DLAD 4155.2

MMLEQ

10 Oct 97

QUALITY ASSURANCE PROGRAM FOR THE DEFENSE LOGISTICS AGENCY INVENTORY CONTROL POINTS

(This publication has been significantly revised and must be reviewed in its entirety.)

A. REFERENCES

1. DLAD 4155.2, Quality Assurance Program for the Defense Logistics Agency Inventory Control Points, 6 Dec 96, superseded.

2. DoDD 5000.1, Defense Acquisition.

3. DoD 5000.2-R, Mandatory Procedures for Major Defense Acquisition (MDAPs) and Major Automated Information System (MAIS) Acquisition Programs.

4. Federal Acquisition Regulation (FAR).

5. Defense Federal Acquisition Regulation Supplement (DFARS).

6. DoD 4140.1-R, DoD Materiel Management Regulation.

7. DLAD 4105.1, Defense Logistics Acquisition Directive.

8. DLAD 4155.7, Quality Assurance Technical Development Program for DLA Inventory Control Points.

9. DoD 4120.3-M, Defense Standardization Policies and Procedures.

11. DLAD 4105.20, Product Verification Program for Inventory Control Points.

12. DLAD 4155.24, Product Quality Deficiency Report Program.

13. DLAI 4155.24, Product Quality Deficiency Report Program.

B. PURPOSE. This directive:

1. Supersedes reference A1.

2. Implements DoD Instruction 5000.2, Defense Acquisition Management Policies and Procedures and DoD 4140.1-R, Chapter 1, Paragraph C, Quality Secondary Items and Conformance to Contract Specifications. It provides policies and responsibilities for the establishment of Quality Assurance programs at DLA Inventory Control Points.

C. APPLICABILITY AND SCOPE

1. This directive is applicable to DLA Inventory Control Points (hereinafter referred to as ICP(s)) involved with item/contract management of DLA-managed items.

2. The Executive Director, Logistics Management Policy, HQ DLA, may issue instructions as an aid to implementing this directive.

3. Implementation of this manual by publication of an ICP supplement is authorized and encouraged. However, such supplemental procedures must not conflict with the responsibilities and policies contained herein. After publication, ICPs shall submit a copy of each implementing document to HQ DLA, ATTN: MMLEQ, not later than 30 days after publication.

D. DEFINITIONS

1. Acceptable Quality Level (AQL). The quality level which, for the purposes of sampling inspection, is the limit of a satisfactory process average.

2. Acceptance. The act of an authorized representative of the Government by which the Government assumes for itself, or as agent of another, ownership of existing and identified supplies tendered or approves specific services rendered, as partial or complete performance of the contract on the part of the contractor.

3. Action Point. A focal point(s) identified within each Component (Military Service, Defense Agency, or GSA) responsible for receiving PQDRs from other Components, and for investigation and resolution of a reported product quality deficiency, including necessary collaboration with support points. Only an action point is authorized to transmit a deficiency across Component lines to a support point in another Component.

4. ANSI. American National Standards Institute.

5. Bid Sample. Sample to be furnished by the bidder to show the characteristics of the product offered in the bid.

6. Category I Deficiency. A report of a critical defect which may cause death, injury, or severe occupational illness; could cause loss of, or major damage to, a weapon system; could critically restrict the combat readiness capabilities of the using organization; or which could result in a production line stoppage.

7. Category II Deficiency. A report of a product quality deficiency which does not meet the criteria set forth in Category I.

8. Certificate of Conformance (CoC). A contractor's written statement, when authorized by contract, certifying that supplies or services are in conformance with contract requirements.

9. Certificate of Quality Compliance (CoQC). A contractor's certification that provides specific detailed information and objective evidence that material offered for acceptance meets all contract and specification requirements.

10. Commercial Item. Any Item, other than real property, that is of a type customarily used for nongovernmental purposes, and that has been (offered to be/will be/or) sold, leased, or licensed to the general public. Additional definition with detail on modifications is provided in FAR, subpart 2.101.

11. Contract. Any type of agreement or order for the acquisition of supplies or services. It includes awards and notice of award; contracts of a fixed-price, cost, cost-plus-fixed-fee, or incentive type; contracts providing for the issuance of job orders, task orders, and delivery orders thereunder; letter contracts; and purchase orders.

