



SUSTAINMENT

OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE
3500 DEFENSE PENTAGON
WASHINGTON, DC 20301-3500

MEMORANDUM FOR PRODUCT QUALITY DEFICIENCY REPORT PROCESS
REVIEW COMMITTEE

SUBJECT: Approved Defense Logistics Management Standards Change 1443A, Product
Quality Deficiency Reporting, Policy Migration

The Defense Logistics Management Standards change, as outlined in the attachment, is approved for implementation.

Addressees may direct questions to Mark Rockwell e-mail: DEDSO.PQDR@dla.mil. Others must contact their designated PRC representative available at <https://www.dla.mil/Defense-Data-Standards/Committees/Contacts/>.

Leigh E. Method, SES
Deputy Assistant Secretary of Defense
for Logistics

Attachment
As stated

cc:
OUSD(C)
DLA J6DS

Approved Defense Logistics Management Standards Change 1443A Product Quality Deficiency Reporting, Policy Migration

1. ORIGINATING SERVICE/AGENCY AND POC INFORMATION:

a. **Technical POC:** Defense Enterprise Data Standards Office (DEDSO), Mark Rockwell, email: DEDSO.PQDR@dla.mil.

b. **Functional POC:**

(1) Defense Logistics Agency, Logistics Operations, Jose Pereira, Jose.pereira@dla.mil.

(2) Headquarters, Army Materiel Command, Marc Saperstein, Marc.d.saperstein.civ@army.mil.

(3) Headquarters, United States Marine Corps, Chief Warrant Officer (CWO5) Jason Pierce, 571-256-7127, jason.m.pierce@usmc.mil.

(4) Naval Supply Systems Command, Todd Kepner, Todd.m.kepner.civ@us.navy.mil.

(5) Headquarters, United States Air Force, John Wright, John.wright.45@us.af.mil.

(6) Defense Contract Management Agency, Christopher Ford, Christopher.e.ford12.civ@mail.mil.

2. REASON FOR CHANGE:

a. **Bottom Line Up-Front:** Substantive updates made after staffing are identified in **green highlighting**. This change migrates Department of Defense (DoD) Product Quality Deficiency Reporting (PQDR) policy from the Joint Service Regulation DLAR 4155.24/AR 702- 7/SECNAVINST 4855.21/AFI 21-115/DCMA INST 1102 (Reference 10.d.) to Defense Logistics Manual (DLM) 4000.25, Volume 2, Chapter 24, and associated appendices (Reference 10.c.).

b. **Background:**

(1) Approved Defense Logistics Management Standards (DLMS) Change (ADC) 1443 Product Quality Deficiency Report (PQDR) was signed on 27 Jan 2023 to inform DoD Components that DLM 4000.25, Volume 2, Chapter 24 (Reference 10.c) is replacing the Joint Service Regulation (Reference 10.d.) as the DoD's authoritative source for PQDR related guidance. Consolidating PQDR guidance into a single publication streamlines the way the DoD makes changes to policy requirements, transactional processing, and electronic data interchange (EDI) programming. It allows these types of changes to be made simultaneously, utilizing a proven methodology in the DLMS change management process.

(2) The policy migration coincides with the reissuance of DoD Manual (DoDM) 4140.01, Volume 5 (Reference 10. a.) and DoDM 4140.01, Volume 6 (Reference 10.b.).

3. CHANGE IN DETAIL:

a. **Technical Details:** Add or update the following as shown in the enclosures:

- (1) DLM 4000.25, Volume 1, Appendix 1, References
- (2) DLM 4000.25, Volume 1, Appendix 2, Terms and Definitions
- (3) DLM 4000.25, Volume 1, Appendix 3, Acronyms and Abbreviations
- (4) DLM 4000.25, Volume 2, Chapter 24, Product Quality Deficiency Reporting

b. **Revised Transaction Flow:** No impact to the standard PQDR process flow.

4. **IMPLEMENTATION TARGET:** This change will take place immediately upon approval. Approved DLMS procedures supersede the Joint Service Regulation upon final signature date of this change. *Full migration of all PQDR guidance from Reference 10.d. into Reference 10.c. will take place over the course of the next 12 months following the approved change. Full migration may take place with a single change or be migrated in phases through multiple changes. Pending the full change and eventual cancellation of Reference 10.d., DoD Component personnel must first consult Reference 10.c. for all PQDR related program guidance before referring to the previous source authority at Reference 10.d. Pending full DLMS migration of PQDR guidance, DoD Components should consult their corresponding representative listed in section 1.b. of this change for questions related to PQDR guidance.* It will not require any targeted implementation by Defense Automated Addressing System (DAAS) or the PQDR processing systems.

5. TECHNICAL IMPACT:

- a. **Additions or Changes to Data Elements:** N/A
- b. **Automated Information Systems (AIS):** N/A
- c. **Defense Automatic Addressing System (DAAS):** N/A

6. PUBLICATION/POLICY IMPACT:

a. Defense Logistics Manual (DLM) 4000.25:

- (1) DLM 4000.25, Volume 1, Appendix 1, References
- (2) DLM 4000.25, Volume 1, Appendix 2, Terms and Definitions
- (3) DLM 4000.25, Volume 1, Appendix 3, Acronyms and Abbreviations
- (4) DLM 4000.25, Volume 2, Chapter 24, Product Quality Deficiency

Reporting

b. Non-DLM 4000.25 Publications: These are known impacted publications; Components should review publications at all levels to ensure updates are made.

- (1) DoDM 4140.01, Volume 5, DoD Supply Chain Materiel Management Procedures: Delivery of Materiel
- (2) DoDM 4140.01, Volume 6, DoD Supply Chain Materiel Management Procedures: Materiel Returns, Retention, and Disposition
- (3) DoDM 4140.01, Volume 8, DoD Supply Chain Materiel Management Procedures: Materiel Data Management and Exchange
- (4) DLA Instruction (DLAI) 4155.28, Enterprise Product Quality Deficiency Report (PQDR) Investigation and Restitution Process
- (5) DLA Enterprise Standard Operating Procedure (eSOP) 4155.28-001, Product Quality Deficiency Report (PQDR) Processing
- (6) DLA eSOP 4155.28-002, Communication Between Technical/Quality and Procurement during Product Quality Deficiency Report (PQDR) Investigations
- (7) DLA eSOP 4155.28-003, Product Quality Deficiency Report (PQDR) Exhibit Return, February 10, 2021
- (8) Air Force Instruction (AFI) 21-115, Product Quality Deficiency Report Program
- (9) Air Force 00-35D-54, Technical Manual: US Air Force Deficiency Reporting, Investigation, and Resolution
- (10) Naval Supply Instruction (NAVSUPINST) 4855.7, Product Quality Deficiency Reporting and Defective Material Summary
- (11) Naval Sea Systems Command (NAVSEA) Instruction 4855.040,

Counterfeit Material Mitigation Department of Navy (DON) Standard Operating Procedure (NAVSO P 3683D), Product Data Reporting & Evaluation Program (PDREP), February 11, 2021

- (12) Secretary of the Navy (SECNAV) Instruction 4855.3D, Product Data Reporting and Evaluation Program
- (13) Office of the Chief of Naval Operations (OPNAV) Instruction, 4790.15D Change Transmittal 2, Aircraft Launch and Recovery Equipment Maintenance Program (ALREMP)
- (14) DoD Instruction (DoDI) 5200.49, Oversight of The Collection and Exchange of Information Using the Government-Industry Data Exchange Program
- (15) Commander, Naval Air Forces Instruction (COMNAVAIRFORINST) 4790.2 (Series)
- (16) USMC PQDR Standard Procedure Handbook, NAVMC 4855.1
- (17) Marine Corps Order, MCO 4855.10C

7. **ASSUMPTIONS:** N/A

8. **FINANCIAL IMPROVEMENT AND AUDIT REMEDIATION (FIAR), MATERIAL WEAKNESS, AND AUDIT-RELATED INFORMATION:**

a. **Notices of Findings and Recommendations (NFR):** N/A

b. **Corrective Action Plan (CAP) References:** N/A

c. **Other FIAR, Material Weakness, and Audit-Related Information:** N/A

9. **END-TO-END TESTING REQUIREMENTS:** This change will not require any testing between DAAS and the PQDR processing information systems.

10. **REFERENCES:**

a. DoDM 4140.01, Volume 5, DoD Supply Chain Materiel Management Procedures: Delivery of Materiel, February 07, 2023

b. DoDM 4140.01, Volume 6, DoD Supply Chain Materiel Management Procedures: Materiel Returns, Retention, and Disposition, November 03, 2022

c. DLM 4000.25, Volume 2, Chapter 24, Product Quality Deficiency Report, August 03, 2023

d. DLAR 4155.24/AR 702- 7/SECNAVINST 4855.21/AFI 21-115/DCMA INST 1102, August 1, 2022

11. PROPOSED DLMS CHANGE (PDC) 1443 RESPONSE / COMMENT RESOLUTION:

	Component	Response/Comment	Disposition
1.	NAVY	<p>Page 1, 1.b.(4). Critical - Functional POC for the Naval Supply Systems Command is no longer Mr. Ilija Marcic Need to update with correct person.</p> <p>Page 3, C24.3.6 Critical - Within the DLMS Chapter 17 for SDRs, there are numerous paragraphs which include the phrase, "in excess of \$100" - meaning that material valued at less than \$100 does not require an SDR submittal. Seemingly local disposal is the solution? For PQDRs, there is no parallel language that addresses material value. Quite frequently, the user community "assumes" that the \$100 value is the same for PQDRs. PQDRs are applicable to all defective items regardless of dollar value. Add a clarifying sentence to the DLMS chapter for PQDRs which directs that PQDRs shall be submitted for all defective material regardless of dollar value. Suggested sentence to add to paragraph C24.3.6: "PQDRs shall be submitted for all defective material regardless of the dollar value of the item."</p> <p>Page 3,4, 6.b Critical - Missing COMNAVAIRFORINST 4790.2 (Series). Insert (16) Commander, Naval Air Forces Instruction (COMNAVAIRFORIINST) 4790.2 (Series)</p> <p>Page 5, AP2. Appendix 2. Substantive - ACTION POINT Definition and CATEGORY I DEFICIENCY REPORT Insert a line between Action Point and Category I Deficiency Report definitions.</p> <p>Page 8, C24.5.3.2. Substantive - Verify and rebut when necessary. Originators do not rebut.</p> <p>Page 8, C24.5.3.2. Substantive - Return invalid reports to the Originator. Originators originate. There is no process owner to return to.</p> <p>Page 8, C24.5.3.4. Substantive - Include the original requisition doc number on all PQDRs currently this is only required if the submitter is seeking credit or replacement. See C24.5.3.9.7.</p>	<p>1.b(4) DEDSO Response: Concur and updated with Todd Kepner.</p> <p>C24.3.6 DEDSO Response: Concur and added this line: PQDRs shall be submitted for all defective material regardless of the dollar value of the item.</p> <p>6.b DEDSO Response: Concur and updated.</p> <p>AP2 DEDSO Response: Concur and updated.</p> <p>C24.5.3.2 DEDSO Response: Concur and updated.</p> <p>C24.5.3.2 DEDSO Concur and updated.</p> <p>C24.5.3.4. DEDSO Response: Discussed and deferred to PDC 1443B.</p>

