY NAVAL SURFACE WARFARE CENTER DETACHMENT SILVER SPRING, MD 20903-5000 DODAAC: N60921

Table I–1
Action Points for Quality Deficiency Reports (SF 368)—Continued

SUPSHIP LONG BEACH CA	SUPERVISOR OF SHIPBUILDING CONVERSION AND REPAIR,USN LONG BEACH NAVAL SHIPYARD LONG BEACH, CA 90822-5093 DODAAC: N62791
SUPSHIP NEW ORLEANS LA	SUPERVISOR OF SHIPBUILDING CONVERSION AND REPAIR, USN NEW ORLEANS, LA 70142-5700 DODAAC: N63124
SUPSHIP NEWPORT NEWS VA	SUPERVISOR OF SHIPBUILDING CONVERSION AND REPAIR, USN NEWPORT NEWS SHIPBUILDING & DRYDOCK COMPANY NEWPORT NEWS, VA 23607-2787 DODAAC: N62793
SUPSHIP PASCAGOULA MS	SUPERVISOR OF SHIPBUILDING CONVERSION AND REPAIR, USN PASCAGOULA, MS 39567-2210 DODAAC: N62795
NUSC NEWPORT RI	COMMANDING OFFICER NAVAL UNDERWATER SYSTEMS CENTER NEWPORT, RI 02841-5047 DODAAC: 1166604
SUPSHIP BATH ME	SUPERVISOR OF SHIPBUILDING CONVERSION AND REPAIR, USN 574 WASHINGTON STREET BATH, ME 04530-0998 DODAAC: N62786
SUPSHIP BOSTON MA	SUPERVISOR OF SHIPBUILDING CONVERSION AND REPAIR, USN BUILDING 114, SECTION “D” 495 SUMMER STREET BOSTON, MA 02210-2181 DODAAC: N62665
SUPSHIP BROOKLYN NY	SUPERVISOR OF SHIPBUILDING CONVERSION AND REPAIR, USN FLUSHING AND WASHINGTON AVENUES BROOKLYN, NY 11251-9000 DODAAC: N62794
SUPSHIP CHARLESTON SC	SUPERVISOR OF SHIPBUILDING CONVERSION AND REPAIR, USN NAVAL BASE CHARLESTON, SC 29408-7000 DODAAC: N62673
SUPSHIP GROTON CT	SUPERVISOR OF SHIPBUILDING CONVERSION AND REPAIR, USN GROTON, CT 06340-4990 DODAAC: N62789

Table I–1
Action Points for Quality Deficiency Reports (SF 368)—Continued

SUPSHIP JACKSONVILLE FL	SUPERVISOR OF SHIPBUILDING CONVERSION AND REPAIR, USN DRAWER T MAYPORT NAVAL STATION JACKSONVILLE, FL 32228-0020 DODAAC: N62670
SUPSHIP BOSTON MA	SUPERVISOR OF SHIPBUILDING CONVERSION AND REPAIR, USN BUILDING 114, SECTION “D” 495 SUMMER STREET BOSTON, MA 02210-2181 DODAAC: N62665
SUPSHIP BROOKLYN NY	SUPERVISOR OF SHIPBUILDING CONVERSION AND REPAIR, USN FLUSHING AND WASHINGTON AVENUES BROOKLYN, NY 11251-9000 DODAAC: N62794
SUPSHIP CHARLESTON SC	SUPERVISOR OF SHIPBUILDING CONVERSION AND REPAIR, USN NAVAL BASE CHARELSTON, SC 29408-7000 DODAAC: N62673
SUPSHIP GROTON CT	SUPERVISOR OF SHIPBUILDING CONVERSION AND REPAIR, USN GROTON, CT 06340-4990 DODAAC: N62789
SUPSHIP JACKSONVILLE FL	SUPERVISOR OF SHIPBUILDING CONVERSION AND REPAIR, USN DRAWER T MAYPORT NAVAL STATION JACKSONVILLE, FL 32228-0020 DODAAC: N62670
SUPSHIP STURGEON BAY WI	SUPERVISOR OF SHIPBUILDING CONVERSION AND REPAIR, USN P.O. BOX 26 STURGEON BAY,, WI 54235-0026 DODAAC: N62990
WPNSTA CHARLESTON SC	COMMANDING OFFICER NAVAL WEAPONS STATION CHARLESTON, SC 29408-7000 DODAAC: N00193
WPNSTA CONCORD CA	COMMANDING OFFICER NAVAL WEAPONS STATION CONCORD, CA 94520-5000 DODAAC: N60036
WPNSTA COLTS NECK NJ	COMMANDING OFFICER, NAVAL WEAPONS STATION COLTS NECK, NJ 07722-5000 DODAAC: N60478

