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DEFENSE LOGISTICS AGENCY

Established 1961



Overview 101:Product Quality Deficiency Reporting

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June 9, 2026



THE NATION'S LOGISTICS COMBAT SUPPORT AGENCY

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PEOPLE ★ PRECISION ★ POSTURE ★ PARTNERSHIPS

WARFIGHTER ALWAYS

Last updated: June 9, 2026



Overview 101: Product Quality Deficiency Reporting (PQDR)

- PQDR Policy Governance
- DoW PQDR Process Review Committee
- Product Quality Deficiency and the PQDR Process
- PQDR Category Breakdown
- Responsible PQDR Processing Points
- Major Investigative Steps
- PQDR Processing Systems
- DLMS 842P Transactional Processing

- Information



- Title 41, Code of Federal Regulations (CFR)
 - § 101-26.803-2 establishes federal requirements for PQDRs
- DoDM 4140.01-V8
 - Establishes the DLM 4000.25 as the authoritative DoW PQDR policy document
- DLM 4000.25, Volume 2, Chapter 24
 - Provides procedural policy and establishes electronic data interchange requirements
- DLAR 4155.24
 - Contains PQDR information not yet fully migrated into the DLM 4000.25





PRODUCT QUALITY DEFICIENCY

A defect or nonconforming condition which limits or prohibits the product from fulfilling its intended purpose. Included are deficiencies in design, specification, material, manufacturing, and workmanship.



PQDR PROCESS

The DoW PQDR process requires DoW Components to capture and **exchange** product quality deficiency **information to facilitate root cause determinations, corrective actions, reliability analysis, and recoupment actions** (contractor caused deficiencies). **All PQDR data** exchanged **will** pass through the PDREP business rule validation protocol, DAAS, and **be compliant with the DLMS 842P IC** (*Future implementation*).



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DoW PQDR Process Review Committee



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Category I 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.

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Category II 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 three calendar days after discovery.

The Defects are further classified by three levels of severity: Critical/Major/Minor



Responsible PQDR Processing Points



Originator/Originating Point

- Secures, segregates, reclassifies materiel condition, and marks as quality deficient
- Communicates PQDR info to screening point, assigns category, RCN, and attaches supporting documents
- Handles PQDR exhibit movement and disposition as directed

Screening Point

- Validates PQDR accuracy/completeness
- Forwards to the assigned action point
- Supports communicating info back to the originator/originating point
- Reviews final investigation, provides final investigative response, rebuts for correction

Action Point

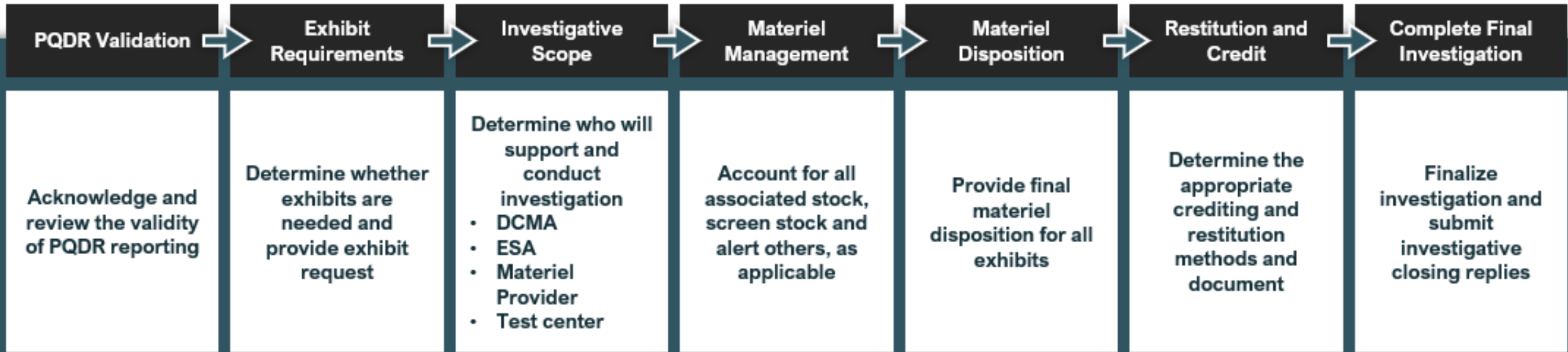
- PQDR investigative lead
- Determines extent of supply chain impact – screens stock and alerts stakeholders
- Determines exhibit needs and disposition
- Takes corrective and preventative actions
- Repair/replacement/credit provider – seeks restitution when needed

Support Point

- Communicates with materiel provider
- Requests/controls exhibits at materiel provider site
- Evaluates materiel provider investigation report – provides
- Provides supporting letters, forms, test reports and inspection records
- Submits investigation and takes disposition actions