	<p>Page 8, C24.5.3.5. Substantive - "Attach supporting documentation (including any available shipping information) if received outside of the AIS or if originator could not attach at time of submittal. "This is the origination point guidance. This guidance is confusing.</p> <p>Page 9, C24.5.3.9.1. Substantive - The Originating Point will hold exhibits until the appropriate Screening or Action Point provides exhibit dispositions instructions. The screening Point (per DLMS 1007E) does not provide disposition instructions. See C24.5.5.11.</p> <p>Page 9, C24.5.3.9.4. Substantive - Wait for exhibit disposition from Screening Point prior to returning deficient material. "The screening Point (per DLMS 1007E) does not provide disposition instructions. See C24.5.5.11.</p> <p>Page 9, C24.5.3.9.7. Substantive - "Requests to Returning Materiel Upon Completion of Investigations." Unknown context; requires clarification.</p> <p>Page 9, C24.5.3.9.7. Substantive - The Originating Point must inform the Action Point at the time of submission whether they want the materiel returned at the completion of the investigation when submitting a PQDR. The Originator only provides the materiel return address upon PQDR submission.</p> <p>Page 10, C24.5.4.2. Substantive - Acknowledge receipt of PQDRs. Timeframes for acknowledging CAT I vs. CAT II should be included as it is referenced in the provided graphic.</p> <p>Page 10, C24.5.4.3. Substantive - Validate the PQDR to ensure accurate and complete information. Define complete. Is this all the mandatory/required fields? Or only some of the mandatory / required fields?</p> <p>Page 10, C24.5.4.5. Substantive - Consolidate repetitive PQDRs into one PQDR. Previously outlined to have Originator consolidate. Is this now Screening Point Responsibility?</p> <p>Page 10, C24.5.4.8. Substantive - "Generate a requisition number if the original requisition number is missing IAW</p>	<p>C24.5.3.5 DEDSO Response: Discussed and deferred until PDC1443B for Committee discussion.</p> <p>C24.5.3.9.1 DEDSO Response: Concur and updated.</p> <p>C24.5.3.9.4 DEDSO Response: Concur and updated.</p> <p>C24.5.3.9.7 DEDSO Response: Concur and updated.</p> <p>C24.5.3.9.7 DEDSO Response: Discussed and deferred for additional context in PDC 1443B.</p> <p>C24.5.4.2 DEDSO Response: Discussed and resolved by removing Figure 1 graphic.</p> <p>C24.5.4.3 DEDSO Response: Discussed and deferred until PDC 1443B.</p> <p>C24.5.4.5 DEDSO Response: Discussed and deferred to PDC 1443B for new wording. It is not Screening Point responsibility.</p>
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2.	DLA	<p>Page 10, Appendix 2. Substantive - Acknowledgement: this is systemic. There will not be disposition instructions, ECD, or any other information. It is just an acknowledgement of receipt of a PQDR. ACKNOWLEDGEMENT. Systemic response from one PQDR Processing Point to another informing them of receipt of PQDR. (i.e., assigned action offices).</p> <p>Page 11, Appendix 2. Critical - There are 2 slightly different definitions for Counterfeit Materiel. Change 1. to just "Counterfeit." like 2. is just "Suspect Counterfeit." Recommend it read as follows: 1. Counterfeit. Materiel, item, or product that is an unauthorized copy or substitute..." The determination of what actually constitutes something as "counterfeit" is a legal determination. This definition should be reviewed by General Counsel.</p> <p>Page 11, Appendix 2. Substantive - Deficiencies; "...and/or failure or non-conformance in the Scope of the Services." this statement is vague. What do you mean by scope of the Services? Recommend removing and/or failure or non-conformance in the Scope of the Services." and read as follows: "Deficiencies are failures or non-conformances with products that do not fulfill their expected purpose, operation, or service, due to deficiencies in design, specification, materiel, manufacturing, and/or workmanship." or Recommend defining "Scope of the Services."</p> <p>Page 16, Appendix 3. Substantive - There are only 4 listed. This document has many more and recommend deleting this section or add all Acronyms and abbreviations.</p> <p>Page 24, Enclosure 2, C24.5.3.4. Substantive - Second sentence, third line, states "document number" and should say "Constructed requisition number". "...When the original document number is missing, the Originator or Screening Point will assign a constructed document number following DLM 4000.25 Volume 4, Chapter 4. Credit or replacement is not authorized for constructed document numbers."</p> <p>Page 25, Enclosure 2 C24.5.3.9.6. Substantive - add clarification to the end of the paragraph on where the exhibits are being returned to. "Request either the</p>	<p>Appx 2 DEDSO Response: Concur and definition updated.</p> <p>Appx 2 DEDSO Response: Concur and definition updated.</p> <p>Appx 2 DEDSO Response: Concur and definition updated.</p> <p>Appx 3 DEDSO Response: Concur that there are many more acronyms, but only new ones are added here.</p> <p>C24.5.3.4 DEDSO Response: Discussed and updated.</p> <p>C24.5.3.9.6. DEDSO Response: Discussed and deferred to PDC 1443B for full</p>
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		<p>contractor or the exhibit holder pays transportation costs for return of the exhibit back to the originating activity." As in many other citations throughout this document, there are no section breakdowns within each PQDR processing point's responsibilities. Is this just speaking to "costs for transportation", or is this speaking for exhibit responsibility for materiel movement?</p> <p>Page 26, Enclosure 2 C24.5.4.8. Substantive - this should say "constructed requisition number." "Generate a constructed requisition number if the original requisition number is missing IAW with DLMS Volume 4 Chapter 4."</p> <p>Page 27, Enclosure 2 C24.5.5.6. Substantive - remove the word "suspect" and replace with defective. This citation is confusing an unclear. What is trying to be said? All stakeholders should be alerted when necessary.</p> <p>Page 11, Deficiencies. Substantive - Provide a better definition of what types of deficiencies qualify as a PQDR. This is the biggest gray area for the customer and DLA. Is it a PQDR or SDR? Provide clarification.</p> <p>Page 12, GIDEP ALERT AND GIDEP SAFE ALERTS. Substantive - GIDEP 97-1- forms are no longer valid. Recommend removing the specific form for GIDEP submission and telling the user to follow current GIDEP policy for submission.</p> <p>Page 12, GIDEP AGENCY ACTION NOTICE Substantive - GIDEP 97 - 1 - forms are no longer valid. Recommend removing the specific form for GIDEP submission and telling the user to follow current GIDEP policy for submission.</p> <p>Page 12, GIDEP AGENCY ACTION NOTICE Substantive. GIDEP 97 - 3 - forms are no longer valid. Recommend removing the specific form for GIDEP submission and telling the user to follow current GIDEP policy for submission.</p> <p>Page 13, GIDEP PROBLEM ADVISORY Substantive - GIDEP 97- 2 - forms are no longer valid. Recommend removing the specific form for GIDEP submission and</p>	<p>Committee discussion.</p> <p>C24.5.4.8 DEDSO Response: Discussed and deferred to PDC 1443B.</p> <p>C24.5.5.6 DEDSO Response: Discussed meaning of word "suspect. No change made.</p> <p>Page 11 DEDSO Response: Concur, but discussion with committee required during 1443B.</p> <p>Page 12 DEDSO Response: Concur and removed specific form and updated to follow current GIDEP Policy.</p> <p>Page 12 DEDSO Response: Concur and removed specific form and updated to follow current GIDEP Policy.</p> <p>Page 12 DEDSO Response: Concur and removed specific form and updated to follow current GIDEP Policy.</p>
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	<p>telling the user to follow current GIDEP policy for submission.</p> <p>Page 13, INTERIM REPLY. Substantive - Better definition for interim reply. Correspondence used to provide current status of the investigation or request information from the Screening Point and Originator. Interim replies must also include an anticipated completion date or the date of the next interim reply.</p> <p>Page 13, (add new definition). Substantive - MATERIEL. The item reported as being deficient or a sample item, which represents the reported deficient condition, which was not used to determine root cause but may be returned for restitution purposes. Add new definition.</p> <p>Page 18, C24.2.2. Substantive - Repetitive. It states PQDRs can be submitted for either source or destination acceptance. Then the next sentence restates it again for destination acceptance. Remove last sentence: It also applies to products that were presented for Government destination acceptance, but later found to be deficient.</p> <p>Page 18, C24.2.3. Critical - Need a more comprehensive list of what does NOT qualify as a PQDR. Issues with preservation, packaging, packing and palletization, related markings pertaining to MIL-STD-130 (tech data markings missing, inspection data missing, bare item marking missing, etc.), shortages, overages, expired shelf-life, wrong item (incorrect item received, unacceptable substitute, misidentified, mixed stock, incorrect item inside sealed vendor pack, incorrect part number, etc.), and missing military markings.</p> <p>Page 18, C24.2.3.2. Substantive - Can this be removed? If we receive an FMS quality deficiency, DLA should be allowed to create a PQDR to resolve the issue. Recommend allowing submission of FMS quality deficiencies as PQDRs.</p> <p>Page 18, C24.2.3.5. Substantive - Add a list of what qualifies as and SDR and not a PQDR. Issues with preservation, packaging, packing and palletization, related markings pertaining to MIL-STD-130 (tech data markings missing, inspection data missing, bare item marking missing, etc.), shortages, overages, expired</p>	<p>Page 13 DEDSO Response: Concur and removed specific form and updated to follow current GIDEP Policy.</p> <p>Page 13 DEDSO Response: Discussed and deferred to PDC 1443B.</p> <p>Page 13 DEDSO Response: Discussed and deferred to PDC 1443B.</p> <p>C24.2.2 DEDSO Response: Discussed and deferred to PDC 1443B.</p> <p>C24.2.3 DEDSO Response: Discussed and deferred to PDC 1443B.</p> <p>C24.2.3.2 DEDSO Response: Non-concur since FMS policy requiring SDR has not changed.</p> <p>C24.2.3.5 DEDSO Response: Non-concur since this requires full committee during PDC 1443B.</p>