Table I–1
Action Points for Quality Deficiency Reports (SF 368)—Continued

WPNSTA SEAL BEACH CA	COMMANDING OFFICER NAVAL WEAPONS STATION SEAL BEACH, CA 90740-5000 DODAAC: N60701
WPNSTA YORKTOWN VA	COMMANDING OFFICER NAVAL WEAPONS STATION YORKTOWN, VA 23691-5000 DODAAC: N00109
NAVSEADETSUBMEPP PORTSMOUTH NH	OFFICER IN CHARGE NAVAL SEA SYSTEMS COMMAND DETACHMENT (SUBMEPP) PORTSMOUTH NAVAL SHIPYARD PORTSMOUTH, NH 03801-2082 DODAAC: N45404
SPCC MECHANICSBURG PA	COMMANDING OFFICER NAVY SHIPS PARTS CONTROL CENTER MECHANICSBURG, PA 17055-0788 DODAAC: N00104
ASO PHILADELPHIA PA	COMMANDING OFFICER NAVY AVIATION SUPPLY OFFICE 700 ROBBINS AVENUE PHILADELPHIA, PA 19111-5098 DODAAC: N00383
NAVSEACOMBATSYSENGSTA NORFOLK VA	COMMANDING OFFICER NAVAL SEA COMBAT SYSTEMS ENGINEERING STATION NAVAL STATION NORFOLK, VA 23511-5698 DODAAC: N64281
NAVSSES PHILADELPHIA PA	COMMANDING OFFICER NAVAL SHIP SYSTEMS ENGINEERING STATION PHILADELPHIA, PA 19112-5083 DODAAC: N65540
NAVPRO MINNEAPOLIS MN	COMMANDING OFFICER NAVAL PLANT REPRESENTATIVE OFFICE 4800 EAST RIVER ROAD MINNEAPOLIS, MN 55421-1402 DODAAC: N68679
Army	
COMMANDER, US ARMY ARMAMENT MUNITIONS AND CHEMICAL COMMAND ATTN: AMSMC-QA____- ____ ROCK ISLAND, IL 62199-6000 (309) 782-7580/AV 793-7580 DODAAC: W52H1C FAX: AV 793-6328 E-MAIL: qadx1@ria-emh1.army.mil	

Table I–1
Action Points for Quality Deficiency Reports (SF 368)—Continued

COMMANDER, US ARMY MUNITIONS AND
CHEMICAL COMMAND
ATTN: AMSMC-QA_____- _____
PICATINNY, NJ 07801-5000
(201) 724-4756/AV 880-4756
FAX: AV 880-2924

COMMANDER, US ARMY ARMAMENT
MUNITIONS AND CHEMICAL COMMAND
ATTN: AMSMC-QA ____ - ____
ABERDEEN PROVING GROUND, MD 21010-5423
(301) 671-4450/AV 584-4450

COMMANDER, ROCK ISLAND ARSENAL
ATTN: SMCRI-QA
ROCK ISLAND, IL 62199-5000
(309) 782-7507/AV 782-7507

COMMANDER, WATERVLIET ARSENAL
ATTN: SMCWV-QAE
WATERVLIET, NY 12189-4050
(518) 266-4238/AV 974-4238

COMMANDER, HARRY DIAMOND LABORATORIES
ATTN: SLCHD-TS-SQ___
ADELPHI, MD 20783-1197
(202) 394-2526/AV 290-2526

COMMANDER, CECOM CENTER FOR NIGHT VISION &
ELECTRO-OPTICS
ATTN: AMSEL-PA___
FT. BELVOIR, VA 22060-5677
(703) 664-6895/AV 354-6895

Appendix J
INSTRUCTIONS FOR UPDATING AUTOMATED DATA SYSTEMS [Encl 4 APP A DLAR 4155.24]

J–1. General

The procedures set forth in this enclosure are applicable to DCMC Districts that have implemented the 1983 QA-MDR portion of the Mechanized Contract Administration Services (MOCAS) System. The DLA Form 1054a, Materiel Deficiency Report Transcript Sheet, was designed to permit the transcription of deficiency report data from a source document into screen format to facilitate its entry into the QA-MDR mechanized system. Use of the DLA Form 1054a is optional and is not required to be retained as a permanent record of transactions. Procedures for entering data into the system, retrieving reports, and affecting on-line inquiries are set forth in DLAM 4745.22, vol V, part 1, Mechanized Contract Administration Services (MOCAS) System Data Base Specifications.

