



**NAVY**

***Product Quality Deficiency Report  
(PQDR) Process***

**Brief to IUID QA WG**

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NAVICP-M852  
22 October 2008

- ◆ **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**
- ◆ **Defense Logistics Agency Directive/Instruction, DLAD/I 4155.24 / SECNAVINST 4855.5 for the DOD Product Quality Deficiency Report Program**
- ◆ **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)*

## ◆ 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

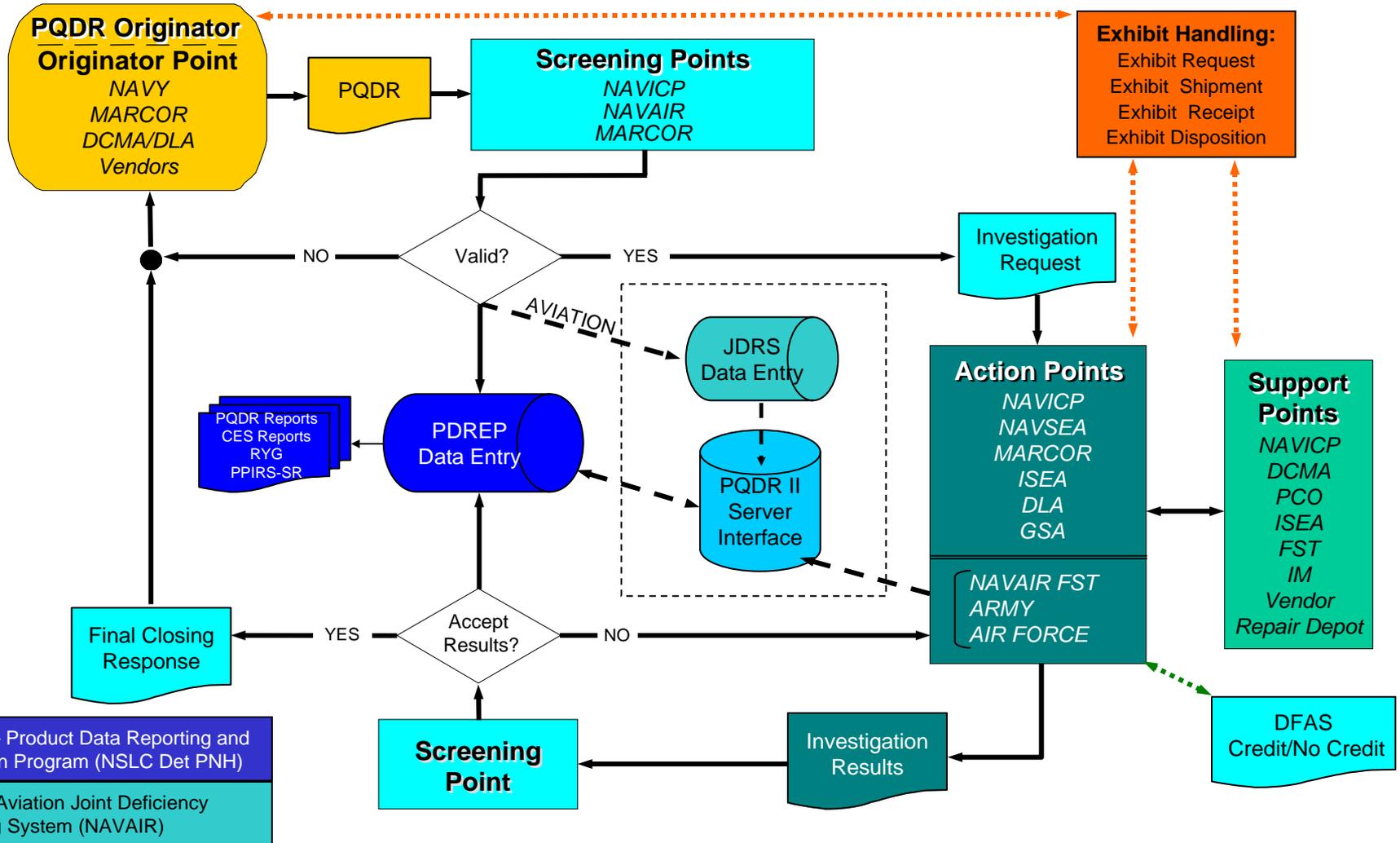
- ◆ ***Major or minor defect which does not meet the criteria set forth in Category I.***