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		<p>Page 21, C24.3.16. Substantive - There is a difference between exhibits and material. Update verbiage throughout document to ensure it is understood exhibits and material are different. Reword: C24.3.16. PQDRs will not be closed until final disposition instructions are provided for all exhibits/material associated with the PQDR.</p> <p>Page 23, Figure 1. Critical - 1. The majority of the timeframes presented in the flow chart are not written into the DLMS revision. A flowchart is not policy. It is a visualization of policy. 2. The timeframes within the flowchart need reviewed for update/deletion. The PQDR process has continually evolving and some of the requirements presented in the flowchart are outdated. For example: Action Pt Ack are systemic and sent automatically upon PQDR receipt; Recommend removing timeframe for Action Pt to forward to Support Pt due to initial PQDR pre-investigation phase and exhibit processing can take 60-90 days. Add Action Pt exhibit request/disposition 30-day timeframe which was agreed upon by DLA and MILSVCs; Support Pt final reply is linked to the wrong action box in the Action Pt lane. It should link to 'Review PQDR Forward for Closing'; Review and updates recommended after policy is updated to reflect the requirements within the flowchart.</p> <p>Page 24, C24.5.3.3. Substantive - What data is mandatory? What data is additional? Explain what data is mandatory and additional.</p> <p>Page 25, C24.5.3.9.5. Critical - Customer should never be sending the exhibits straight to the contractor. Instructions for packaging marking for material return are provided in the exhibit/material request. Instructions for opening the package in front of DCMA is included in the MOD. Recommend removing all of C24.5.3.9.5.</p> <p>Page 26, C24.5.4.5. Substantive - Provide a better explanation of when the Screening Point is supposed to consolidate PQDRs into one PQDR. Recommend a timeframe between PQDR submittals in which consolidation should be performed. Reword: Consolidate repetitive PQDRs into one PQDR for deficiencies submitted by the Originator/Originating Point within 14 days of initial submission.</p>	<p>C24.3.16 DEDSO Response: Concur and updated.</p> <p>Figure 1 DEDSO Response: Concur and flowchart has been removed from PDC 1443A and will be discussed with entire committee again during PDC 1443B.</p> <p>C24.5.3.3 DEDSO Response: Discussed and deferred to PDC 1443B.</p> <p>C24.5.3.9.5 DEDSO Response: Discussed in depth and DLA will develop new wording based on DLM Chap 13 and present to Committee for PDC 1443B.</p> <p>C24.5.4.5 DEDSO Response: Discussed and deferred to PDC 1443B.</p>
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		<p>Page 26, C24.5.5.2. Substantive - The Action Point no longer manually sends an Ack of receipt. It is done systemically and is not combined with an initial disposition instruction to the screening point for the deficient material. Disposition instructions for the exhibit/material is provided in step C24.5.5.11 and C24.5.5.12. Recommend the following re-write: C24.5.5.2. Manual acknowledge receipt of PQDRs, if not being systemically acknowledged.</p> <p>Page 26, C24.5.5.3. Substantive - What does commercial contract mean? And how does that automatically facilitate a contractor requirement to resolve the deficiency? And how does that eliminate the need for an investigation? Need clarification.</p> <p>Page 27, C24.5.5.4. Substantive - Why are you telling the Action Point to determine the I/A? This is part of their investigation steps and does not need to be at this high level instruction. Recommend remove. No value added.</p> <p>Page 27, C24.5.5.5. Substantive - Repetitive. C24.5.5.7 is already stating to forward PQDR to support when needed. Recommend remove. No value added.</p> <p>Page 27, C24.5.5.8. Substantive - I believe this is too detailed for this document. I've never had to use the FDCAS to locate a Support point POC. Our people aren't trained to use it. Recommend remove. No value added.</p> <p>Page 27, C24.5.5.9. Substantive - If the Originator updates the QTY of the PQDR it is reflected on the SF368 and logged in PDREP history tracker. This additional step is not needed. Recommend remove. No value added.</p> <p>Page 27, C24.5.5.11. and C24.5.5.12. Substantive - Combine into one step. Disposition implies providing shipping instructions or disposal instructions or continue holding instructions. Reword by combining and getting rid of C24.5.5.12: Provide exhibit/material disposition instructions within 30 days of PQDR receipt to the screening point and originator.</p> <p>Page 27, C24.5.5.13. Substantive - Move to a sub bullet of C24.5.5.7. The Action Pt will need to provide DCMAs</p>	<p>C24.5.5.2 DEDSO Response: Concur and updated.</p> <p>C24.5.5.3 DEDSO Response: Discussed and deferred to PDC 1443B.</p> <p>C24.5.5.4 DEDSO Response: Discussed and deferred to PDC 1443B.</p> <p>C24.5.5.5 DEDSO Response: Discussed and deferred to PDC 1443B.</p> <p>C24.5.5.8 DEDSO Response: Concur and deleted this paragraph.</p> <p>C24.5.5.9 DEDSO Response: Concur and deleted this paragraph.</p> <p>C24.5.5.11 and C24.5.5.12 DEDSO Response: Non-concur and deferred to PDC 1443B.</p> <p>C24.5.5.13 DEDSO Response: Non-</p>
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		<p>investigative results to the screening point and originator. Citations for each PQDR processing Point do not separate out at which portion of their process that these requirements take place. Reads in a run-on of things not in chronological order that must be done but provides no context for when during that "point's" portion of the process the requirement takes place.</p> <p>Page 27, C24.5.5.14. Substantive - Move to a sub bullet of C24.5.5.7. Final disposition instructions will be in the MOD provided by DLA Acquisition. At least this is how it is done at LM. But if other MSCs do this manually this bullet should be moved and reworded. Like the comment on line 55 above, the flow of how communication takes place for all processing points if off, not in chronological order.</p> <p>Page 27. Add new paragraph. Substantive - Action Pt needs to provide interim replies every CAT I 20 days / CAT II 30 days to the screening point and originator at a minimum. Create a bullet instructing the Action Pt to do interim replies. As mentioned in line 44, how can a process flow direct a policy requirement when the procedures do not even speak to the requirement.</p> <p>Page 27. Add new paragraph at the end. Substantive - Action Pt needs to provide final investigative results to the screening point and originator. Create a bullet instruction the Action Pt to provide final investigative results to the screening point and originator.</p> <p>Page 28, C24.5.6.12. Substantive - For DLA, disposition instructions will be provided directly to the contractor through the MOD used to move the material from the depot to the contractor. Providing instructions to the contractor is not needed. This portion of the PQDR Process is handled in different ways by different DoD Components. Additional context is needed</p> <p>Page 11, Add new definitions. Substantive - The PDC is missing definitions of what is a latent and patent defect. Define both a latent and patent defect.</p>	<p>concur and deferred to 1443B.</p> <p>C24.5.5.14 DEDSO Response: Non-concur and deferred to 1443B.</p> <p>Page 27 DEDSO Response: Concur and added to Para C24.5.5.1.</p> <p>Page 27 DEDSO Response: Concur and added to Para C24.5.5.1.</p> <p>C24.5.6.12 DEDSO Response: Concur and will be updated with Committee in PDC 1443B.</p> <p>Page 11 DEDSO Response: Discussed and deferred until PDC 1443B.</p>
3.	ARMY	Enclosure 2, page 10, C24.5.4.5. Critical - "The Screening Point cannot Consolidate PQDRs." Change DLMs to duplicate language in JSR, Enclosure 2, 3.g. "If the Screening Point determines the PQDR is repetitive,	C24.5.4.5. DEDSO Response: Concur and updated.

