**C24. CHAPTER 24**

**PRODUCT QUALITY DEFICIENCY REPORTING**

***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***](http://www.dlmso.dla.mil/Programs/Committees/Supply/supplySDR.asp) ***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.*** 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.*** 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. 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.*** 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.[[1]](#footnote-1)***

***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.***

***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 **A**IS 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 **A**IS.

***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 ***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** 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 36](http://www.dlmso.dla.mil/elibrary/manuals/forms.asp#sf364)8, ***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.*** 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.*** 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***.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.

***C24.8. Bare item marking(s) are markings directly applied (or permanently affixed) to the surface of the item itself, not the packaging or the documentation, which are required by a technical data package, military specification, drawing, federal legal standard, or other technical document. Materiel missing bare item markings will be considered deficient and reported as PQDRs by all end users at the installing or using activity.***

***C24.8.1 When materiel is reported as a PQDR due to issues related to bare item marking(s), and the missing marking does not change the form, fit or function of the item, Screening Points and Action Points will collectively decide whether the initial deficiency being reported under the same NIIN, CAGE, contract number, and deficiency description, requires a full investigation to determine root cause, or if it is acceptable to close it as an isolated incident pending subsequent reporting. Any subsequent reporting will automatically require a full technical evaluation to determine the recurrent root cause.***

***C24.8.2. Form, Fit, and Function is technical data pertaining to items, components, or processes for the purpose of identifying source, size, configuration, mating and attachment characteristics, functional characteristics, and performance requirements. CFR 22 CFR § 120.42 defines Form, Fit, Function as follows:***

***C24.8.2.1. Form. The form of a commodity is defined by its configuration (including the geometrically measured configuration), materiel, and materiel properties that uniquely characterize it. For software, the form means the design, logic flow, and algorithms.***

***C24.8.2.2. Fit. The fit of a commodity is defined by its ability to physically interface or connect with or become an integral part of another commodity. For software, the fit is defined by its ability to interface or connect with a defense article.***

***C24.8.2.3. Function. The function of a commodity is the action or actions it is designed to perform. For software, the function means the action or actions the software performs directly related to a defense article or as a standalone application.***

1. **References PDC 1411A Discontinue Credit/Replacement for Constructed Document Numbers**

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