The following information is used to record the receipt of deficiency reports and to enter the reports into the system using DLA Form 1054a:

a. Format Identifier Code: No entry required.

b. Transaction Code: No entry required.

c. CAO-ORG CD: Enter the two position alphanumeric code provided by the Financial Management Division at each DCMR to identify the CAO having complete or partial administration responsibilities for the deficiency report.

d. CAGE: Enter the five digit code from the list of Contractor and Government Identity Codes that represents the contractor that is responsible for manufacturing, shipping, or overhauling the material that is the subject of the deficiency report.

e. PINN/SPINN: Enter the 13 position contract number (PIIN), if available. Enter also the SPINN which identifies the applicable amendment, modification, call, or order. If the PINN is available, enter first. If PINN and SPINN are available, enter both. If SPINN will not fit in this space, enter it in a "Comment" line. If no PINN is available, leave blank.

f. NSN: Enter the National Stock Number. The first 13 positions must be filled and left justified.

g. WPN SYS CD: Enter the five position code or designator from DLAM 4745.22, vol VI, part 14 table TB0166, that identifies the weapon system on which the discrepant materiel is used. If filled, the first two positions must be 10 through 99, position three must be alpha and dispositions four and five must be 00 through 99. If the weapon system is unknown, leave blank.

h. END ITEM USAGE: Enter in eight positions the noun, noun abbreviation, or alphanumeric designator that identifies the major end item on which the discrepant materiel is used. Examples are: T-56 ENG, ARC 156, or EJCTSEAT. If WPN SYS CD is entered leave END ITEM USG blank.

i. RPT CTL NO: Enter the locally assigned report control number consisting of the DODAAC of the CAO entering the deficiency report, the last two digits of the calendar year in which the deficiency report is received, and a four position serial number beginning with 0001 each year. Enter the originator's report control number as the first remark in comment 1.

j. NOMENCLATURE: Enter the name of the discrepant items as shown on the deficiency report.

k. PRI CD: Enter the appropriate priority code as listed in subparagraph aj below.

l. SPNS DT: The suspense date for the closeout of the deficiency report will be established in accordance with instructions stated elsewhere in this appendix. The first two positions must be 00-99 for the year, the third and fourth positions must be 01-12 for the month, and the fifth and sixth positions must be 01-31 for the day. Once established, this date may be revised as necessary.

m. SENT TO: Enter the code of either the branch or the person within the CAO to which the deficiency report is sent for investigation.

n. DT RCVD: Enter the date that the report was received at the CAO. The date format is the same as SPNS DT.

o. ACTN CD: Enter the code from subparagraph aj that describes the current action being taken on the deficiency report.

p. DT COMP: Enter the date that the final report (message reply or DLA Form 1227) is sent from the CAO to the action point. The date format is the same as described under SPNS DT. Note that it is possible to input a completion date even though the exhibit has not been shipped. When a reopened deficiency report (action code"R") is again closed, the latest completion date will be entered.

q. DFCT CD: Enter the appropriate defect code from the list (subparagraph aj below). As the investigation progresses and the deficiency report is resolved, the defect code can be changed to a more appropriate code.

r. SVC CD: Enter the appropriate code from the list (subparagraph aj below) that represents the Service or Agency which initiated the deficiency report.

s. GFM CD: Enter Y (yes) if the discrepant materiel is Government-owned materiel that has been furnished to a contractor for some purpose. The Y code should be used only on deficiency reports that are initiated by or on behalf of a contractor. Otherwise, this item should be coded N (no). The fact that an item is being sent to a contractor as a deficiency report exhibit does not make it GFM.

t. QTY RCVD: Enter the total quantity of materiel, including the discrepant materiel, that is reported as received by the deficiency report initiator.

u. INSP: Enter the total quantity of materiel, including the discrepant materiel, that the deficiency report initiator reports was inspected.