		<p>have the Originator consolidate the exhibits or materiel into one PQDR,"</p> <p>Enclosure 2, Page 15, C24.6.2.8. Critical - Discussion of issuing credit after a PQDR is closed is not included in the JSR. Remove paragraph and table discussion until PDC 1443B.</p> <p>"OVERALL COMMENT " Critical - There is valuable information from the JSR that has not be included in the DLM, specifically regarding the roles and responsibilities delineated in DLM, Enclosure 2, C24.5 for Originator, Originating Point, Screening Point, Action Point and Support Point. Review and cross-walk JSR, Enclosure 2 with DLM to insure ALL JSR responsibilities have been migrated.</p> <p>"OVERALL COMMENT" Substantive - Ensure use of Action Point, Supply Point, Screening Point, etc. all are capitalized consistently throughout the document. Review the document for use of each Point and ensure proper capitalization usage throughout the document.</p> <p>Enclosure 1, page 5, ACTION POINT paragraph, line 4 ACTION POINT, paragraph 2. Substantive - In the definition for ACTION POINT, the second sentence should have the "P" capitalized in the word "Action point". Action Point is capitalized throughout the document. Capitalize the "P" for the word Point to keep consistency.</p> <p>Enclosure 1, page 5. Substantive - A space needs to be entered between the ACTION POINT definition and the CATEGORY I DEFEICIENCY REPORT definition. Add appropriate spacing between the two definitions to separate them.</p> <p>Enclosure 1, page 5, CATEGORY II DEFICIENCY REPORT paragraph, line 3, Substantive- Add reporting timeframe to definition to keep it consistent with the CAT I definition. Suggest adding, "Report Category II PQDRs within 3 days after discovery". This keeps it consistent with the CAT I definition</p> <p>Enclosure 1, page 5, CORRECTIVE ACTION paragraph, line 5, paragraph 5. Substantive - In the definition for</p>	<p>C24.6.2.8 DEDSO Response: Non-concur, no change made. This verbiage was previously approved in ADC 1007E. Open for discussion in 1443B.</p> <p>Overall comment DEDSO Response: Concur and it is the intent of PDC 1443B to capture additional valuable policy.</p> <p>Overall comment DEDSO Response: Concur and updated.</p> <p>Enclosure 1, page 5 DEDSO Response: Concur and punctuation corrected.</p> <p>Enclosure 1, page 5 DEDSO Response: Concur and spacing corrected.</p> <p>Enclosure 1, page 5 DEDSO Response: Concur and CAT II time frame verbiage updated.</p> <p>Enclosure 1, page 5 DEDSO Response:</p>
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	<p>CORRECTIVE ACTIONS - the word effect in the last sentence of the definition, should be changed to "affect." Update the word effect to affect.</p> <p>Enclosure 1, page 6, Critical Safety Item paragraph, line 1, paragraph 3, Substantive - Critical Safety Item is not in all capital letters like the other definitions and term. Capitalize the words CRITICAL SAFETY ITEM (CSI) to keep this consistent with the other definitions.</p> <p>Enclosure 1, page 6, Critical Safety Item paragraph, line 5, paragraph 3. Substantive - Wrong tense of sentence as the warning should be future tense as a warning. Update word "occurred" to "occur".</p> <p>Enclosure 1, page 6, Critical Safety Item paragraph, line 5, paragraph 3. Substantive - Wrong tense of sentence as the warning should be future tense as a warning. Update word "purchased" to "purchases".</p> <p>Enclosure 1, page 6, DEFECT paragraph, line 4, paragraph 4, Substantive - Change the order of the types of defect/nonconformance to match the order of the definitions. Recommend switch the order of the listing for the words "minor" and "major" to match the definitions that follow. Propose sentence read "...critical, major, or minor, as follows:..."</p> <p>Enclosure 1, page 7, GIDEP paragraph, line 1 & 2 paragraph 4. Substantive - Move the "GIDEP" acronym at the beginning of the definition to the end of the term to keep consistency with other definitions. Remove the "GIDEP" acronym at the beginning of the definition and place it behind the complete term instead. So should read "GOVERNMENT-INDUSTRY DATA EXCHANGE PROGRAM (GIDEP).</p> <p>Enclosure 1, page 7, GIDEP paragraph, line 2, paragraph 4. Substantive - Remove the spelling out of GIDEP and just use the acronym once the definition starts. This is a repeating the term that was just spelled out. Make the definition for GIDEP start with "A Department of Defense program...."</p> <p>Enclosure 1, page 7, GIDEP ALERT paragraph, line 1 paragraph 5. Substantive - Remove "A GIDEP</p>	<p>Concur and grammar updated.</p> <p>Enclosure 1, page 6 DEDSO Response: Concur and grammar updated.</p> <p>Enclosure 1, page 6 DEDSO Response: Discussed and will be addressed in PDC 1443B.</p> <p>Enclosure 1, page 6 DEDSO Response: Discussed and will be addressed in PDC 1443B.</p> <p>Enclosure 1, page 6 DEDSO Response: Concur and wording order updated.</p> <p>Enclosure 1, page 7 DEDSO Response: Concur and word order updated.</p> <p>Enclosure 1, page 7 DEDSO Response: Concur and updated.</p>
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		<p>ALERT..." from the definition. Term should not be repeated or used in defining the term. Make the definition for GIDEP ALERT start with "A report of an actual..."</p> <p>Enclosure 1, page 7, GIDEP SAFE-ALERT paragraph, line 1, paragraph 6. Substantive - Remove "A GIDEP SAFE ALERT..." from the definition. Term should not be repeated or used in defining the term. Make the definition for GIDEP SAFE-ALERT start with "A report of an actual..."</p> <p>Enclosure 1, page 7, GIDEP AGENCY ACTION NOTICE paragraph, line 1, paragraph 7. Substantive - Remove "A GIDEP Agency Action..." from the definition. Term should not be repeated or used in defining the term. Make the definition for GIDEP Agency Action Notice start with "A notice issued by Government..."</p> <p>Enclosure 1, page 8, GOVERNMENT-OWNED PRODUCT paragraph, line 2, paragraph 2. Substantive - Grammer update. Recommend definition to read "A product that is owned by, leased to, or acquired by the Government under the terms of a contract.</p> <p>Enclosure 1, page 9, PREVENTIVE ACTIONS paragraph 1. Substantive -Update term to PREVENTATIVE ACTIONS - this keeps it consistent with how it is used throughout the document. Update term from PREVENTIVE ACTIONS to PREVENTATIVE ACTIONS.</p> <p>Enclosure 1, page 9. REPORT CONTROL NUMBER (RCN) paragraph, line 1 REPORT CONTROL NUMBER (RCN) paragraph 8. Substantive - Remove "The PQDR report control" from the definition. Term should not be repeated or used in defining the term. Make the definition for RCN start with "The number assigned by the..."</p> <p>Enclosure 1, page 10. Substantive - Recommend adding a definition for SF 368 to provide clarity to specifically what it is. Recommend adding a definition of Standard Form (SF) 368.</p>	<p>Enclosure 1, page 7 DEDSO Response: Concur and updated.</p> <p>Enclosure 1, page 7 DEDSO Response: Concur and updated.</p> <p>Enclosure 1, page 7 DEDSO Response: Concur and updated.</p> <p>Enclosure 1, page 8 DEDSO Response: Concur and grammar updated.</p> <p>Enclosure 1, page 9 DEDSO Response: Concur and updated Preventative Actions.</p> <p>Enclosure 1, page 9 DEDSO Response: Discussed and deferred until PDC 1443B.</p> <p>Enclosure 1 page 10 DEDSO Response: Discussed and deferred until PDC 1443B.</p>
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	<p>Enclosure 1, page 11. Substantive - "AT&L is missing. (used in DLM - not this document. Just happened to catch it.)</p> <p>AA&E is missing. AFLCR is missing. DLAD is missing. DODM is missing. FTS is missing. IAW is missing. INST is missing. NTISSI is missing. PIEE is missing.</p> <p>Most of these are missing from the DLM and should be added as they will be used within this document. " Add the list provided of missing terms to APPENDIX 3.</p> <p>Enclosure 2, Page 2, C24.2.3.1. Substantive - Should provide context to GSA reference noted within applicable documents sections. Recommend adding, "Report all deficiencies IAW 41 CFR § 101-26.803-2, Reporting quality deficiencies, for GSA managed items." to the end of the paragraph.</p> <p>Enclosure 2, Page 3, Line 2 of paragraph C24.2.3.10. Substantive - Phrase "as covered in" is repeated in the sentence twice. Remove one iteration of "as covered in" from the sentence just before the Title reference.</p> <p>Enclosure 2, Page 4. Line 2 of paragraph C24.3.8. Substantive - CAT II PQDRs should be spelled out the same as Category I PQDR is spelled out in the sentence just before for consistency. Update CAT II to read Category II.</p> <p>Enclosure 2, Page 6, C24.4. Substantive - Remove "ROLES AND" from title. This particular paragraph no longer discusses the roles. The roles of the various points are discussed under paragraph C24.5 - not C24.4. Remove ROLES AND from title. Title of paragraph should only read RESPONSIBILITIES.</p> <p>Enclosure 2, Page 7, Figure 1. Critical - Each "Request for more info" box (QTY 4 total) are missing the</p>	<p>Enclosure 1 page 11 DEDSO Response: Concur and open to discussion on what Committee wants to add during PDC 1443B.</p> <p>Enclosure 2, Page 2 DEDSO Response: Discussed and deferred to PDC 1443B</p> <p>Enclosure 2, Page 3 DEDSO Response: Concur and updated.</p> <p>Enclosure 2, Page 4 DEDSO Response: Concur and updated.</p> <p>Enclosure 2, Page 6 DEDSO Response: Non-concur. No change made.</p> <p>Enclosure 2, Page 7, Figure 1</p>
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	<p>designations for either CAT 1 and CAT 2 in relation to the amount of days. Should have a designation for which category the limits are tied to. Add in CAT 1 before the 3 days limit and add in CAT 2 before the 10 days limit with the "Request for more info" boxes to remain consistent with the rest of the boxes throughout the figure.</p> <p>Enclosure 2, Page 8, C24.5.2.3. Substantive - Grammer update. Remove the "s" on the last word of the paragraph - documentations.</p> <p>Enclosure 2, Page 8, C24.5.2.4. Critical - This paragraph should be moved to under the section for Screening Point. This should be a task for the screening point to ensure those types of defects are not forwarded to an Action Point. Many users utilize PDREP for tracking purposes and to notify LCMCs/ESAs of issues that may need to be submitted for Informational Purposes Only. Originators should still be allowed to submit, but the Screening Points should not forward them along. Move paragraph to the Screening Point section.</p> <p>Enclosure 2, Page 8, C24.5.2.4. Substantive - Updated wording for clarification. Recommend updating sentence to start as "PQDRs specifically submitted on suspected or known...."</p> <p>Enclosure 2, Page 8, C24.5.2.5. Critical - Clarification needs to be added to this paragraph. Understand the intent to ensure originators include the most information possible, but there is concern that this will allow for premature closings of PQDRs as it provides an opening to simply close a PQDR without investigation for simply not providing those things listed. Recommend clearly stating the intent of this paragraph. Recommend adding the following verbiage to the end of the paragraph: "The intent of this paragraph is not to simply close PQDRs for not providing the above information/documentation, but to provide a cautionary note. PQDRs will be analyzed and processed to their fullest extent with the information provided."</p> <p>Enclosure 2, Page 8, C24.5.2.6. Substantive - Change wording from "local command" to DoD Component. There should not be local command policy as that could be seen as any location could come up with their own</p>	<p>DEDSO Response: Resolved by removing entire Figure 1 and will be discussed with committee during PDC 1443B.</p> <p>C24.5.2.3 DEDSO Response: Concur and grammar updated.</p> <p>C24.5.2.4 DEDSO Response: This paragraph was suggested by NAVAIR and has now been deleted from PDC 1443A. Will discuss with entire committee for possible inclusion in PDC 1443B.</p> <p>C24.5.2.4 DEDSO Response: Same as above. Deferred to PDC 1443B.</p> <p>C24.5.2.5 DEDSO Response: Non-concur. This is a summarization of JSR Encl 2, Pg 9, Para 1c. Open for discussion during PDC 1443B.</p> <p>C24.5.2.6 DEDSO Response: Non-concur. This paragraph is part of</p>
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	<p>policy. Also, keeps wording consistent throughout with DoD Component reference. Repword paragraph to read "Process and forward PQDRs IAW DoD Component policy."</p> <p>Enclosure 2, Page 8, C24.5.3.6. Critical - This limits the ability of originators to recommend things outside of those things listed and does not account for things like information only PQDRs or return of product when no deficiency is found. Updated verbiage would allow more flexibilities. Recommend updating paragraph to "Request applicable restitution as required."</p> <p>Enclosure 2, Page 8, Line 4 of paragraph C24.5.3.8. Substantive - Grammer update. Update sentence to read: "...number of the exhibit holding activity within the PQDR."</p> <p>Enclosure 2, Page 9, Line 1 of paragraph C24.5.3.9.7. Substantive - Grammer update. Recommend updating opening sentence to read: "Requests to Return Materiel Upon Completion..."</p> <p>Enclosure 2, Page 10. C24.5.4.9. Substantive -Grammer update. Grammar needs updating for this bullet. Tense is incorrect. Update tense accordingly.</p> <p>Enclosure 2, Page 10. C24.5.4.10. Substantive -Grammer update. Grammar needs updating for this bullet. Tense is incorrect. Update tense accordingly.</p> <p>Enclosure 2, Page 10. C24.5.5. Critical - This paragraph is missing requirement similar to C24.7. While yes, it is captured there, there should be some type of closing paragraph found in the Action Point section. Or C24.7 needs to be moved up. C24.7 should not follow DLMS transaction sets based on how the paragraph is written - does not seem to flow within the document. Recommend to either move paragraph C24.7 up in the document or provide similar instructions under Action Point (C24.5.5) paragraph to address closing requirements.</p> <p>Enclosure 2, Page 10. Line 1 of paragraph C24.5.5.3. Substantive - Normally refer to parts as "materiel"</p>	<p>JSR Encl 2, Pg 9, Para 1C. It is not incorrect, but will be discussed with committee to add clarity in PDC 1443B.</p> <p>C24.5.3.6 DEDSO Response: Partially concurred and updated. New policy on flexibilities is out of scope and deferred to PDC 1443B.</p> <p>C24.5.3.8 DEDSO Response: Concur and updated.</p> <p>C24.5.3.9.7 DEDSO Response: Concur and updated.</p> <p>C24.5.4.9 DEDSO Response: Non-concur and no change made.</p> <p>C24.5.4.10 DEDSO Response: Non-concur and no change made.</p> <p>C24.5.5 DEDSO Response: Concur these are valid comments, but need to discuss with entire Committee during PDC 1443B.</p> <p>C24.5.5.3 DEDSO Response: Non-</p>
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		<p>instead of item. Keeps consistency throughout document. Recommend updating word "item" to "materiel"</p> <p>Enclosure 2, Page 10. C24.5.4.2. Substantive - Should include timing standard. Recommend to add language similar to C24.3.7 concerning acknowledgement within stated time frame.</p> <p>Enclosure 2, Page 10. C24.5.5.2. Substantive - Should include timing standard. Recommend to add language similar to C24.3.7 concerning acknowledgement within stated time frame.</p> <p>Enclosure 2, Page 11, Line 3 of paragraph C24.5.5.6. Substantive - Grammer update. Update both iterations of "material" to "materiel".</p> <p>Enclosure 2, Page 11, Line 1 of paragraph C24.5.5.9. Substantive - Grammer update. Update "material" to "materiel".</p> <p>Enclosure 2, Page 11, C24.5.6.2. Substantive - Should include timing standard. Recommend to add language similar to C24.3.7 concerning acknowledgement within stated time frame.</p>	<p>concur and no change made.</p> <p>C24.5.4.2 DEDSO Response: Non-Concur. Previously covered in policy section. Review and discuss during PDC 1443B.</p> <p>C24.5.5.2 DEDSO Response: Non-Concur. Previously covered in policy section. Review and discuss during PDC 1443B.</p> <p>C24.5.5.6 DEDSO Response: Non-Concur, no change made.</p> <p>C24.5.5.9 DEDSO Response: Non-Concur, no change made.</p> <p>C24.5.6.2 DEDSO Response: Non-concur since timing standards need full Committee discussion. Defer to PDC 1443B.</p>
4.	DCMA	Concur without comment	
5.	USMC	Concur without comment	
6.	AIR FORCE	Concur without comment	
7.	DAAS	Concur without comment	