12. Contract Administration Office (CAO). An office of DLA, or of a Military Service, or of FDA, USDA, or USDC, engaged in the performance of contract administration services, including QA, on Government contracts with private industry. Included in this definition are all geographic and in-plant DoD component organizations engaged in performance of field contract administration services.

13. Contract Quality Assurance (CQA). A function by which the Government determines whether a contractor has fulfilled his contract obligations pertaining to quality and quantity. This function can be accomplished at source and/or destination and is related to and generally precedes the act of acceptance.

14. Counterfeit Material/Unauthorized Product Substitution (CM/UPS). The misrepresentation of products furnished by contractors to the Government, including those items referred to as "bogus" parts, counterfeit parts, assemblies with unapproved components, and products with unauthorized remarking/overbranding.

15. CM/UPS Disclosure. A written or verbal allegation that includes the possibility that counterfeit or unauthorized product substitutions have been furnished to the Government by contractors after the Government has signified its acceptance. Customer/Depot complaints are not CM/UPS disclosures.

16. Critical Application Item. An item which is essential to the preservation of life in emergencies (e.g., parachutes, marine life preservers) or essential to end item or system performance, the failure of which would adversely affect the accomplishment of a military operation.

17. Critical Nonconformance. A nonconformance that 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.

18. Defense Contract Management Command (DCMC). An organizational entity of DLA, comprised of a headquarters staff and a field organization of geographic and plant components, established to provide uniform field contract administration services for Government contracts with private industry. As used herein, the term applies specifically to Contract Administration Service (CAS) field components, including DCMC Districts (DCMDs), Area Operations (DCMAOs), and Plant Representative Offices (DPROs).

19. Deviation. A written authorization, granted after contract award and prior to manufacture of an item, to depart from a particular performance or design requirement of a contract, specification, or referenced document, for a specific number of units or specified period of time.

20. DLA Quality Assurance Program. A program designed to assure integrity, quality, and reliability of DLA-purchased/managed supplies and services through the integration and coordination of all actions which contribute to the delivery of supplies or services of the specified quality and reliability.

21. Examination. An element of inspection consisting of investigations, without the use of specific laboratory applications or procedures, of supplies and services to determine conformance to those specified requirements which can be determined by such investigations. Examination is generally nondestructive and includes, but is not limited to, visual, auditory, olfactory, tactile, gustatory, and other investigations, simple physical manipulation, gaging, and measurement.

22. 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.

23. First Article Testing and Approval. The testing and/or examination of items submitted by a contractor prior to regular production on a contract or purchase order followed by the preparation/evaluation of attendant test reports.

24. Flight Safety Critical Aircraft Part (FSCAP) - Any part, assembly, or installation containing a critical characteristic whose failure, malfunction or absence could cause a catastrophic failure resulting in loss, or serious damage to the aircraft, or an uncommanded engine shutdown, resulting in an unsafe condition. A FSCAP critical characteristic is any feature through the life cycle of a FSCAP, such as dimension, tolerance, finish material or assembly, manufacturing or inspection process, operation, field maintenance or depot overhaul requirement, which if nonconforming, missing or degraded could cause the failure or malfunction of the FSCAP.

25. Focal Point. A designated element or individual responsible for receiving and entering data for the Customer/Depot Complaint System and the Quality Evaluation Program.

26. Inspection. The examination and/or testing of supplies or services (including, when appropriate, raw materials, components, and intermediate assemblies) to determine whether the supplies and services conform to technical requirements.

27. ISO. International Organization for Standardization.

28. Maintenance Instructions. Applicable technical document (contract specifications, Military Services' technical publications, or other published documents) with instructions that will be utilized to perform required maintenance of an item.

29. Major Nonconformance. A nonconformance, other than critical, that is likely to result in failure, or to materially reduce the usability of the supplies or services for their intended purpose.

30. Military Interdepartmental Purchase Request (MIPR). A requirement submitted by a Military Service to an ICP to perform logistics functions (including purchasing) for items that are not managed by that ICP.

31. Minor 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.

32. Nonconformance. A departure from the requirements specified in the contract, specification, drawing, or other approved product description.

33. Nonconforming Material. Any item, part or product with one or more characteristics which depart from the requirements in the contract, specification, drawing, or other approved product description.