v. IN STK: Enter the total quantity of materiel received by the initiator that the deficiency report shows remaining in stock.

w. ITM UND WARNTY: Enter Y (yes) if the discrepant item is covered by a current, expressed warranty. Enter N (no) if the item is not covered by a current, expressed warranty. Enter U (unknown) if the warranty status of the item is not known.

x. XHIB ACTN CD: Enter the appropriate code that describes the most recent action taken with respect to an exhibit. See the list in subparagraph aj below.

y. XHIB ACTN DT: Enter the date of the action taken that is indicated by the exhibit action code. If data are entered in XHIB ACTN CD, then date must be entered, otherwise leave blank. If filled, the first two positions must be numeric (00-99) for the year, the second two positions must be numeric for the month (01-12), and the third two positions must be numeric (01-31) for the day.

z. XBT REQ DT: Enter the date exhibit(s) were requested.

aa. XBT RCVD DT: Enter the date the exhibit(s) were received.

ab. ACTN PT: Enter the DODAAC of the Service/Agency action point from which the deficiency report was received.

ac. CMNT 1-5: Except for the entries specified earlier in this enclosure, these data elements are for local use. They may be used to enter any remarks that pertain to the deficiency report. Comments may be changed or removed only by the CAO.

ad. CONTR/ORG ENTY: These data are system generated. No input is required.

ae. QA ORG CD: These data are system generated. No input is required.

af. CMDTY CD: Enter the code of the commodity category which includes the discrepant materiel. Although a commodity code will be system generated, it may be changed where necessary to a more appropriate code.

ag. TYPE FACILITY: These data elements are system generated. No entry is required.

ah. QA PVN CD: These data elements are system generated. No entry is required.

ai. DAYS TO CLOSE: System generated. No entry will be accepted.

aj. LIST OF CODES:

J–2. DEFECT CODES

Codes A through M indicate a determinate condition, whereas Codes Q through W indicate an indeterminate condition. Examples in parentheses are not all inclusive.

A=Package (preservation, packaging, packing, and marking.

B=Dimensional (not within print or specification requirements).

C=Process (substandard painting, plating, welding, heat treatment, etc.).

D=Testing (incorrect, inadequate, or omitted).

E=Defective Component (use only when an assembly was inoperative or erratic due to faulty relay, diode, or tube).

F=Wrong Item or Quantity (wrong item shipped; correct item overshipped/ undershipped).

G=Documentation (missing or illegible software).

H=Item Marking (marking of item incorrect, illegible, or missing).

J=Defective Material (laminations, porosity, physical/chemical not within specification, or unauthorized substitution).

K=Missing Hardware (omitted in assembly or kits).

L=Lubrication (inadequate, insufficient, or missing).

M=Workmanship (loose connection, poor soldering, cut insulation, adjustments incorrect, improper assembly).

Q=Damaged (cracked, broken, or bent from handling either apparent or not readily apparent).

R=Field Misapplication (improper use or incorrectly installed).

S=Storage Deterioration (inadequate storage or shelf life exceeded).

T=Contract/Design Questioned (contract provisions or engineering design is inadequate to meet users needs, repetitive failures of same component).

U=Deficiency Not Verified (evaluation of exhibit reveals no defect).

V=Investigation Inconclusive (exhibit not received).

W=Normal Wear and Tear (expected wear in the course of use, normal depreciation or item met, or exceeded life expectancy).

X=Contractor refuses to investigate.

Y=Unable to investigate due to age of the contract.

J–3. SERVICE CODES

A=Army
N=Navy
F=Air Force
D=DLA
X=Other

J–4. PRIORITY CODES

CODE	EXPLANATION
3	Category I
4	Category II
5	Information

J–5. ACTION CODES

CODE	EXPLANATION
A	Under Investigation
B	Delayed by Contractor
E	Interim Reply Sent
F	Completion
G	Investigation Delayed by Government
Q	Inquiry
R	Reopened
S	Transferred to Another CAO for Action
Z	Completion of Reopened

J–6. EXHIBIT ACTION CODE

CODE	EXPLANATION
A	Exhibit Requested
B	Exhibit Received
C	Disposition Instructions Requested
D	Disposition Instructions Received
E	Exhibit Disposed of

J–7. SUMMARY CODE

This fulfills the requirement of the eight-digit summary code identified by DLAR 4155.24. An additional, ninth, digit has been reserved for DLA use. The following codes will be entered in comment line 5 on each closed PQDR, pending the development of software changes which will allow for:

DEFICIENCY RESPONSIBILITY CODE: These codes are used primarily to determine who (contractor or Government) was responsible/liable for the reported or any other 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.