12. PROPOSED FUNDING REQUIREMENTS:

	Component	Response/Comment
1.	Navy	No comment provided
2.	DLA	No comment provided
3.	Army	No comment provided
4.	DCMA	No comment provided
5.	USMC	No comment provided
6.	Air Force	No comment provided
7.	DAAS	No comment provided

13. IMPLEMENTATION TIMELINE AND ESTIMATED COMPLETION DATE:

	Component	Response/Comment
1.	Navy	No comment provided
2.	DLA	No comment provided
3.	Army	No comment provided
4.	DCMA	No comment provided
5.	USMC	No comment provided
6.	Air Force	No comment provided
7.	DAAS	No comment provided

Enclosure 1

Update DLM 4000.25, Volume 1, Appendices as shown.

Changes are identified by *bold red italics* and deletions by double strike-through text.

A.

AP1. APPENDIX 1

REFERENCES

References¹ in this manual are linked to the authoritative sources from the Defense Enterprise Data Standards Office Website for the following publication categories:

Defense Logistics Manuals: www.dla.mil/DLMS-Pubs

Discrepancy Status or Disposition (Reply) Code²: <https://logdrms.dla.mil>

The following references are listed in the order they appear in the text of the manual:

Document

DoDI 5000.64, "Accountability and Management of DoD Equipment and Other Accountable Property," ~~May 19, 2011~~ **June 10, 2019**

DoD 7000.14-R, "Department of Defense Financial Management Regulations (FMR)"

DoDI 4140.01, "DoD Supply Chain Materiel Management Policy," ~~December 14, 2014~~ **March 06, 2019**

DoDM 4140.01, "DoD Supply Chain Materiel Management Procedures: Operational Requirements," ~~February 10, 2014~~ **December 13, 2018**

DoDM 4140.01, Volume 5, DoD Supply Chain Management Procedures: Delivery of Materiel, February 7, 2023

DoDM 4140.26-Volume 2, DoD Integrated Materiel Management (IMM) for Consumable Items: Logistics Reassignment, June 10, 2022

DoD Directive 8190.01E, "Defense Logistics Management Standards (DLMS)," ~~January 9, 2015~~ **December 30, 2019**

DLM 4000.25-4, "Defense Automatic Addressing System (DAAS)" ~~June 5, 2012~~ **April 09, 2022**

¹ On line sources are identified when known

² See Defense Logistics Management System, Volume 2, Chapter 17, Supply Discrepancy Reporting.

Federal Acquisition Regulation (FAR) and the Defense Federal Acquisition Regulation Supplement (DFARS), various dates

DTR 4500.9-R, "Defense Transportation Regulation," varies by volume

~~DLAI 4145.4 AR 740-3 AFMAN 23-125(IP) NAVSUPINST 4400.100A MCO 4450.15A, "Stock Readiness," November 9, 2012~~

DLAR (JSR) 4145.04, AR 740-3, AFMAN 23-125, NAVSUPINST 4400.100B, MCO 4450.15B, "Joint Service Regulation," October 21, 2020.

DoD Instruction 3110.06, "War Reserve Materiel Policy," ~~June 23, 2008~~ ***January 07, 2019***

DoD ***M*** 4140.27, "DoD Shelf-life Management Program," ~~July 6, 2016~~ ***December 11, 2019***

Volume 1 Program Administration

Volume 2 Materiel Quality Control Storage Standards

DoD 4140.25-M, "DoD Management of Bulk Petroleum Products, Natural Gas and Coal," varies by volume

DoD 5200.8-R, "Physical Security Program," ~~May 27, 2009~~ ***October 19, 2020***

DoD 4100.39, "Federal Logistics Information System (FLIS) Procedures," ~~March 8, 2017~~ ***June 03, 2019***

DoD ***M*** 5100.76-M, "Physical Security of Sensitive Conventional Arms, Ammunition, and Explosives (AA&E)," ~~April 17, 2012~~ ***October 05, 2020***

FAR Part 45: Government Property, Subpart 45.6—Reporting, Reutilization, and Disposal.

DoD 7000.14R, DoD Federal Management Regulation (FMR), ~~September 22, 2016~~ ***June 30, 2022***

~~DLM 4000.25-2, "Military Standard Transaction Reporting and Accountability Procedures (MILSTRAP)"~~

DoD Directive 5160.65, "Single Manager for Conventional Ammunition," ~~August 1, 2008~~ ***August 31, 2018***

DoD 4140.26-M, ***Volume 4***, "DoD Integrated Materiel Management (IMM) for Consumable Items," ~~September 24, 2010~~ ***June 10, 2021***

Army Materiel Command Regulation (AMC-R) 700-99/Naval Supply Systems Command Instruction (NAVSUPINST) 4790.7/Air Force Logistics Command Regulation (AFLCR) 400-21/Marine Corps Order (MCO) P4410.22, "Logistics Wholesale Inventory Management and Logistics Support of Multi-Service Used Nonconsumable Items

ASTM D3951, Standard Practice for Commercial Packaging

AR 40-660/DLAR 4155.26/NAVSUPINST 10110.8C/AFR 161-42/MCO 10110.38C, DoD Hazardous Food and Nonprescription Drug Recall System, August 15, 1996

DoDM 4160.21, "~~Defensive~~ ***Defense*** Materiel Disposition: Disposal Guidance and Procedures," ~~October 22, 2015~~ ***August 31, 2022***

MIL-STD-129R, "Military Marking for Shipment and Storage," February 18, 2014

DLAD 4145.7/AR 700-15/NAVSUPINST 4030.28E/AFMAN24-206_IP/MCO 4030.33E, Packaging of Materiel, January 12, 2004

DLAR 4155.3/AR 30-12/NAVSUPINST 4355.2/AFR 74-5/MCO 10110.21F, "Inspection of Subsistence Supplies and Services," November 3, 1986

DoD Directive 5410.12, "Economic Adjustment Assistance to Defense-Impacted Communities," ~~July 5, 2006~~ ***August 31, 2018***

Disposition Services I4160.14, "Operating Instructions for Disposition Management," May 12, 2008

DLM 4000.25, Defense Logistics Management Standard, (DLMS) 4000.25, August 2023

~~DLM 4000.25-1, "Military Standard Requisitioning and Issue Procedures (MILSTRIP)," June 13, 2012~~

DLM 4000.25-1, Military Standard Requisitioning and Issue Procedures (MILSTRIP), December 14, 2016

29 CFR 1910.1200(b)(6)

~~DoD 4140.65-M, "Compliance For Defense Packaging: Phytosanitary Requirements for Wood Packaging Material (WPM)"~~

DoDM 5200.01, "DoD Information Security Program," February 24, 2012

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

DLAR 4155.24/AR 702-7/SECNAVINST 4855.21/AFI 21-115/DCMA INST 1102, Joint Service Regulation, Product Quality Deficiency Report Program, August 1, 2022

MIL-HDBK-701, "Blocking, Bracing and Skidding of Industrial Plant Equipment for Shipment and Storage"

MIL-STD-107, "Preparation and Handling of Industrial Plant Equipment (IPE) for Shipment and Storage"

MIL-STD-129, "Standard Practice, Military Marking for Shipment and Storage," February 18, 2014

MIL-STD-130, "DoD Standard Practice Identification Marking of U.S. Military Property"

MIL-STD-2073-1, Standard Practice for Military Packaging, December 15, 1999

National Archives Records Administration (NARA) General Records Schedule (GRS)

National Telecommunications and Information Systems Security Instruction (NTISSI)
No. 4001, "Controlled Cryptographic Items"

~~DoD Directive 8320.2, "Data Sharing in a Net-Centric Department of Defense," April 23, 2007~~

DoD Instruction 8320.02, Sharing Data, Information, and Information Technology (IT) Services in the Department of Defense, June 24, 2020

DoD 5200.2-R "Personnel Security Program," February 23, 1996

Foreign Assistance Act of 1961, as amended and the Arms Export Control Act of 1976, as amended

DoDI 4140.61, "Customer Wait Time and Time Definite Delivery," ***December 14, 2000***

DoDI 4140.67, DoD Counterfeit Prevention Policy, April 26, 2013

DoD Directive 5010.40, Managers Internal Control Procedures, May 30, 2013

PIEE Electronic Data Interchange Implementation Guides

SECNAVINST 4855.3D, Product Data Reporting and Evaluation Program, December 21, 2018

Title 41, Code of Federal Regulations, 101-26.8, Discrepancies or Deficiencies in General Services Administration (GSA) or Department of Defense (DoD) Shipments, Material or Billings.

Title 41, Code of Federal Regulations, 101-26.802, Exclusions

B.

DLM 4000.25 CONCEPTS AND PROCEDURES VOLUME 1 APPENDIX 2

TERMS AND DEFINITIONS

ACKNOWLEDGMENT. *Systemic response from one PQDR Processing Point to another informing them of receipt of PQDR. (i.e., assigned action offices).*

ACTION POINT. *A focal point(s), identified within each DoD Component responsible for receiving PQDRs from other DoD Components and for investigation and resolution of a reported product quality deficiency including necessary collaboration with Support Points. Action Points other than the above, however, may be specifically designated. Only an Action Point is authorized to transmit a deficiency report across DoD Component lines to a Support Point in another DoD Component.*

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

CATEGORY II DEFICIENCY REPORT. *(PQDR) A report of a product quality deficiency which does not meet the criteria set forth in Category I. Category II normally is used for reporting major and minor defects. Report Category II PQDRs within 3 calendar days after discovery.*

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

COUNTERFEIT MATERIEL. *Materiel whose identity has been deliberately altered, misrepresented, or falsified, including but not limited to, any materiel that consists of a) a substitute or unauthorized copy of a valid product from an original manufacturer; b) a product in which the materiel is used, or the performance of the product has been changed without notice by a person other than the original*

manufacturer of the product, DoDI 4140.67 DoD Counterfeit Prevention Policy.

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

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

CRITICAL SAFETY ITEM (CSI) is a part, assembly, or support equipment whose failure could cause loss of life, permanent disability or major injury, loss of a system or significant equipment damage. Special attention should be placed on CSIs to prevent the potential catastrophic or critical consequences of failure. Significant problems occurred when DoD purchased CSIs from suppliers with limited knowledge of the item's design intent, application, failure modes, failure effects or failure implications.

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

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

Deficiencies are failures or non-conformances with products that do not fulfill their expected purpose, operation, or service, due to deficiencies in design, specification, materiel, manufacturing, and/or workmanship.