◆ PQDR Requirements

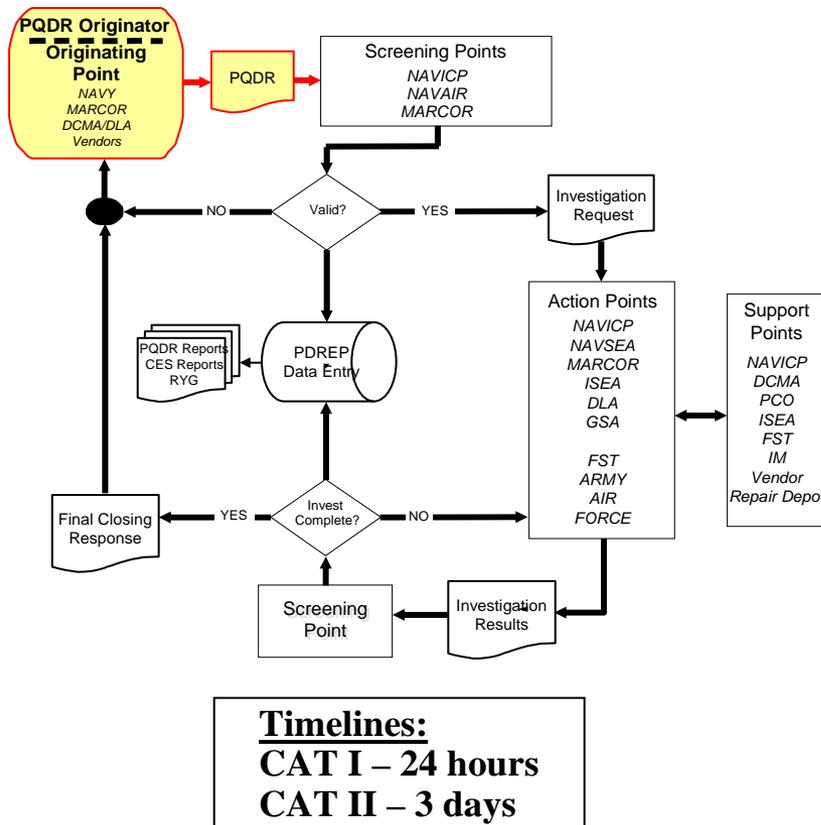
◆ **Process Flow**

◆ AIT Resource Tools

# Navy PQDR Process Flow

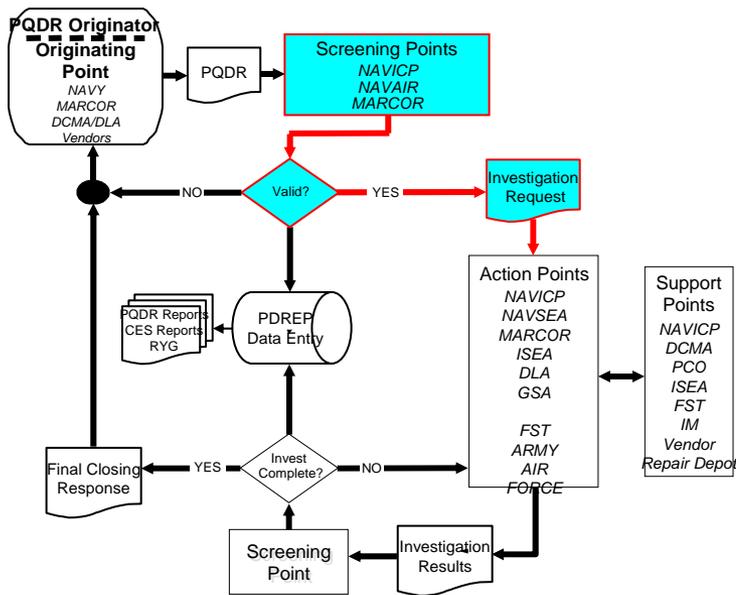


## Originator / Originating Point



- 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

## Screening Point (open)



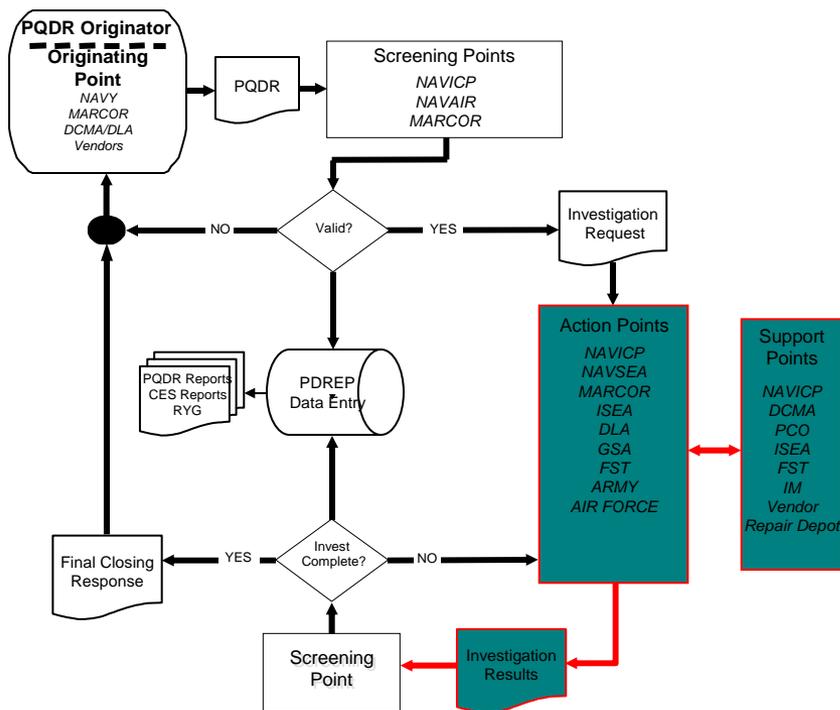
- Review the PQDR for proper categorization, validity, accuracy, and completeness
- Obtain correct and missing information
- Determine and transmits the PQDR with investigation request to the proper Action Point