Major Investigative Steps





Joint Deficiency Reporting System (JDRS)

- NAVAIR Maintained
- Deficiency Reporting & Resolution for the Aeronautical Enterprise
- Used by NAVAIR and Air Force



Product Data Reporting & Evaluation Program (PDREP)

- NAVSEA Maintained
- Multi-module supply chain quality and materiel visibility program
- DoW quality system of record per DoDI 5000.79
- DoW PQDR system of record
- Used by Army, Marine Corps, Navy, DCMA and Coast Guard



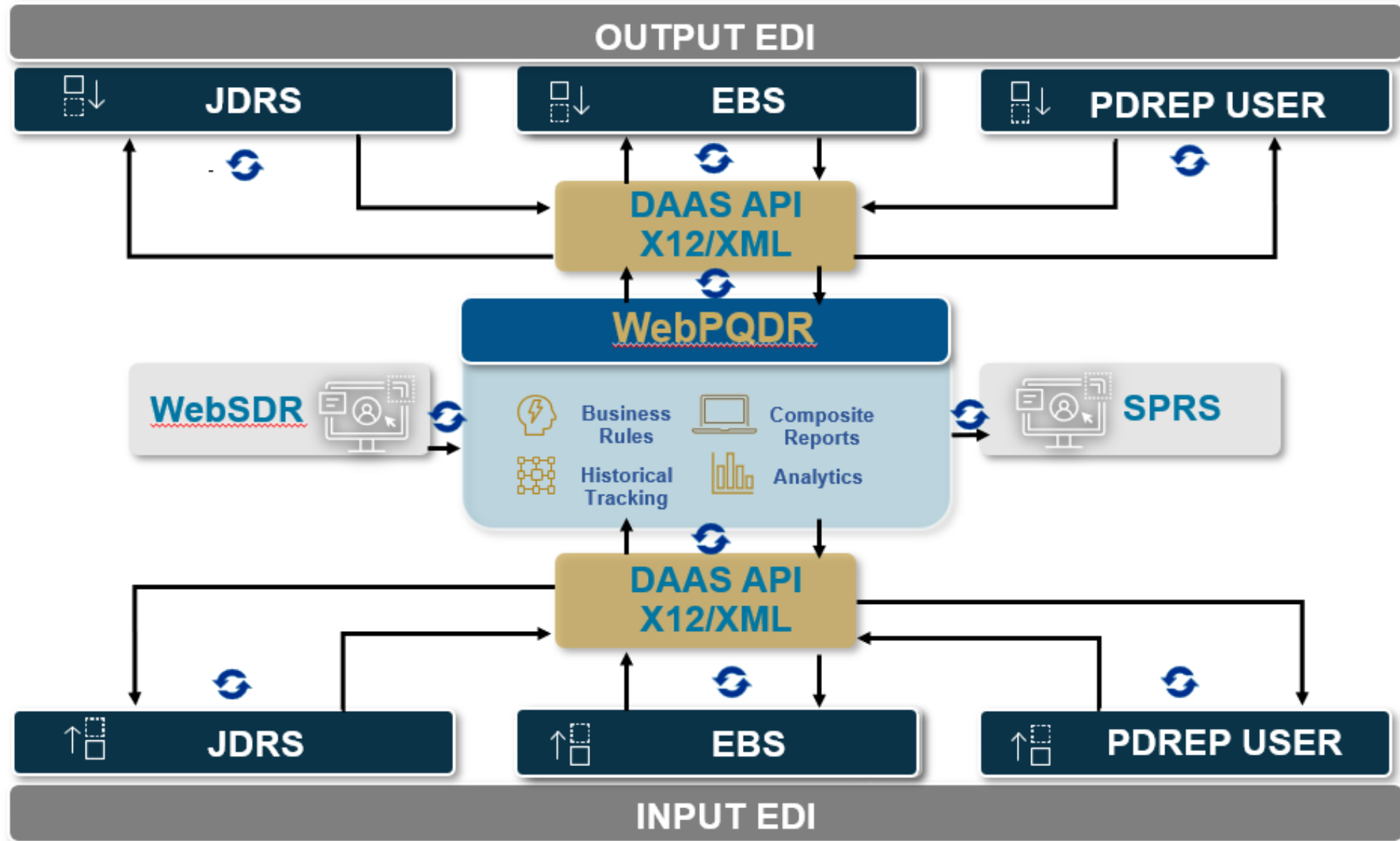
Enterprise Business System (EBS)

- DLA Maintained
- Enterprise Resource Planning (ERP) Platform
- Allows seamless workflow assignment and processing of PQDRs, associated SDRs, and stock screening request from a single platform solution



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DLMS 842P Transactional Processing



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