DESIGN DEFICIENCY. (PQDR) Any condition that limits or prevents the use of materiel for the purpose intended or required, where the materiel meets all other

specifications or contractual requirements. These deficiencies cannot be corrected except through a design or specification change.

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

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

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

GOVERNMENT-INDUSTRY DATA EXCHANGE PROGRAM - GIDEP: A Department of Defense program established to eliminate expenditure of manpower, time, and money by making maximum use of existing knowledge and to promote and facilitate the sharing of technical information between government agencies and industry partners to increase systems safety, reliability, and readiness and to reduce systems development, production, and ownership costs. A centralized, computerized, data dissemination, storage, and retrieval system that promotes the full and voluntary interchange of data on parts, materials, and processes among DoD, other Governmental Agencies, and industry users.

GIDEP ALERT. A report of an actual or potential problem with parts, components, materials, manufacturing processes, test equipment, or safety conditions that may have multiple applications in Government or industry and be of significance to other GIDEP participants. GIDEP ALERTs are not to be used to report random part failures or failures resulting from applications outside of published design requirements. **Prepare GIDEP ALERTs following current GIDEP Policy for submission.**

GIDEP SAFE-ALERTs. ~~A GIDEP SAFE-ALERT~~ Is a report of an actual or potential problem with parts, components, materials, manufacturing processes, test equipment, or safety conditions, which may have multiple applications in Government or industry that affect the safety of people or equipment. **Prepare GIDEP ALERTs following current GIDEP Policy for submission.**

GIDEP AGENCY ACTION NOTICE. A notice issued by Government agencies to report problems with products or processes. Unlike ALERTs, Safe Alerts, and Problem Advisories, Agency Action Notices do not include problem solutions or manufacturer" corrective actions, but they do document the occurrence of a problem. Agency Action Notices may be designated as "U" for Unlimited release to all GIDEP participants or "L" for Limited release (limited to only Government Agencies, or only Defense Agencies). **Prepare GIDEP ALERTs following current GIDEP Policy for submission.**

GIDEP PROBLEM ADVISORY. Problem Advisories are used to report *Facnonconformances*, which, unlike ALERTs, have a low probability of causing a functional failure. They do however, report problems with products/processes, which do not meet specifications. They can also be used as preliminary ALERTs where there is a suspected problem, which is not completely defined due to lack of data. **Prepare GIDEP ALERTs following current GIDEP Policy for submission.**

GOVERNMENT-OWNED PRODUCT. **A product that is owned by, leased to, or acquired by the Government under the terms of a contract.**

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

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

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

NEW MATERIEL. Materiel procured under contract from Government sources. Such materiel will be considered new until it has been proven during actual system operation. (See reworked materiel.)

OBJECTIVE QUALITY EVIDENCE. Evidence based upon the results of test or examination that a deficiency exists.

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

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

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

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

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

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

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

PRODUCT QUALITY DEFICIENCY REPORT (PQDR). The SF 368 form or format used to record and transmit product quality deficiency data.

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

QUALITY INVESTIGATION. A comprehensive investigation conducted by the quality assurance organization within the action/support Activity to determine whether the reported unsatisfactory materiel was repaired, manufactured, or tested in conformance with required specifications, standards, or contractual requirements and that applicable quality controls are adequate to ensure conformance. Corrective action will be initiated when inadequacies are identified.

REPORT CONTROL NUMBER (RCN). The PQDR report control number assigned by the Originating Point IAW a prescribed format containing the Originating Point's Department of Defense Activity Address Code (DoDAAC), calendar year and sequential number. The number has three parts. The first part has six places and is the DoDAAC of the originating DoD activity (reference c). Part two is the calendar year (two places.) Part three is a four-digit sequential number starting with 0001 at the beginning of the calendar year. Examples of valid number are

FA4600050001 for the Air Force, W22G1G050001 for the Army, N38010050001 (or R or V service designators) for the Navy, and M38010050001 for the Marine Corps. (Marine Corps aviation units include N, R, or V designators.) If a contractor is creating the report, the first place should be a "0" (zero) followed by the applicable Commercial and Government Entity (CAGE) code; the second part is the calendar year; and the third part is a sequential number; for example, 053862050001. The RCN will not contain any hyphens or spaces.

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

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

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

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

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

C.

DLM 4000.25 CONCEPTS AND PROCEDURES VOLUME APPENDIX 3

ACRONYMS AND ABBREVIATIONS

CBM+ Conditioned Based Maintenance Plus

ESA Engineering Support Activity

GIDEP Government Industry Data Exchange Program

TDP Technical Data Package

Enclosure 2

Revised DLM 4000.25, Volume 2, Chapter 24

Changes are identified by *bold red italics* and double strike-through text. Renumber as needed.

C24. CHAPTER 24

PRODUCT QUALITY DEFICIENCY REPORTING

~~C24.1. GENERAL~~

C24.1. PURPOSE

C24.1.1. This chapter replaces DLAR 4155.24/AR 702-7/SECNAVINST 4855.5 series/AFI 21-115/DCMA INST 1102, as the DoD Product Quality Deficiency Report (PQDR) process authoritative source for procedures pertaining to this process. DoD Components must first consult this chapter for PQDR process guidance before referring to DLAR 4155.24/AR 702-7/SECNAVINST 4855.5 series/AFI 21-115/DCMA INST 1102, pending full migration of guidance and the eventual cancellation of the Joint Service Regulation.

C24.1.2. *This chapter establishes policy, assigns responsibility, and implements procedures for a standard DoD PQDR method to identify, report, and resolve conditions affecting the warfighter.*

C24.1.3. The DoD PQDR process requires DoD Components to capture and exchange product quality deficiency information to facilitate root cause determinations, corrective actions, reliability analysis, and recoupment actions (contractor caused deficiencies). ***When data is required to be exchanged across Component lines or between Enterprise Business System (EBS), Product Data Reporting and Evaluation Program (PDREP) and Joint Deficiency Reporting System (JDRS), the PQDR data exchanged will pass through the PDREP business rule validation protocol, DAAS, and be compliant with the DLMS 842P IC (Future implementation).***

C24.1.4. *The DoD Component members of the PQDR Process Review Committee (PRC) will be identified on the PQDR PRC webpage of the Defense Enterprise Data Standards Office (DEDSO) website. The PQDR PRC is responsible for the development, expansion, improvement, maintenance, and administration of the systemic processing under the DLMS.*

C24.2. APPLICABILITY

C24.2.1. This guidance is applicable to all DoD Components responsible for reporting and processing PQDRs and requiring assistance from another DoD Component or **Automated Information System (AIS)** to process a PQDR. When more than one DoD Component or AIS is involved in processing a PQDR, it is referred to as an inter-Service PQDR and must comply with inter-Service processing instructions contained in this document. It applies to all supply classes not specifically excluded from PQDR reporting.

C24.2.2. *This guidance is applicable to new and newly reworked Government-owned products found to be deficient any time after Government acceptance. Submit PQDRs regardless of the product's inspection or acceptance location (source or destination). It also applies to products that were presented for Government destination acceptance, but later found to be deficient.*

C24.2.3. *This chapter does not apply to the following deficiencies:*

C24.2.3.1. *Products approved for local base or station buys, which are reportable under local procedures. This exclusion does not apply to local buys where the original source was GSA.*

C24.2.3.2. *Foreign Military Sales customers submit quality deficiencies using a Supply Discrepancy Report (SDR) which are processed in accordance with (IAW) DLM 4000.25, Volume 2, Chapter 17, C17.5.*

C24.2.3.3. *Subsistence materiel deficiencies (reported by the DoD Hazardous Food and Nonprescription Drug Recall System) IAW AR-40-660/DLAR 4155.26, DoD Hazardous Food and Nonprescription Drug Recall System.*

C24.2.3.4. *Unsatisfactory materiel whose condition results from improper handling or deterioration during storage (report following individual DoD Component procedures).*

C24.2.3.5. *Report all Supply Discrepancy Reports IAW DLM 4000.25, Volume 2, Chapter 17.*

C24.2.3.6. *Transportation Discrepancy Reports (SF 361) to report transportation-type discrepancies, for example, shortages, losses, or damages in transit.*

C24.2.3.7. *Materiel that fails because of inadequate maintenance, improper operation, or normal wear and tear.*

C24.2.3.8. *Malfunctions involving the use of ammunition and explosives (report under individual DoD Component procedures). Report deficiencies involving ammunition and explosives under this regulation.*

C24.2.3.9. *Materiel for Navy Strategic Weapons Systems and the Navy Nuclear Propulsion Program.*

C24.2.3.10. Excess or surplus property or billings for services, space, communications, and printing as covered in Title 41 CFR 101-26.802, Exclusions.

C24.3. POLICY

C24.3.1. It is DoD policy that DoD Components maintain and use a reliable and standard system for investigation of PQDRs. The system must exchange data across all DoD Components for product quality deficiency data reporting.

C24.3.2. DoD Components must submit PQDRs on new or newly reworked Government-owned products that do not fulfill their expected purpose, operation, or service. This applies to items that fail government receipt inspection regardless of where (source or destination) the product was inspected and accepted. This can be due to deficiencies in design, specification, materiel, software, manufacturing process, workmanship, or any combination. These include premature failure of items within a warranty period or specified performance. Submit PQDRs for items suspected or found to be counterfeit.

C24.3.3. If a PQDR appears to be related to suspect counterfeit, counterfeit, or fraud, notify all appropriate parties (as required in DoDI 4140.67), including counsel at the level where it was discovered, to determine appropriate actions before proceeding with processing the PQDR. The contractor will not be notified of the impending investigation until counsel provides guidance on how to proceed.

C24.3.4. DoD Components must report deficiencies that occur in weapon systems, consumable/repairable items, and spare/repaired parts, Government-owned products used during development/test, items supplied as Government-Furnished Property, or deficiencies in any other items not specifically excluded by paragraph C24.2.3. to the DoD Component that is the Action Point of the deficient item. The DoD component should not initiate contact or investigation with the supplier/vendor of the deficient materiel activity without prior coordination with Action Point.

C24.3.5. Include defects in materiel bought or repaired through contract methods such as Contractor Logistics Support or Prime Vendor and covered by a contractual or implied warranty in the reporting requirements of this regulation.

C24.3.6. Submit PQDRs on defective items, even if they are usable. PQDRs shall be submitted for all defective materiel regardless of the dollar value of the item.

C24.3.7. Report Category I PQDRs within 24 hours after discovery. Report Category II PQDRs within three calendar days after discovery. Note: Report deficiencies (Category I or Category II) discovered during facility shutdown, weekends, or holidays on the next operating day.

C24.3.8. If the defect adversely affects safety, classify it as a Category I PQDR. Also, classify defective Critical Safety Items (CSIs) that adversely affect safety as a Category I PQDR. Classify deficiencies on CSIs that do not affect safety as Category II PQDRs.

C24.3.9. Report deficient Government Furnished Property to the appropriate DoD Component issuing the contract. When a contractor is not contractually obligated to write PQDRs, the Government representatives will complete and submit the PQDR for deficiencies found by those contractors. The Screening Point for these PQDRs will be the sponsoring DoD component.