34. Off-the-Shelf Item. An item produced and placed in stock by a distributor/ manufacturer before receiving orders or contracts for its sale. The item may be commercial or produced to military/federal specifications or description.

35. Originating Point. Activity which finds a product quality deficiency and reports it.

36. Packaging. The processes and procedures used to protect material from deterioration or damage during storage or transport. It includes cleaning, drying, preserving, packing, marking, and unitization.

37. Postaward Conference. Meeting conducted by the Government to fully familiarize the contractor with the terms and conditions of the contract, to clarify any misunderstandings, and to discuss unsatisfactory quality history.

38. Product Conformance. The subset of Quality Assurance which deals with assessment of post-manufacturing or post-service actions. Product Conformance includes the assessment of usability, conformance to purchase requirements, investigation of deficiencies, test and evaluations, determination of readiness impact, and product quality/usability feedback systems.

39. Product Sample. Sample of the item required by the solicitation which is submitted as part of an offeror's technical proposal. The sample permits visual examination of the offered item for the purpose of determining quality of workmanship and conformance to design and/or performance requirements.

40. 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, manufacturing, and workmanship.

41. Product Quality Deficiency Report (PQDR). A report, message, or Standard Form (SF) 368, Product Quality Deficiency Report, prepared and processed in accordance with DLAD 4155.24, Product Quality Deficiency Report Program.

42. Product Verification Program. A DLA program that establishes policy and procedures for the arranging, monitoring, and reporting of the results of, product testing and product examinations/inspection. See DLAD 4105.20.

43. Qualified Manufacturers List (QML). A listing of manufacturer's facilities that have been evaluated and determined to be acceptable based on the testing and approval of a sample specimen and conformance to the applicable specification. The QML includes appropriate products, processes, or technology identification, and test reference with the name and address of the manufacturer's plant.

44. Qualified Products List (QPL). A listing of products that have met the qualification requirements stated in the applicable specification, including appropriate product identification and test of qualification reference with the name and plant address of the manufacturer and distributor, as applicable.

45. Quality. The composite of material attributes including performance, features, and characteristics of a product or service to satisfy a given need.

46. Quality Assurance. A planned and systematic pattern of all actions necessary to provide adequate confidence that adequate technical requirements are established, products and services conform to established technical requirements, and satisfactory performance is achieved.

47. Quality Assurance Letters of Instruction (QALIs). Information or instruction provided to the activity responsible for Government CQA actions at source or destination for the purpose of assuring the integrity of DLA- procured products and services. QALIs may specify the type and extent of Government inspection of selected product/process characteristics or they may provide the CAO with adverse quality history on the item and/or contractor.

48. Quality Assurance Provisions (QAPs). As used herein, includes all requirements for quality and reliability assurance, both administrative and technical, which are included directly or by reference in ICP-prepared purchase requests, solicitations, and resulting contracts. Specifically, those provisions include, but are not limited to: the place of Government inspection and acceptance; appropriate contract quality requirements; first article; bid samples; inspections and tests; sampling plan; verification testing; calibration requirements; and supplier certifications, where necessary, to provide the user with an item of the required quality.

49. Quality Audit. A systematic examination of the quality-related actions and decisions in order to independently verify or evaluate the operational requirements of a quality program or the specification or contract requirements of the product or service.

50. Quality Control. A function of management relative to all procedures, inspections, examinations, and tests required during contracting, receipt, storage, and issue that are necessary to provide the user with an item of the required quality.

51. Quality Program. Program which is developed, planned, and managed to carry out, cost-effectively, all efforts to effect the quality of materiels and services from concept through validation, full-scale development, production, deployment, and disposal.

52. Reliability. Probability that materiel will perform its intended function for a specified period of time under stated conditions.

53. Reporting Activity. The activity which forwards a Product Quality Deficiency Report to DLA. This may or may not be the activity that prepared the Product Quality Deficiency Report, and may be either the originating point or screening point.

54. Request for Deviation. The formal document submitted by the contractor to the Government for the purpose of requesting departure from a specific performance or design requirement of a contract, specification, or referenced documents.

55. Request for Waiver. The formal document submitted by the contractor to the Government for the purpose of requesting acceptance of designated nonconforming supplies or services.

56. Screening Point. An activity, within the component originating the Product Quality Deficiency Report, which is required to determine the action point; transmit Product Quality Deficiency Reports for action; monitor outstanding reports; and receive responses.

