 DEFENSE LOGISTICS AGENCY

HEADQUARTERS

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June 6, 2023

MEMORANDUM FOR DISTRIBUTION

SUBJECT: Product Quality Deficiency Report Process Review Committee Meeting 23-01, May 17, 2023

 This memorandum forwards the attached minutes of the Product Quality Deficiency Report Process Review Committee Meeting 23-01 for your information and action as appropriate.

 The Defense Enterprise Data Standards Office point of contact is Mr. Mark Rockwell, e- mail: DEDSO.PQDR@dla.mil.

Attachment

As stated,

DISTRIBUTION:

ODASD(Logistics)

PQDR PRC

Attendees

**Minutes from Product Quality Deficiency Report Process Review Committee Meeting 23-01, May 17, 2023**

**1. Purpose:** The Defense Enterprise Data Standards Office (DEDSO) convened a virtual meeting of the Product Quality Deficiency Report (PQDR) Process Review Committee (PRC) via Microsoft Teams and teleconference on May 17, 2023. Specific discussion topics are noted below. The meeting agenda, briefing material, action item tracker, and evidential matter are available on the PQDR PRC web page archive: <https://www.dla.mil/Defense-Data-Standards/Committees/PQDR/>.

**2. Brief Summary of Discussion**: Mr. Mark Rockwell, Department of Defense (DoD) PQDR Administrator, facilitated meeting discussions. The action item tracker contains action items that are due within 30 days from the publication of these meeting minutes unless otherwise noted.

**3. Opening Remarks:** Mr. Rockwell provided opening remarks and introduced Mr. Rafael Gonzalez, Acting Division Chief, DEDSO, who welcomed participants. Ms. Jan Mulligan, Office of the Deputy Assistant Secretary of Defense for Logistics (ODASD(L)) provided opening remarks and welcomed the meeting stakeholders. Ms. Mulligan expressed appreciation and highlighted the importance of maintaining the DoD Process Review Committee forums to maintain regular and direct communication.

**4. Meeting Topics:** The PQDR PRC meeting informed stakeholders about the ongoing efforts and status on several important topics impacting the DoD Components. As part of the meeting, DEDSO elicited topic inputs from the PRC members. These topics were:

1. **Agenda Topic 1** **– PQDR Process Review Committee Stakeholders**

Mr. Rockwell introduced and recognized the designated DoD Components, Service/Agencies and partners that comprise the newly formed DoD PQDR Committee. DEDSO chairs the recurring bi-weekly PQDR committee meetings to develop and recommend policy and procedures for submitting, processing, investigating, and resolving PQDR(s) across the DoD Components, with an emphasis on continuous process improvement, standardization, and policy implementation strategies for PQDR processes and business rules.

1. **Agenda Topic 2** **– Policy Migration Authority to DEDSO Approved Defense Logistics Management Standards Change (ADC) 1443**

Mr. Rockwell briefed stakeholders on the recently approved ADC 1443 Product Quality Deficiency Report (PQDR) Policy Migration which shifted PQDR policy administration from DLA’s PQDR Steering Committee to the DoD PQDR PRC chaired by DEDSO.

Mr. Rockwell discussed upcoming efforts to include a scheduled in-person working group session to begin the transfer of the Joint Service Regulations DLAR 4155.24/AR 702- 7/SECNAVINST 4855.21/AFI 21-115/DCMA INST 1102 to DLM 4000.25, Volume 2, Chapter 24, Product Quality Deficiency Report Program as the DoD’s authoritative source for Product Quality Deficiency Report (PQDR) related guidance.

Mr. Rockwell further elaborated that the intent of this in person working group is to consolidate the PQDR guidance into a single publication by 2024 which would streamline a way in which the DoD would make changes to policy requirements, transactional processing, and electronic data interchange (EDI) programming, simultaneously, utilizing the Defense Logistics Management Standards (DLMS) change management process.

1. **Agenda Topic 3** **– Purpose of PQDRs**

Mr. Rockwell briefed the high-level impacts of PQDRs on the life-cycle order management process including: the importance of obtaining feedback in support of corrective actions, the functions of the Supplier Performance Risk System (SPRS) to assist in maintaining levels of vendor compliance, mitigating deficiencies to prevent recurrences, and improving data analysis.

1. **Agenda Topic 4** **– PQDR Systems and Applications**

Mr. Rockwell presented an overview of the three Service and Agency managed PQDR applications, Product Data Reporting and Evaluation Program (PDREP), DLA Enterprise Business System (EBS) and Joint Deficiency Reporting System (JDRS) and related reporting metrics for the DoD PQDR Program. It was reported by the PDREP/NAVSEA team that out of 61,000 PQDRs, most were attributed by the Army and Navy at 41% and 30% respectively. Mr. Rockwell commented on the need to review the interoperability of PQDR IT systems, specifically how transactions are exchanged by establishing a PQDR Information Exchange Diagram.

**Action Item 1:** DEDSO, with the assistance of Component IT SMEs, to create a PQDR Information Exchange Diagram with PDREP, DLA EBS, and JDRS. ***Status: Open.***

1. **Agenda Topic 5– Future State PQDR Process**

Mr. Rockwell briefed the future implementation PQDR process transaction flow for the three main IT systems, PDREP, EBS and JDRS emphasizing that components developing new PQDR processing systems will comply with the DLMS standard to exchange data with other DoD PQDR systems. These remarks referenced the pending approval of ADC 1007E DLMS 842P Procedures, Business Rules, Data Elements and Coding Updates as the catalyst for providing the necessary business rules for standardization.