- Maintain an audit trail for each PQDR

### Timelines:

**CAT I – 24 hours**

**CAT II – 10 days**

## Action/Support Points

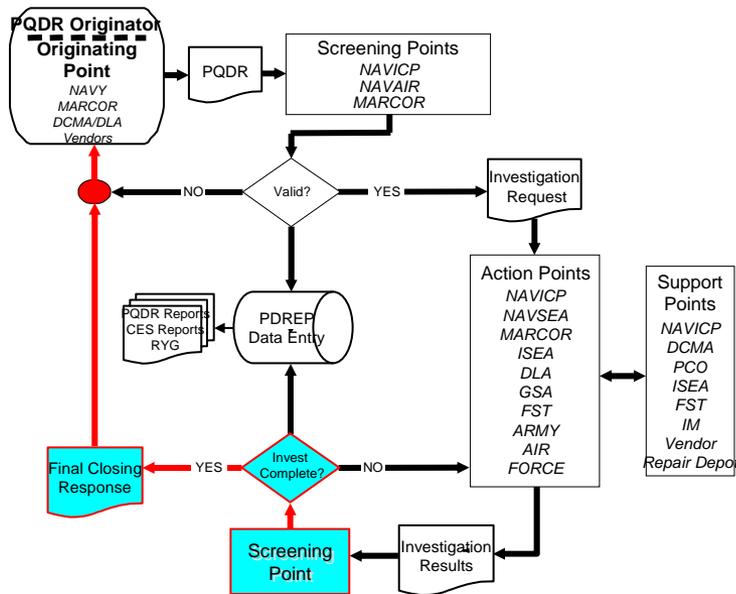


- Focal point responsible for receiving PQDRs for investigation and resolution of the reported product quality deficiency
- Request collaboration with Support Points to determine cause, obtain test and investigation results, and initiate associated corrective and preventive actions for both contractor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