57. Storage Standards. Documents containing mandatory instructions for the inspection, testing, and/or restoration of items in storage, encompassing storage criteria, preservation, packaging, packing and marking requirements, and time-phasing for inspection during the storage cycle to determine the materiel serviceability and the degree of degradation that may have occurred. In the case of shelf life items, storage standards are required to be prepared by the managing wholesale ICP or other responsible organization for Type II shelf life items only. They are used at the wholesale and retail level to determine if Type II shelf life items have retained sufficient quantities of their original characteristics and are of a quality level which warrants extension of their assigned time period, and the length of the time period extension.

58. Support Point. An activity that assists the action point, as requested, by conducting and providing results of a special analysis or investigation pertinent to the correction and prevention of a reported product quality deficiency.

59. Technical Maintenance Standard (TMS). Applies to a uniform format to designate the specific requirements for technical data (See DLAR 4l85.l, Technical Data Requirements for Logistic Support) that will be utilized in the performance of required maintenance of an item.

60. Testing. That element of inspection that determines the properties or elements, including functional operation of supplies or their components , by the application of scientific principles and procedures.

61. Waiver. A written authorization granted after contract award to accept a configuration item or other designated item which, during production or after having been submitted for inspection, is found to depart from specified requirements, but nevertheless is considered suitable for use "as is" or after repair by an approved method.

E. POLICY

1. ICPs shall develop and manage quality programs to assure mission/ operational effectiveness of, and user satisfaction with, DLA items and services. The programs will be established whereby analysis of items/ group of items will be performed for the purpose of determining the quality level required/desired. This quality level shall be documented in annual Business Plans. Using the results of the quality level analysis, ICP managers assigned responsibility for the item/groups of items will provide overall direction/oversight control of the quality processes to achieve that level. ICP personnel possessing the knowledge and skills in quality assurance systems/programs/procedures and appropriate commodities shall be assigned to the item/groups of items to assure that items and services procured and delivered to our customers are of the requisite quality intended, and that they conform to customer-specified requirements. Performance indicators shall be used to monitor effectiveness of the ICP's quality programs.

2. ICPs shall:

a. Establish a career development and training program for personnel to be certified in the QA systems skill area, and the necessary Commodity skill(s), to assure that personnel performing quality assurance functions possess the knowledge and skills in Quality Assurance systems/programs/ procedures and their assigned commodities. ICPs shall insure that personnel performing Quality Assurance functions specified in this directive be certified, or be in training for certification, in accordance with DLAD 4155.7, Quality Assurance Technical Development Program for DLA Inventory Control Points. In addition, personnel performing the QA functions specified in this directive are subject to the requirements of the Defense Acquisition Workforce Improvement Act (DAWIA). Quality Assurance is a career field under the Acquisition Workforce. All Quality Assurance personnel should be aware of the opportunities within the Acquisition Workforce in planning their career.

b. Include review and analysis of quality assurance data in "method-of- support" and acquisition planning. ICPs shall include the quality aspects of planning in their considerations to assure that the effects of alternative methods of supply and sources, and trade-off considerations of price differences, quality, and acquisition/production leadtime, do not degrade the quality of DLA supplies or services.

c. Assure that appropriate, minimum essential quality requirements are developed and placed in solicitations and contracts. Tailor the quality requirements to meet the needs of each acquisition.

(1) ICP contracts shall contain, by reference or direct incorporation, definitive and current Quality Assurance Provisions (QAPs). QAPs shall be developed using the criteria given in the Federal Acquisition Regulation (FAR), Part 46, the DoD FAR Supplement (DFARS), Part 246, and the Defense Logistics Acquisition Directive, DLAD 4105.1, Part 46. Decisions to deviate from the FAR/DFARS/DLA Acquisition Directive guidance must be founded upon a sound technical base.

(2) QAPs shall include:

(a) A specific contract quality requirement. The contractor is responsible for product quality and for offering only conforming materiel to the Government for acceptance. This basic statement of the contractor's responsibility for quality, and the level of quality control that must be maintained, are both contained in the contractual quality requirement. The types of contract quality requirements are as follows:

(1) For commercial items, the Government shall not specify any specific contractor quality assurance system.

