NAVY
Product Quality Deficiency Report
(PQDR) Process
Brief to IUID QA WG

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Agenda

- PQDR Requirements
- Process Flow
- AIT Resource Tools
Code of Federal Regulations, Title 41, Volume 2, Chapter 101, Part 101-26.800, prescribes a uniform system for reporting discrepancies or deficiencies in materials or shipments.


SECNAVINST 4855.3B implements DON PDREP and defines requirements for product/supplier performance data and reporting of deficiencies within the Navy.
The Product Quality Deficiency Report (PQDR), requisite SF-368, is the primary tool used for receiving feedback from material users on the state of systems and equipment issued through the supply system.

The primary purposes of a PQDR:
- Report non-conformances
- Provide a vehicle to recover material cost
- Initiate steps to effect corrective and preventative actions

Credit is recommended and authorized for valid PQDRs.

Requirement per SECNAVINST 4855.5

The PQDR Program applies to all Naval activities
Items which may qualify for a PQDR...

- New procurements from a private contractor, including local and purchase card procurements
- Repaired, restored, or overhauled by a private contractor or Navy activity.
- Manufactured or certified by a Naval activity.
- DLA Cog material
- Technical data provided or procured for acceptance and use
PQDR Material Quality Discrepancies …

- Any defect, nonconforming condition, or premature equipment failure indicating deficiencies in design, specification, material, manufacturing, and workmanship

- Deficiencies in major weapon systems, secondary/consumable/repairable items, spare and repair parts, Gov-owned products, and Gov-furnished property

“Material does not meet form, fit, or function”
PQDR Discrepancy Exclusions

Discrepancies NOT Qualifying as a PQDR …

- Failure because of improper/inadequate maintenance or operation
- Failure with normal use within reasonable range of life expectancy
- Receipt of incorrect material or non-receipt, shortages/overages, and discrepancies in preservation, packing, or marking (SDR applies)
- Transportation discrepancies (DD Form 361 applies)
- Deficiencies in Foreign Military Sales (FMS) under the Security Assistance Program (SDR applies)
- Subsistence material deficiencies (DD Form 1608 applies)
- Medical material deficiencies (SF-380 applies)
- Malfunctions with ammunition and explosives
- Material deficiencies in Navy Strategic Weapon Systems and Navy Nuclear Propulsion Program (Cog 2S, SMIC X1)
PQDR Categories

CATEGORY I

- Critical defect which may cause death, injury, or severe illness; would cause loss or major damage to a weapon system; critically restricts combat readiness capabilities.
- Not to be used to expedite replacement parts ("CASREP", "IPG-1").
- PQDR shall include Category I justification.

CATEGORY II

- Major or minor defect which does not meet the criteria set forth in Category I.
PQDR Requirements

Process Flow

AIT Resource Tools
Navy PQDR Process Flow

1. **PQDR Originator**
   - NAVY
   - MARCOR
   - DCMA/DLA
   - Vendors

2. **Screening Points**
   - NAVICP
   - NAVAIR
   - MARCOR

3. **Valid?**
   - NO
   - YES

4. **AVIATION**
   - JDRS – Aviation Joint Deficiency Reporting System (NAVAIR)

5. **PDREP Data Entry**

6. **PQDR**

7. **PQDR Reports**
   - CES Reports
   - RYG
   - PPIRS-SR

8. **Screening Point**

9. **Accept Results?**
   - YES
   - NO

10. **Final Closing Response**

11. **Investigation Results**

12. **Support Points**
    - NAVICP
    - NAVSEA
    - MARCOR
    - ISEA
    - DLA
    - GSA
    - NAVAIR FST
    - ARMY
    - AIR FORCE
    - DFAS
    - Credit/No Credit

13. **Investigation Request**

14. **Exhibit Handling**
    - Exhibit Request
    - Exhibit Shipment
    - Exhibit Receipt
    - Exhibit Disposition

15. **Exhibit Handling**

16. **PDREP – Product Data Reporting and Evaluation Program (NSLC Det PNH)**

17. **JDRS – Aviation Joint Deficiency Reporting System (NAVAIR)**
**PQDR Process Flow**

**Originator / Originating Point**

- The Originator discovers a product quality deficiency and reports it to the activity’s designated Originating Point.
- The Originating Point activity, in turn, submits the PQDR to the appropriate Screening Point.
- Deficient material to be secured, segregated, tagged, and held for disposition instructions.
- Where no Originating Point is designated, the Originator shall act as the Originating Point.