## 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

## 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

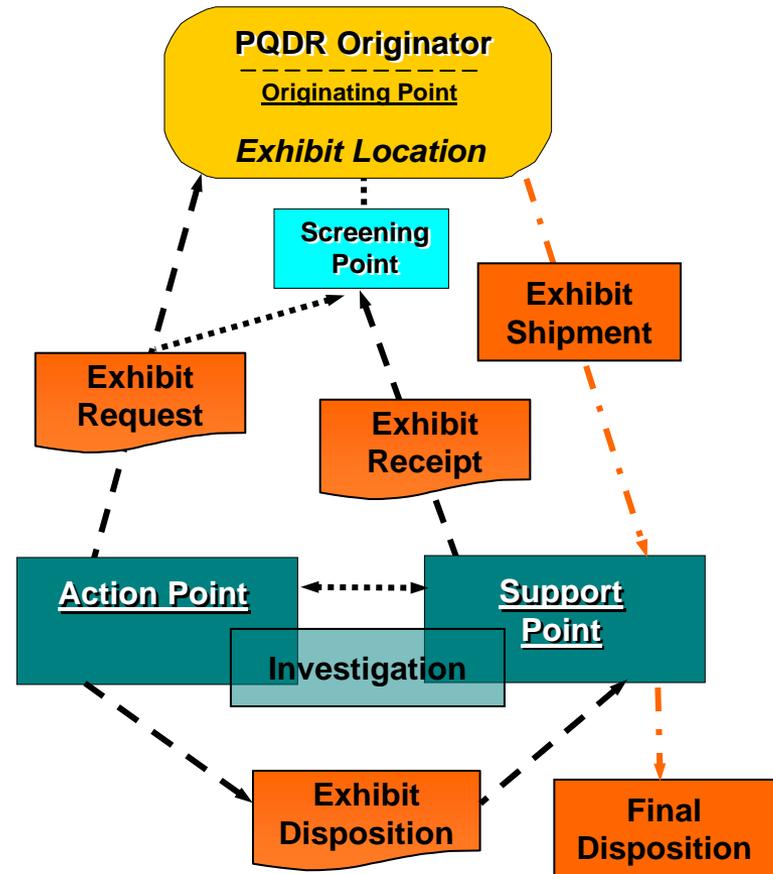
### Timelines:

CAT I – 3 days

CAT II – 3 days

## Exhibit Process

- 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.