SEVERITY OF DEFECT: This code identifies the severity of the defect, as defined by the Federal Acquisition Regulation and MIL-STD-109.

BROAD/DETAILED CAUSE CODE: These codes are used to better define what the root cause of the problem was. As an example: A report stated that fluid was leaking from a landing gear because the seal was distorted. Upon further investigation, it was determined that the fluid itself was contaminated during its manufacture causing the distortion to the seal. The root cause was defective fluid.

CORRECTIVE ACTION CODE: This code identifies the action taken to correct the root cause of the reported or discernible discrepancy/deficiency and to prevent recurrence.

MATERIEL DISPOSITION CODE: These codes describe the disposition of the deficient materiel. The disposition codes will be used to start the process of exhibit management.

QAR ACTION CODE: These codes describe the action that the QAR has taken.

J–8. CODE STRUCTURE

The code will be a nine character code divided into seven segments as indicated in the paragraphs above. The

characters, code words, and their meanings will be as follows:

Table J–8
Code Structure Segments

SEGMENT 1 - RESPONSIBILITY - 1st Position		
A	=	PRIVATE CONTRACTOR - The defect occurred at a contractor-operated facility and was determined to be a contractor's error.
B	=	PROCUREMENT AGENCY - The defect was the result of a faulty procurement package.
C	=	GOVERNMENT CONTRACTOR (MFR) - The defect was determined to be a manufacturing error and occurred at a Government-operated manufacturing facility.
D	=	DESIGN AGENCY - The defect was due to a faulty Technical Data Package (TDP).
E	=	GOVERNMENT OVERHAUL FACILITY - The defect occurred at a Governmentoperated overhaul facility - not including field maintenance.
F	=	USING ACTIVITY - The defect occurred as a result of user error.
G	=	GOVERNMENT SUPPLY ACTIVITY - The defect occurred at a supply facility.
H	=	UNKNOWN - Cause of the defect could not be determined.
I	=	INVALID REPORT - The PQDR did not meet any of the above categories or other requirements of DLAR 4155.24 and was considered invalid.

SEGMENT 2 - SEVERITY OF DEFECT - 2nd Position		
1	=	Critical
2	=	Major
3	=	Minor
4	=	Severity unknown
5	=	No defect found

SEGMENT 3 - BROAD CAUSE OF DEFECT - 3rd Position		
C	=	CONTRACT ERROR - The actual contract was in error; e.g., wrong part number called out, wrong specification cited, etc.
D	=	TDP/DESIGN ERROR - Contractor met requirements but TDP was inadequate and resulted in defective materiel.
M	=	MAINTENANCE ERROR - Defect occurred during the repair of the item.
N	=	CONTRACTOR NONCOMPLIANCE - Contractor failed to meet one or more contractual requirements, resulting in defective materiel.
P	=	PART APPLICATION - Part Complies, but is not usable in the application.
S	=	SHELF-LIFE PROBLEM - The item's shelf-life was expired.
U	=	MISUSE OF ITEM - The user caused the defect through misuse.
X	=	UNDETERMINED CAUSE - Investigation did not reveal the root cause.
Z	=	NOT APPLICABLE

SEGMENT 4 - DETAILED CAUSE - 4th, 5th, and 6th Position		
1AA	=	INCORRECT MATERIEL
1AB	=	POOR WORKMANSHIP
1AC	=	WELDING
1AD	=	PROTECTIVE COATING
1AE	=	IMPROPER MARKING (INCLUDING LEVEL I AND MIL-STD-130)
1AF	=	IMPROPER INSTALLATION
1AG	=	DIMENSIONAL NONCONFORMANCE
1AH	=	MANUFACTURING PROCESS
1AI	=	INADEQUATE SOLDERING
1AJ	=	IMPROPER LUBRICATION
1AK	=	DOCUMENTATION MISSING (I.E., SOFTWARE)
1AL	=	MISSING HARDWARE
1AM	=	DAMAGED (HANDLING)
1AN	=	COMPONENT FAILURE.
1AP	=	BRAZING
1AQ	=	BONDING
1AR	=	POTTING
1AS	=	HEAT TREAT
1AT	=	PLATING
1AU	=	CHEMICAL FILM
1AV	=	IMPREGNATION
1AW	=	KITTING