(a) Per FAR PART 12-208, the Government shall rely on the contractor's existing quality assurance systems as a substitute for Government inspection and testing before tender for acceptance unless customary market practices for the commercial item being acquired include in-process inspection.

(b) For commercial items determined to be safety-critical or critical application that have had quality problems in the past, alternative inspection procedures may be included in an addendum to the solicitation/contract. Because the Government must rely on contractor's existing quality assurance systems, it becomes essential that past performance evaluation regarding quality be performed to assess the proposal before award. This may be done through market research of the quality of the commercial item (for new vendors), review of quality history, i.e., QEP, or through the inclusion of evaluation factors (FAR 52.212-2) in the solicitation.

(2) For items purchased to a Commercial Item Description, a general conformance statement QAP shall be used, similar to the following: "5.1 Product Conformance. The products provided shall meet the salient characteristics of this commercial item description, conform to the producer's own drawings, specifications, standards, and quality assurance practices, and be the same product offered for sale in the commercial market. The government reserves the right to require proof of such conformance."

(3) Higher-level contract quality requirements. When higher-level contract quality requirements are indicated through the use of FAR and DFARS guidance, the following policies apply: Contractors shall be given the option to specify their preferred documented quality/inspection system for use of an appropriate ISO 9000/ANSI Q9000 series standard, or a system that meets other recognized industry standards, or a process control system that is equivalent to, or better than, the ISO 9000 standard. Some QPL/QML programs contain qualification, quality conformance, and even quality system type requirements which generally require no additional contract quality requirements. ISO 9003/ANSI Q9003 may be used where a suppliers capability to detect and control the disposition of any product nonconformance during final inspection and test is sufficient. When a higher-level contract requirement is

required, a standard inspection clause shall also be used. ICPs shall not require third party certification or registration of a supplier's quality system. Third party registration shall not be considered as a substitute for Government Contract Quality Assurance (CQA).

(4) Other than Higher Level contract quality requirements (i.e., reliance on contractor inspection and standard inspection requirements). Guidance contained in the FAR (paragraph 46.202), DFARS (paragraph 246.202), and DLAD 4105.1 (paragraph 46.202) shall be used.

(b) Place of performance of Government Contract Quality Assurance (CQA). In addition to FAR/DFARS/DLA Acquisition Directive guidance, CQA at source shall be specified for all Individual Repair Parts Ordering Data (IRPOD) items and when contracts contain Higher Level contract quality requirements. CQA at source shall also be used when an item's quality history is unsatisfactory, destination inspection has previously been identified, and it is determined that mandatory source inspection is warranted. When an item has been designated for source inspection on previous contracts, and the quality history has been consistently good, consideration should be given to specifying destination inspection.

(c) Place of performance of Government Acceptance. The place of acceptance should ordinarily be assigned at the same location as the place of performance for CQA actions. Items assigned source inspection will normally be accepted at source, and items assigned destination inspection will normally be accepted at destination. However, it should be recognized that there are instances where inspection can be at source with acceptance at destination.

(3) If determined necessary to control the quality of materiel, QAPs may include:

(a) a Certificate of Conformance (CoC). (Reference: FAR, Paragraphs 46.315, 46.504, and the contract clause at 52.246-15.) Contracts containing the CoC Clause shall be reviewed after award. When such contracts involve contractors and/or items with a record of unsatisfactory performance, the CAO shall be provided this information in a Quality Assurance Letter of Instruction (QALI) for use in deciding whether to authorize the contractor to use CoC. The CoC clause shall not be used for Individual Repair Parts Ordering Data (IRPOD) items.

(b) A Certificate of Quality Compliance (CoQC). (Reference: DLAD 4105.1, Part 46.3 and the contract clause at 52-246-9000.) CoQC shall be used for solicitations and contracts where safety-critical items are being acquired and objective quality evidence is needed. CoQC may be used for any acquisition of critical items where objective quality evidence is needed and significant quality problems have been experienced in previous procurements.

(c) Measuring and Test Equipment (Reference: DLAD 4105.1 contract clause at 52.246-9003.) The DLAD clause shall be used in solicitations and contracts which contain both the CoQC and the standard inspection clauses.