## 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

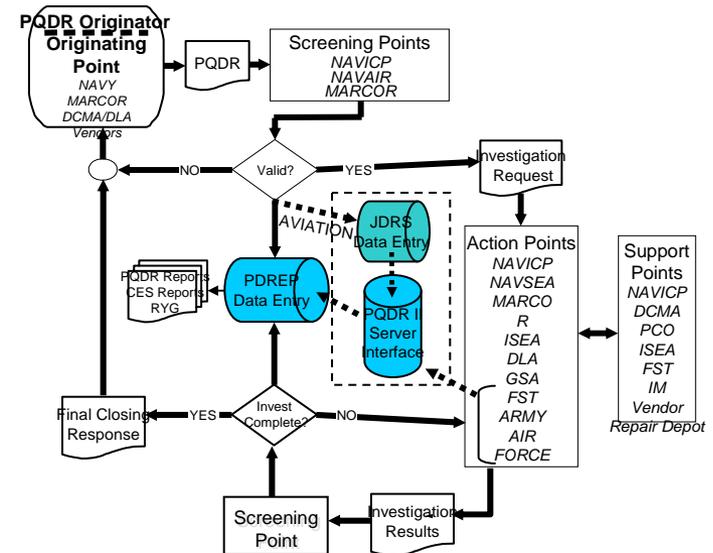
◆ PQDR Requirements

◆ Process Flow

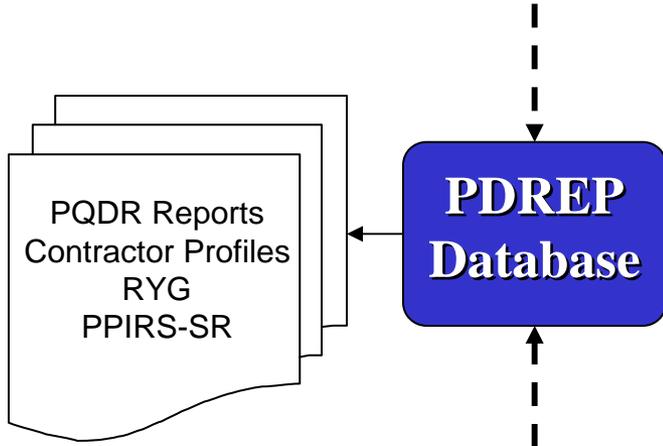
◆ **AIT Resource Tools**

## PQDR 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)



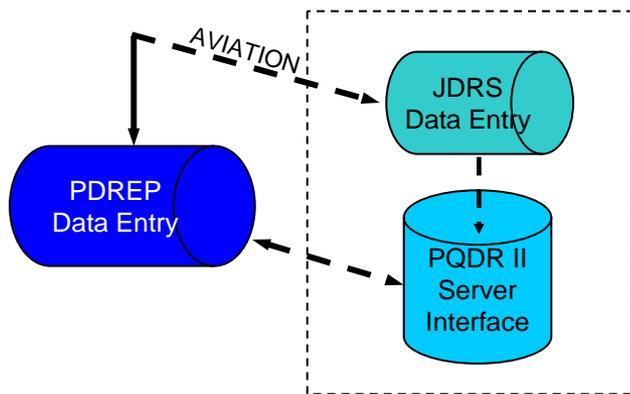
## PDREP Database (Navy)



- 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](http://www.nslcptsmh.csd.disa.mil)**