Table J–8
Code Structure Segments—Continued

1AX	=	MACHINING (CUTTING, GRINDING, ETC.)
1AY	=	CLEANING
1AZ	=	CLEAN ROOM
2AA	=	INCORRECT TDP
2AB	=	INCOMPLETE TDP
2AC	=	OUTDATED TDP
2AD	=	INADEQUATE TEST PROCEDURES
2AE	=	INCORRECT MECHANICAL DESIGN
2AF	=	INCORRECT ELECTRICAL DESIGN
2AG	=	INADEQUATE CONFIGURATION CONTROL
2AH	=	WORK INSTRUCTIONS
3AA	=	INADEQUATE QA REQUIREMENTS
3AB	=	WRONG ITEM
3AC	=	PROCURED TO WRONG DRAWING REVISION
3AD	=	IMPROPER MAINTENANCE PROCEDURE
3AE	=	INCOMPLETE OVERHAUL
3AF	=	IMPROPER TORQUE
3AG	=	MRB
3AH	=	COMPUTER (SOFTWARE) QUALITY ASSURANCE
3AI	=	AUTOMATIC TEST EQUIPMENT
3AJ	=	CALIBRATION
3AK	=	ELECTRONIC TESTING
3AL	=	MECHANICAL TESTING
3AM	=	NDT
3AN	=	FINAL INSPECTION
3AP	=	CHEMICAL ANALYSIS
4AA	=	EXPIRED SHELF-LIFE
4AB	=	INAPPROPRIATE SHELF-LIFE
4AC	=	IMPROPERLY EXTENDED SHELF-LIFE
4AD	=	TECHNICAL MANUAL ERROR
4AE	=	IMPROPER FIELD FIX
4AF	=	NORMAL WEAR AND TEAR
4AG	=	ESD
5AA	=	PURCHASING
5AB	=	VENDOR CERTIFICATION
5AC	=	RECEIVING INSPECTION
5AD	=	CORRECTIVE ACTION
5AE	=	SEGREGATION OF NONCONFORMING MATERIAL
5AF	=	GFM/GFE/GFP
9ZZ	=	NOT APPLICABLE

SEGMENT 5 - CORRECTIVE ACTION TAKEN - 7th Position

A	=	PROCESS CHANGED (INCLUDES CHANGES TO PROCESS INSTRUCTIONS)
C	=	INITIATE CLASS 1 ECP
D	=	INITIATE CLASS 2 ECP
E	=	REVISE TEST PROCEDURES
F	=	REVISE SPECIFICATION/DRAWING/TECHNICAL ORDERS, PUBLICATIONS, MANUALS
G	=	ISSUED TECHNICAL/SAFETY BULLETINS
H	=	IMPROVE PACKAGING
I	=	CHANGE CONTRACTUAL REQUIREMENTS FOR FUTURE BUYS
P	=	POLICY CHANGE
Z	=	NOT APPLICABLE

SEGMENT 6 - DISPOSITION OF DEFECTIVE MATERIEL - 8th Position

1	=	TO BE REPAIRED BY CONTRACTOR (AT NO COST TO GOVERNMENT)
2	=	REPAIRED BY USING ACTIVITY - NOT CONTRACTOR REPRESENTATIVE
3	=	TO BE REPAIRED BY GOVT - DEPOT/OVERHAUL FACILITY
4	=	SCRAP
5	=	USE-AS-IS
6	=	EXHIBIT DESTROYED/NOT AVAILABLE
7	=	NOT USED
8	=	EXHIBIT REQUESTED BUT NEVER RECEIVED
9	=	UNDETERMINED