1. **Agenda Topic 6** **– PQDR Close-Up View**

Mr. Rockwell covered the current PQDR data exchange methodology as delineated in DLM 4000.25 Volume 2 Chapter 24; Product Quality Deficiency Report Program and the implications for improved standardization and compliance for data exchange and subsequent transactions once ADC 1007E DLMS 842P Procedures, Business Rules, Data Elements and Coding Updates is approved.

1. **Agenda Topic 7** **– ADC Not Implemented**

Mr. Rockwell addressed ODASD(L) interest item for component implementation status and rationale for non-completion for ADCs related to the PQDR program. It was noted that previous ADC 1007 series of changes will be implemented and are awaiting the approval of ADC 1007E DLMS 842P Procedures, Business Rules, Data Elements and Coding Updates to kick-off the implementation plan across the existing PQDR applications.

Ms. Mulligan, ODASD(L) emphasized that policy migration is a key action item. Mr. Rockwell expressed his intent to host an in-person PQDR Working Group on July 17 and 18, 2023 at DLA HQ Ft Belvoir, Virginia, with Service/Agency PQDR policy leads to begin drafting the Proposed DLMS Change (PDC) 1443A Updates to DLM 4000.25, Chapter 24. ADC 1443A will formalize PQDR policy migration to DLM 4000.25, Volume 2, Chapter 24 Product Quality Deficiency Report Program, replacing Joint Service Regulation DLAR 4155.24/AR 702- 7/SECNAVINST 4855.21/AFI 21-115/DCMA INST 1102 and is targeted for 2024 implementation.

**Action Item 2:** DEDSO to migrate PQDR Policy over to the DLM 4000.25 Volume 2 Chapter 24 Product Quality Deficiency Report Program by January 2024. ***Status: Open.***

 **Agenda Topic 8** **– Status of ADC 1007E**

Mr. Rockwell outlined the history and complexity of the expansive ADC 1007E DLMS 842P Procedures, Business Rules, Data Elements and Coding Updates that will provide the new data elements and business rules required for system programming of the DLMS 842P PQDR Data Exchange transaction. Mr. Rockwell reviewed the significance of the approximately 90-week ADC 1007E implementation plan of action and milestones that restarts the 1007 series ADCs phased implementation plan as delineated in the ADC 1007E.

Mr. Rockwell stated that once approved, DEDSO’s ability to track implementation status is based on components self-reporting the information and providing periodic updates. Mr. Rockwell acknowledged that each Service Component may have different requirement details and referred them to the implementation target plan for guidance once approved.

**Action Item 3:** DEDSO to track ADC 1007 series implementation across all the Components once approved. This will require period status reports from the Components.   ***Status: Open.***

1. **Agenda Topic 9** **– Status of Proposed DLMS Change (PDC) 1453**

Mr. Rockwell summarized the ongoing reviews of the Navy submitted PDC 1453 Update Product Quality Deficiency Reporting Process for Missing Bare Item Material Marking Discrepancies. This change aims to add a specific quality related Receipts/Stock Screening discrepancy code for missing bare item materiel marking deficiencies. More specifically, illegible or missing bare item markings required per the technical data package (TDP). Mr. Rockwell noted that this is a common occurrence in the field and the importance of clarifying PQDR business rules for these deficiencies in this PDC as this change would impact both Supply Discrepancy Reporting (SDR) as well as PQDR processes.

1. **Agenda Topic 9** **– Status of PDC 1446**

Mr. Rockwell announced that PDC 1446 Security Assistance Product Quality Deficiency Reporting remains “On Hold” pending ADC 1007E approval. This change proposes to standardize and improve communication between the Security Assistance (SA)/Foreign Military Sales (FMS) community via the International Logistics Control Offices (ILCO) and Action Activities, further referred to as Action Points, while increasing investigative data sharing and improvement and accuracy of vendor performance reporting to the Supplier Performance Risk System (SPRS). Once ADC 1007E is approved and disseminated, PDC 1446 will change how the SA/FMS community submits quality related deficiencies. Currently these deficiencies are reported using the DoD SDR process but will soon be transitioned over to the PQDR process.

1. **Meeting Wrap-Up**

Mr. Rockwell reviewed the new action items from today’s meeting and the upcoming DEDSO PRC calendar and website during the meeting wrap up discussion.

Mr. Rockwell opened discussions to all Stakeholders for any additional questions/concerns before the end of the meeting and expressed continued desire to maintain transparency and collaborative engagement with ODASD(L). DEDSO will collaborate with stakeholders in the development of new requirements and will host additional meetings as necessary.

Ms. Mulligan concurred with the action items that support the DoD PQDR Program.

The meeting minutes will be posted to the DoD PQDR PRC webpage archive section using a secure link.

**Next Meeting**: The DEDSO team thanked all attendees for their participation, enthusiasm, and continued support. The next PQDR PRC meeting is tentatively scheduled to be held November 15, 2023.