**Timelines:**
- CAT I – 24 hours
- CAT II – 3 days
PQDR Process Flow

Screening Point (open)

- Review the PQDR for proper categorization, validity, accuracy, and completeness
- Obtain correct and missing information
- Determine and transmits the PQDR with investigation request to the proper Action Point
- Maintain an audit trail for each PQDR

Timelines:
CAT I – 24 hours
CAT II – 10 days
PQDR Process Flow

Action/Support Points

- Focal point responsible for receiving PQDRs for investigation and resolution of the reported product quality deficiency
- Request collaboration with Support Points to determine cause, obtain test and investigation results, and initiate associated corrective and preventive actions for both contractor and Government attributable deficiencies
- Prepare and forward a final reply which includes the investigation results to the submitting Screening Point
**PQDR Process Flow**

**Action Point Timelines**

- **Acknowledge / Forward to Support Point**
  - CAT I – 24 hours
  - CAT II – 10 days

- **Suspend / Screen Stock**
  - CAT I – 24 hours
  - CAT II – 20 days

- **Investigation**
  - CAT I – 20 days
  - CAT II – 30 days

- **Forward Support Point Response**
  - CAT I – 3 days
  - CAT II – 10 days
**PQDR Process Flow**

**Screening Point (close)**

- Receive closeout responses from Action Point
- Review final investigation report for completeness and adequacy
- Ensure final disposition instructions
- Provide responses to Originating Point

**Timelines:**
CAT I – 3 days
CAT II – 3 days
• PQDR Exhibit is tagged (DD 1575 & DD 2332), secured, segregated and stored at the Originating Point.
• Exhibit Request is sent (if applicable) by Action / Support Point to facilitate investigation.
• Exhibit Disposition sent by Action Point after investigation, or if Exhibit not required.
PQDR Process Flow

Exhibit Process Timelines

- Held by Originator for up to 60 days
- Action Point requests Exhibit within 15 days of receipt of PQDR
  - Shipping instructions to Originator
    - CAT I – 5 days
    - CAT II – 10 days
  - Originator ships exhibit to Action / Support Point
    - CAT I – 3 days
    - CAT II – 6 days
- Action Point provides disposition instructions within 10 days of PQDR closure or if exhibit not required
PQDR Requirements

Process Flow

AIT Resource Tools
PQDR AIT Resources

PQDR Submittal and Processing via Web Based System

- PQDRs processed within PDREP, JDRS, or PQDR II (Interservice Interface)
  
    - PDREP used by Navy and Marine Corps
    - JDRS used by Aviation Enterprise communities
    - PQDR II used to transfer data from other deficiency processing systems (Army, Air Force, NAVAIR-JDRS)
PDREP Database (Navy)

- Designated repository for Navy PQDR data (SECNAVINST 4855.3B)
- An automated information system designed to track quality and delivery performance on material/services
- Receives data from all Naval Systems Commands, Marine Corps, DCMA, Air Force, Army and DLA
- Output to Contractor Evaluation Reports, Red/Yellow/Green, PPIRS-SR

NSLC PDREP Web Site: www.nslcptsmh.csd.disa.mil
JDRS Database (Aviation Enterprise)

• An automated information system designed to track deficiency reports for aviation material
• Receives data from aeronautical base: NAVAIR, Air Force, Marine Corps Air, Army Air, and Coast Guard
• Output to PDREP repository for Navy PQDRs

NAVAIR JDRS Web Site: www.jdrs.mil
• Automates, electronically, the transfer of PQDR’s between the Army, Navy, USMC, Air Force, DCMA and DLA.
• Allows end users to run ad-hoc reporting queries, simultaneously against all services in real time.
PQDR Inter-service Interface

Originating Point

Screening Point

PDREP

Auto email notification sent to Screening Point (Other Service)

PDREP
PQDR/SDR
Deficiency Report Warehouse
NAVY
Marine Corp
DCMA

Outgoing

Incoming

- Push PQDR data via stored procedure call on PDREP Oracle database
- Auto email notification sent to Action Point (DLA)

DLA
Action Point

Support Point

DCMA
AIT PQDR Advantages

- Established process includes total processing of deficiency from identification of the problem through investigation and identification of corrective and preventive action
- Allows for processing of PQDRs across service lines
- Identification of critical safety items, Level I NSNs
- Allows for searches by NSN/NIIN, CAGE Codes, Activity
- Integrated correspondence to involved parties
- Established reporting capabilities
- Compliance with Joint Regulation
Thank You

Questions?

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