Table J–8
Code Structure Segments—Continued

0	=	NONE OF THE ABOVE
Z	=	NOT APPLICABLE

SEGMENT 7 - QAR ACTION - 9th Position

A	=	PROCESS IMPROVEMENT - Proofing
B	=	PROCESS IMPROVEMENT - Flowing
C	=	PROCESS IMPROVEMENT - Measurement
D	=	PROCESS IMPROVEMENT - Data collection/analysis
E	=	PROCESS IMPROVEMENT - Control of nonconforming material
F	=	PROCESS IMPROVEMENT - Calibration
G	=	PROCESS IMPROVEMENT - Special Processes
H	=	GOVERNMENT AUDITS MODIFIED
I	=	CONTRACTOR IMPROVEMENT OPPORTUNITY (CIO) ISSUED
J	=	CORRECTIVE ACTION REQUEST ISSUED/RESOLVED
K	=	IMPROVE PRIME CONTRACTOR CONTROLS OF SUBCONTRACTORS
L	=	GOVERNMENT SOURCE INSPECTION AT SUBCONTRACTOR
Y	=	NO ACTION - Requested exhibit not received
Z	=	NO ACTION REQUIRED

Glossary

Section I
Abbreviations
This section contains no entries.

Section II
Terms

Action Point
A focal point(s), identified within each Component (see enclosure 4), responsible for receiving PQDRs from other components and for 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 Component lines to a support point in another Component.

Action Reports
A deficiency report addressed to an Activity or forwarded to an Activity with a request for assistance to investigate and resolve the deficiency/discrepancy or to obtain disposition or audit instructions for like defective material.

Category I Deficiency Report
A report of a product quality deficiency which may cause death, injury, or severe occupational illness; would cause loss or major damage to a weapon system; critically restricts the combat readiness capabilities of the using organization; or which would result in a production line stoppage.

Category II Deficiency Report
A report of a product quality deficiency which does not meet the criteria set forth in Category I.

Closure
PQDRs may be considered closed when an investigation into the assignable cause has been completed; corrective actions to preclude recurrence of the deficiency have been initiated; credit and disposition information for the materiel have been provided; and exhibit disposition has been initiated.

Component
A Military Department or Defense Agency (e.g., Army, Navy, Marine Corps, Air Force, DLA, Defense Mapping Agency, Coast Guard, etc.). GSA may be considered as a separate Component within the definition of this regulation.

Defect (see, also, Severity Classification)
Any nonconformance of a characteristic with specified requirements. In accordance with MIL-STD-109, defects are classified as critical, minor, or major, as follows:

1. Critical Defect A defect that judgment and experience indicate is likely to result in hazardous or unsafe conditions for individuals using, maintaining, or depending upon the product; or a defect that judgment and experience indicate is likely to prevent performance of the tactical function of a major end item such as an aircraft, communication system, land vehicle, missile, ship, space vehicle, surveillance system, or major part thereof.

2. Major Defect A defect, other than critical, that is likely to result in failure, or to reduce materially the usability of the unit of product for its intended purpose.

3. Minor Defect A defect that is not likely to reduce materially the usability of the unit of product for its intended purpose, or is a departure from established standards having little bearing on the effective use or operation of the unit.

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.

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.

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

Information Only Report
A deficiency report sent to an Activity as a "copy furnished,""information only copy," or via a transmittal letter stating the report is furnished for information only. A written response to the sending Activity is not required. However, local action may be required by the recipient, such as assuring corrective action, verifying contractor compliance, etc.

New Materiel
Materiel procured under contract from commercial or Government sources or manufactured by an in-house facility. Such materiel will be considered new until it has been proven during actual system operation. (See reworked material.)

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

Originating Point
An Activity within a Component that finds a product quality deficiency and reports it to the designated 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.

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

Product
Item, materiel, data, software, supplies, system, assembly, subassembly, or portion thereof which is produced, purchased, developed, or otherwise used by the Government.

Product Quality Deficiency
A defect or nonconforming condition. Included are deficiencies in design, specification, materiel, manufacturing, and workmanship. (See "Defect.")

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. 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 which 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
The control number assigned by the originating point in accordance with a prescribed format containing the originating point's DoDAAC, calendar year, and sequential number (see enclosure 2, paragraph IC).

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

Screening Point
A designated Activity(ies) identified within each Component that: reviews the PQDR for proper categorization, validity, correctness of entries, accuracy, and completion of information addresses; determines and transmits the PQDR to the proper action point within or outside the 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')
The classification of a defect by its severity: critical, major, or minor.

Support Point
Any Activity that assists the action point, as requested, by conducting and providing results of a special analysis or investigation pertinent to the correction and prevention of a reported product quality deficiency.

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

Section III
Special Abbreviations and Terms
This section contains no entries.