C24.3.10. DoD Components will investigate PQDRs to determine the cause of the deficiency using all available methods to avoid closing a PQDR with an undetermined cause. Correct the existing deficiency, provide disposition instructions for deficient materiel, and identify actions to prevent recurrence of deficiencies, before closing PQDRs.

C24.3.11. DoD Components will provide guidance and training to DoD Component personnel using the DoD Component's AIS.

C24.3.12. Develop processes to address quality, engineering, maintenance, supply, financial, and acquisition system interfaces to establish proper controls over reported materiel, including exhibits. Controls may include:

C24.3.12.1. Supply due-in records and materiel accountability following DLM 4000.25, whenever directing materiel for movement or suspended from issue or use until resolution of a PQDR. To ensure receipt to the correct owner and promote tracking of exhibits, systems must provide supply transactions inclusive of those listed below. Additionally, improve Defense Logistics Management System (DLMS) transactions to identify the relevant PQDR Report Control Number (RCN).

C24.3.12.2. Prepositioned materiel receipt.

C24.3.12.3. Shipment status and materiel returns shipment status, as applicable.

C24.3.12.4. Receipt transactions for returned exhibits transmitted to the owner by each custodial activity.

C24.3.12.5. Materiel release orders for directed movement of exhibits for purposes of test/evaluation, repair, or disposal.

C24.3.12.6. Financial adjustment in accordance with DLM 4000.25, Volume 4, Military Standard Billing System – Finance. Note that credit will not be given until a valid requisition number is provided and all exhibits requested are returned to the issuing contracting agency or evidence of disposal provided.

C24.3.12.7. Materiel marking in accordance with MIL-STD-129. Additionally, mark exhibits for shipment and storage IAW disposition instructions provided by the Action Point.

C24.3.12.8. Internal controls in accordance with DoD Directive 5010.40, Managers Internal Control Procedures.

C24.3.13. Preparation of PQDRs may also entail reporting of quality deficient stock under materiel returns or warranty programs to give credit. Originators should check their applicable DoD Component policy, and supplementing instructions to this regulation for guidance.

C24.3.14. Processing times in this regulation and supplementing instructions are standards. Performing a thorough investigation is paramount. DoD Components must thoroughly investigate PQDRs and ensure that they are not closed prematurely because of time. If an investigation cannot be completed within the timeline standard, the Component will submit an interim reply, documenting the cause of the delay to the next level of interest.

C24.3.15. When item management of an item transfers to a different DoD Component, PQDR processing responsibilities will be IAW DoDM 4140.26, Volume 2. DoD Integrated Materiel Management for Consumable Items: Logistics Assignments.

C24.3.16. PQDRs will not be closed until final disposition instructions are provided for all exhibits/materiel associated with the PQDR.

C24.3.17. ~~Operations Security (OPSEC) Applicability.~~ Due to an identified OPSEC requirement, PQDRs have been designated as controlled unclassified information (CUI) and must be identified as CUI. Physical handling and electronic transmission of PQDRs must comply with DoD rules for this level of sensitive unclassified information, to include proper labeling, protection, and encryption of communication.

C24.3.18. ~~Standard PQDR Transactions.~~ This chapter also provides an overview of the DLMS 842P transaction exchange (**Future implementation**) supporting the PQDR program. Under DLMS, the PQDR will be considered a common logistics information exchange to be integrated with transaction processing through DAAS. The DoD approved standard for electronic transmission of PQDR transactions is prescribed by the DLMS 842P Implementation Convention (IC) using a Web Service XML transaction format. The DLMS 842P, Standard PQDR, will be employed for transactional exchange and is available via the Implementation Convention/DLMS IC page of the Defense Enterprise Data Standards Office (DEDSO) website.

C24.3.18.1. PQDR Inter-Service (PQDR II) data exchange is required IAW DLMS 842P. Data required in each transaction is defined in the DLMS 842P IC. All transactions will have the ability to provide attachments as needed. ~~PQDR Inter-Service~~

~~Interface Query Capability.~~ The PQDR II will allow users to query the transaction history by RCN, use the system inbox to view pending incoming transactions, and the system outbox to view pending outgoing transaction.

C24.4. ROLES AND RESPONSIBILITIES

C24.4.1 All PQDR Processing Points are Responsible for:

C24.4.1.1. When product deficiencies are suspect counterfeit, counterfeit, or unauthorized product substitution, immediately inform local counsel and provide a copy of the PQDR. Also notify Originating, Screening, Action and Support Points as applicable. Do not discuss PQDRs related to suspect counterfeit, counterfeit, or unapproved product substitution with the contractor without guidance from local counsel and investigative agencies.

C24.4.1.2. Review and correct the PQDR as necessary for completeness, validity, and accuracy. Obtain necessary information for completing all mandatory fields in their AIS for PQDR processing. Ensure all attachments, documents and PQDRs contain the correct controlled unclassified information (CUI) before transmitting to the next point in the PQDR process. The term “any available supporting documentation” means any supporting documentation such as photos, video, test reports, and or objective quality evidence etc.

C24.4.1.3. Ensuring all PQDR actions are completed including acknowledgements, interim and final replies to the correct processing point.

C24.5. PROCEDURES

C24.5.1. PQDR Overview. The Originator/Originating Point discovers a deficiency and submits the PQDR to the appropriate Screening Point. The Screening Point reviews the initial submission ***to ensure it is complete, accurate, and meets the necessary criteria for further investigation by an Action Point.*** ~~and determines the appropriate DoD Action Point to forward the report for investigation.~~ The Action Point will either investigate the report or assign the report to a Support Point to assist with the investigation. When required, the PQDR exhibits are moved between the exhibit holder and the investigating point. Throughout the investigation process, each point sends interim responses and other routine correspondence transactions to keep each interested activity and AIS updated with the current investigation status.

C24.5.2. Originator:

C24.5.2.1. For instances where the Originator and Originating Point are the same entity, they will perform the responsibilities of both PQDR originating activities.

C24.5.2.2. Secure and segregate all perceived deficient materiel, including PQDR exhibits, as Supply Condition Code (SCC) "Q." Note: DoD Components may use other suspended supply conditions such as SCC "L" pending implementation of SCC "Q." EXCEPTION: If an item is urgently needed, it may be repaired to a usable condition if it does not adversely affect safety.

C24.5.2.3. When necessary to repair the item due to shortages and or mission priorities, provide the deficiency information to the Originating Point. Include full details of the deficiency, the repair, and any supporting documentation.

C24.5.2.4 Failure to submit supporting documentation, Ready-For-Issue (RFI Tag) or Certification of Conformance (if applicable), the original Issue Release or Receipt Document Number (DD Form 1348-1A), packaging label, photos of the materiel, and the contract number (if applicable) may result in premature record closure without an investigation being performed and/or loss of credit for the defective materiel.

C24.5.2.5. Process and forward PQDRs IAW local command policy.

C24.5.3. Originating Point:

C24.5.3.1 Communicate with Originator and Screening Points.

C24.5.3.2. Review the PQDR information and communication for completeness and accuracy. Verify PQDR validity and return inaccurate reports to the originator.

C24.5.3.3. Assign PQDR Category. Add any additional information when available. Provide as much information as possible, but do not delay PQDR submittal because of missing data that is not mandatory.

C24.5.3.4. Include the original requisition document number on all PQDRs. When the original document number is missing, the Originator or Screening Point will assign a constructed document number following DLM 4000.25 Volume 4, Chapter 4. Credit or replacement is not authorized for constructed document numbers.

C24.5.3.5. Attach supporting documentation (including any available shipping information) if received outside of the AIS or if originator could not attach at time of submittal.

C24.5.3.6. Request credit, replacement, repair, or if PQDR is for information only, select "other" and explain the reason on the SF-368.

C24.5.3.7. Ensure AIS assigns RCN for PQDR processing. The RCN is a unique alphanumeric control number to each report. Use the RCN in all communications.

C24.5.3.8. When the address of the activity holding the exhibit is different from the PQDR Originator's address: Provide POC, phone, email address, the address and commercial telephone number of the exhibit holding activity within the PQDR.

C24.5.3.9. Handle exhibits as follows:

C24.5.3.9.1. The Originating Point will hold exhibits until the appropriate exhibit dispositions are received. If more than 30 days go by without instructions, contact the appropriate Screening Point.

C24.5.3.9.2. The exhibit holding activity will comply with the shipping instructions.

C24.5.3.9.3. Do not repair exhibits within 30 days unless critical mission requirements dictate. In such instances, begin action to hold evidence of the deficiency through photographs, test reports, or other means, to include with the PQDR.

C24.5.3.9.4. Wait for exhibit disposition prior to returning deficient materiel. When DLA directs the return of PQDR exhibits to a DLA distribution center, and the exhibits are a DLA managed item, the exhibits are receipted into DLA ownership using information included on the exterior of the package that includes a DLA document number, the PQDR report control number, the NSN, and a barcode.

C24.5.3.9.5. Clearly mark the package exterior on one side "PQDR EXHIBIT/RCN" and, when applicable, "Warranty Item." Mark two other sides of the exterior of the package in bold letters "PQDR EXHIBIT." When shipping the exhibit to a contractor, mark the package exterior, "Only Open in the Presence of a Government Representative" when exhibits are requested by the support point. Further guidance is delineated in DLM 4000.25, Volume 2, Chapter 13 Materiel Receipt.

C24.5.3.9.6. The Originating Activity is responsible for transportation costs for shipping an exhibit to the investigation point (for example, contractor, or Support Point) unless alternate arrangements are provided. Request either the contractor or the exhibit holder pay transportation costs for return of the exhibit.

C24.5.3.9.7. Requests to Return Materiel Upon Completion of Investigations. The Originating Point must inform the Action Point at the time of submission whether they want the materiel returned at the completion of the investigation when submitting a PQDR using a constructed requisition number. In situations where credit or replacement of materiel is not authorized due to the inability to locate the original requisition document, the Originating Point will be liable for the return transportation costs.³

C24.5.3.9.8. Inform the Screening Point via the AIS when the exhibit(s) ships. Identify the PQDR RCN, materiel, shipment date, quantity, and ship to information at a minimum.

C24.5.4. Screening Point:

C24.5.4.1. Communicate with Originating and Action Points.

C24.5.4.2. AIS acknowledges receipt of PQDRs.

C24.5.4.3. Validate the PQDR to ensure accurate and complete information.

C24.5.4.4. If the Screening Point determines that the PQDR is invalid, close it and inform the Originating Point why it was determined to be invalid.

C24.5.4.5. If the Screening Point determines the PQDR is repetitive, have the Originator consolidate the exhibits or materiel into one PQDR.

C24.5.4.6. Verify PQDR category and recategorizes when appropriate.

C24.5.4.7. Determine if the materiel is contractually warranted. If so, classify materiel as warranty in the AIS, annotate the PQDR as under warranty, and ensure exhibits are packaged and marked IAW warranty instructions.

C24.5.4.8. Generate a constructed document number if the original document number is missing IAW with DLMS Volume 4 Chapter 4.

C24.5.4.9. Manage the PQDR to include review all correspondences, inform the originating point of PQDR progress, and forward interim replies.

C24.5.4.10. Provide final replies to include send Originating Point an explanation of invalid determination, resolve differences with Action Point, request disposition instructions if they are not included.