## JDRS Database (Aviation Enterprise)

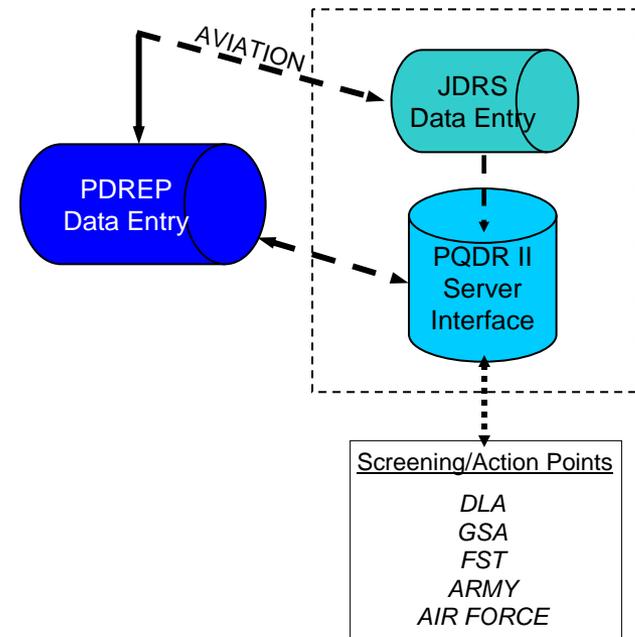


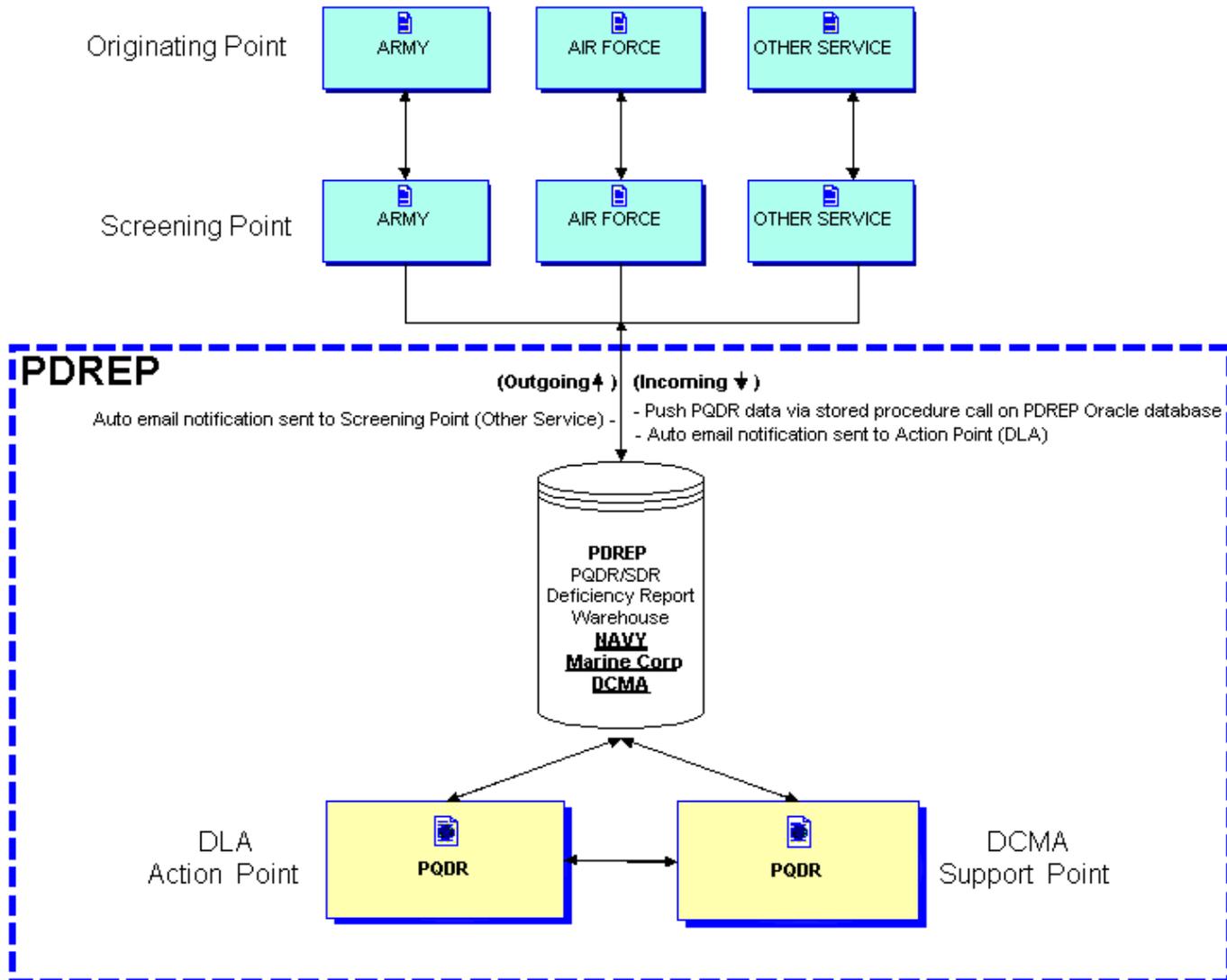
- An automated information system designed to track deficiency reports for aviation material
- Receives data from aeronautical base: NAVAIR, Air Force, Marine Corps Air, Army Air, and Coast Guard
- Output to PDREP repository for Navy PQDRs

NAVAIR JDRS Web Site: [www.jdrs.mil](http://www.jdrs.mil)

## Product Quality Deficiency Report II (Inter-service Interface)

- An Electronic Business initiative that is part of the Defense Reform Initiative Report of Nov 1997.
- 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.







# *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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