C24.5.4.11. Forward PQDR to Action Point.

³ References PDC 1411A Discontinue Credit/Replacement for Constructed Document Numbers

C24.5.5. Action Point:

C24.5.5.1. Communicate with Screening Points and Support Point to include, for example, interim replies: CAT I – 20 days / CAT II – 30 days to the screening point and originator at a minimum. Provide final investigative results to the screening point and originator.

C24.5.5.2. AIS acknowledges receipt of PQDRs.

C24.5.5.3. Determine if item was ordered on a commercial contract and may only require a contractor to rework, replace item, or provide refund. In this case, do not investigate.

C24.5.5.4. Based on contract, determine the place of inspection and acceptance (I/A).

C24.5.5.5. Conduct an independent investigation to determine the need for investigation by Support Point.

C24.5.5.6. Alert all stakeholder DoD components of suspect materiel, requesting suspension or screening when necessary. If other stakeholders contain same materiel, request quantity of materiel.

C24.5.5.7. Forward PQDR and supporting documentation to Support Point when necessary.

C24.5.5.8. AIS will notify Support Point of deficient materiel quantity variations.

C24.5.5.9 Control scope of investigation and use all reasonable measures to determine the root cause of the deficiency, the necessary corrective actions, and the actions needed to prevent reoccurrence.

C24.5.5.10. Provide disposition instructions to all stakeholders.

C24.5.5.11 Facilitate exhibit shipment requests.

C24.5.5.12. Review Support Point final investigation replies for adequacy and resolve differences when necessary.

C24.5.5.13 Provide final disposition instructions to Support Point, when necessary.

C24.5.6. Support Point:

C24.5.6.1. Communicate with Action Point to include, for example, interim replies: CAT I – 20 days / CAT II – 30 days to the screening point and originator at a minimum.

C24.5.6.1.1 *Communicate with contractors on all issues as necessary.*

C24.5.6.2. *AIS acknowledges receipt of PQDRs.*

C24.5.6.3. *Request exhibits when required.*

C24.5.6.4. *Notify Action Point of receipt of exhibits.*

C24.5.6.5 *Request contractor investigation.*

C24.5.6.6 *Perform independent investigation of government records and reports.*

C24.5.6.7. *Ensure contractor's investigation addresses root cause, corrective action, and when applicable preventative actions.*

C24.5.6.8. *Document investigation results including summary codes in the AIS.*

C24.5.6.9. *Attach all supporting documentation to PQDR.*

C24.5.6.10. *Provide interim replies for status updates to Action Point at 30 day intervals minimum.*

C24.5.6.11. *Request final disposition instructions if not previously provided.*

C24.5.6.12. *Provide final disposition instructions to the contractor.*

C24.5.6.13 *Forward final replies to Action Point.*

C24.6. PQDR 842P DLMS TRANSACTION SET OVERVIEW.

C24.6.1. Detailed Requirement. When data is required to be exchanged across Component lines or between EBS, PDREP and JDRS, the PQDR data exchanged will pass through the PDREP business rule validation protocol, DAAS, and be compliant with the DLMS 842P IC (Future implementation). The sending system is responsible for complying with the DLMS 842P IC format and including the applicable data elements. The report control number (RCN) is the key identifier for each unique PQDR and will be perpetuated with each transaction. PDREP will validate each transaction for required data elements and reject incomplete or non-compliant transactions to the sending system. In addition, PDREP will maintain a transaction history and a composite record of the AIS having received a prior transaction for each RCN. PDREP history tracking will be by Transaction Set Purpose Code data exchanges. History tracking will display both the Transaction Set Purpose Code as well as the description of the transaction. Additionally, transactions that require a specified data element accompany that transmission, as described in Appendix 7.27 of this DLMS Volume, will also display the

data element name, code and code description. PDREP will route a copy of all subsequent transactions to the **AIS**.

C24.6.1.1. PQDR Transaction Sets. The PQDR transaction set is used to move all PQDR data as listed in DLMS 842P (**Future implementation**) between the various PQDR processing points (Originator/Originating Point, Screening Point, Action Point, and Support Point). It is also used to facilitate PQDR exhibit movement, and exchange pertinent correspondence and/or data regarding a PQDRs status (i.e., interim responses, general correspondence, etc.). The DLMS 842P IC, PQDR Data Exchange, replaces system unique transactions currently used to exchange PQDR data by providing the DOD Components with a standard electronic transmission method for PQDR data exchange between ~~AIS's~~ **AISs**.

C24.6.1.2. PQDR Movement Transactions. The DLMS 842P moves the PQDR between the different investigating points. PQDR Inter-Service data exchange is required IAW DLMS 842P. Data required in each transaction is defined in the DLMS 842P IC. All transactions will have the ability to provide attachments as needed.

C24.6.1.3. The procedure by which PQDR processing points may update any data element and at what point in the PQDR process is also defined in the DLMS 842P IC. For inter-Service PQDRs, communication both to and from Originators must only be sent to the Screening Point for evaluation regardless of transaction code. PQDR processing points can only directly communicate with the processing point immediately preceding or following them. Additional business rules can be found in Appendix 7.27 of this volume.

C24.6.2. Product Data Reporting and Evaluation Program (PDREP). The term PDREP refers to both the overall business process and supporting automation, including both direct web input and transaction exchange. PDREP promotes continuous process improvement of supply chain processes within the DoD for increased **materiel** readiness by providing a means to hold external DoD suppliers and internal supply chain stakeholders accountable. PDREP-AIS formerly known as the Product Quality Deficiency Report Inter-service Interface (PQDRII), is the DoD's PQDR system of record. PDREP-AIS supports DLMS implementation that enables PQDR transaction exchange; provides a web-based entry method to assist users who are not supported by another DLMS-compliant PQDR application; and provides visibility of PQDRs for research and trend analysis via management report/query capability. PDREP-AIS will allow users to query the transaction history by Report Control Number (RCN), view a composite of the PQDR, and provide central points of contact in the event of a transaction failure.

C24.6.2.1. The PDREP-AIS PQDR application automates the Standard Form (SF) 368 paper form, facilitating the DoD standard transactional exchange described above. It brings the PQDR into an integrated transactional environment, supporting both direct input (under Component business rules) and transaction exchange originating within Component applications. PDREP-AIS facilitates communication and interoperability between U.S. Military, Federal Agencies,

Contractors, and the International Logistics Control Office (ILCO) on behalf of the Security Assistance customer. It controls routing of web submissions and logistics transactions according to established business rules. It supports information exchange between the customer, the Inventory Control Point (ICP)/Integrated Materiel Manager (IMM), the Originating Point, Screening Point, Action Point, Support Point, Contractor, and other Stakeholders. It encompasses many transaction types between multiple parties to include, but not limited to, new report submission, correction/modification, cancellation, follow-up, requests for reconsideration (rebuttals), and PQDR investigation results (including interim responses, additional information requests, and resolution responses), in addition to the capture of report and response management statistics. Access to PDREP PQDR management reports requires submission of a User Access Request (UAR) to the PDREP System home page.

C24.6.2.2. PDREP provides an automated process for tracking PQDR response information. Data collected will enable the DOD to identify trends ~~of, establish discrepancy~~ volume and dollar values of PQDRs. This allows users to bring management attention to problems with materiel quality and supplier performance information as necessary; improving the requisitioning and distribution process within logistics operations. This process provides an effective means to report, resolve, and measure deficiencies related to supply chain performance.

C24.6.2.3. The DOD requirement is that paper submission of PQDRs and non-DLMS compliant PQDR applications will be fully phased out with migration to DLMS. By exception, until electronic reporting under DLMS is universally available, PQDRs and associated responses may be reported via hard-copy SF 368, **encrypted** email, through customer service help lines or any other manner acceptable to the submitter and recipient. All manner of inter-service transactional reporting must meet the criteria described in this chapter.

C24.6.2.4. DoD Components with an established interface with PDREP, through DAAS for PQDR processing, will designate primary and alternate representatives for the Component PQDR AIS to the PDREP System Administrator. These representatives will be notified via email when catastrophic transactional failures occur during PDREP business rule validation protocols. Catastrophic transactional failures are those that are so severe that PDREP will not generate a Transaction Set **(TS)** Purpose Code (T**S**-44) and corresponding Reject Advice Code. Components will provide name, telephone, and email address to the PDREP System Administrator, and to the DAAS.

C24.6.2.5. ~~Exhibit Tracking~~. Systemic update of the PDREP-AIS for exhibit tracking is provided as a by-product of standard logistics transactions. When received at a distribution center, the receipt transaction will identify the PQDR RCN and an information copy of the receipt will be provided. Similarly, when a DLMS shipment status transaction is prepared for the shipment of an exhibit, the shipment status will perpetuate the PQDR RCN from the release order. When the Support Point returns the PQDR back to the Action Point because the exhibit(s) was not received, control of the PQDR transfers back to the Action Point. If the exhibit(s) arrives at the contractors

facility after the PQDR was returned by Support Point to the Action Point, and the PQDR is currently located at the Action Point, the Action Point should rebut (T S-RR) the PQDR back to the Support Point for processing; if the PQDR is located at the Screening Point or was closed, the Screening Point reopens (T S-RO), if necessary, and rebuts (T S-RR) the PQDR to the Action Point level.

~~**C24.6.2.6.** PQDR transactional timeline, or the systemic method of moving a PQDR between process points, will be conducted in accordance with Enclosure 2 of ADC 1007E. Information systems will only allow transactions within the information system when the PQDR has reached that point in the PQDR Timeline. Only the transactions at the point in the timeline will be permitted. All others will be systemically rejected by PDREP AIS.~~

C24.6.2.6. Services/Agency information systems may perform additional tasks within their information systems as long as they do not interfere with the DoD processing of inter-Service PQDRs. Data elements may only be updated by personnel processing PQDRs at the point in the PQDR Timeline process flow IAW DLMS 842P IC.

C24.6.2.7. DLA will not reopen a PQDR investigation after 180 days of sending a Completion Notification (T S-CN) Final Reply with no response (action) by the Screening Point. On day 181 or later, a new PQDR (RCN) would need to be issued referencing the old RCN, if further action by the Action Point or Support Point is required

C24.6.2.8. When it is determined that credit should be issued after the PQDR has been closed by all parties, the Originator or Screening Point must submit a new PQDR and reference the original PQDR RCN.

C24.7. Product Quality Deficiency Investigative Closing Requirements.

~~C24.7.6.1.~~ C24.7.1. Input by either the PQDR Action Point or Support Point, the information to be entered in each data element 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 non-conformance with contract requirements. The investigative closing codes provide specific details about the findings of the investigation. Together these codes make up seven segments of investigation related data forming a nine-character code referred to as the Summary Code. All segments of the investigative closing codes must be completed prior to the Action Point submitting a Final Reply. Failure to complete each of these data elements by the Action Point will result in the transaction being rejected.

C24.7.1.1. The seven segments of closing data include (1) defect responsibility, (2) severity of the defect, (3) broad classification of the cause, (4) detailed cause of the defect, (5) preventative action taken because of the defect, (6) corrective action taken for the defective materiel, and (7) disposition of the deficient materiel. A complete list of investigative closing codes can be found in Appendix 7.27 of this this Volume.