(d) Product Verification Testing (PVT) (Reference: DLAD 4105.1, contract clause at 52.246-9004.) When necessary to determine an item's conformance to contractual requirements, specific tests to be performed by the contractor, during or after production, may be included in the contract. When there are specialized verification tests to be performed by the Government, requirements and arrangements for these tests must also be included in the contract. The DLAD clause shall be used in solicitations and contracts which contain the CoQC clause and which call for inspection at source. PVT may be used independently of the CoQC whenever personnel performing quality assurance functions determine that there is a need for testing before acceptance of the item.

(e) Manufacturing Process Controls (Reference: DLAD 4105.1, paragraph 46.202-3(90) and the contract clause at 52.246-9001.)

(f) Bid Samples (Reference: FAR, subsection 14.202-4.) Bidders will be required, in an invitation for bid, to submit bid samples when there are characteristics of a product which cannot be adequately described in the applicable specification or purchase description. The reasons for requesting a bid sample must be justified, documented, and included in contract files, unless the requirement for a bid sample is specifically required by the formal specification applicable to the contract.

(g) First Article Test (FAT) Requirements (Reference: FAR, subpart 9.3.). A first article inspection or test requirement may be requested when it is determined that it is necessary for the contractor to demonstrate materials used, manufacturing processes employed, workmanship standards utilized, and the methods employed for the control of quality and that the contractor is capable of producing an item which meets specific requirements of the contract. First article tests normally will contain all critical, major, and other salient characteristics that assure a usable product. However, first article tests may also be conducted exclusively for specific characteristics that have been identified through quality history as being problematic. First Article Inspection or Testing characteristics shall not be generalized or assumed (e.g., "in

accordance with drawing/specification"); the specific characteristics to be tested must be clearly stated in the contract. Describing First Article requirements in general terms (i.e., "visual, dimensional, workmanship, specification compliance, and meeting contract requirements") is prohibited. Each DLA contract calling for First Article approval must clearly describe:

(1) The specific First Article tests and evaluations to be conducted by the contractor/Government, including the sequence of processes, testing, and evaluations, where required.

(2) The number of units to be tested and the number of First Articles to be held by the contractor through production as a manufacturing standard/guide.

(3) The data required.

(4) The criteria for determining conformance to the First Article requirement specified.

(5) The format of the test report (e.g., test reports prepared in accordance with MIL-STD-831, Test Reports, Preparation of) for tests and evaluations to be conducted by the contractor.

(6) The party (contractor or Government) responsible for conducting the first article testing.

(h) Statistical Process Control (SPC) Requirements. A QAP may be cited in DLA contracts requiring higher-level contract requirements when either a requirement exists to control processes, or when continuous improvement in quality is desired.

(i) Statistical Sampling plans/techniques.

(1) Provisions for use of statistical sampling may be provided in contracts when sampling will provide an economic means of determining the probable quality level of a lot or batch or units or product of a single type, grade, size, and composition which are manufactured under essentially the same conditions and essentially at the same time. When sampling techniques are employed, a comprehensive evaluation shall be made of the capability, limitations, and risks of the sampling plan selected.

(2) Acceptable Quality Levels (AQLs), Lot Tolerance Percent Defective (LTPD), and the "Point-System" point counts have the effect of contractually authorizing the acceptance of nonconforming materiel. They inhibit quality improvement since they imply that defects are allowable. The use of these practices must be eliminated wherever feasible. ICP Personnel shall use contractual means to override specification AQLs, LTPD, and/or point counts when specifications must be used that contain AQLs, LTPD, and/or point counts, and the specifications are not prepared/controlled by ICPs. These contractual means will require rejection of any lot of materiel if even one defect is found in the sample inspections/tests (i.e., require sampling plans that accept on zero defects and reject on one or more defect(s)). Specifications that are prepared/controlled by ICPs shall be revised to remove the AQLs, LTPD, and/or point counts. Exceptions to the use of contractual means to override specifications and the revision of specifications can be made when: the nature of the commodity is such that it is necessary to be consistent with the industry's state of the art; the cost of 100 percent conformance is excessive for non-critical application items; or the commodity is a medical or subsistence product under the jurisdiction of Federal laws and regulations administered by the U.S. Food and Drug Administration (FDA), the U.S. Department of Agriculture (USDA), or U.S. Department of Commerce (USDC). Exceptions documenting the rationale for the decision, containing market investigations, must be approved by the ICP Commander (or the Commander's designated representative) and be placed in appropriate files. The ICPs shall perform periodic reviews of the exceptions.

(j) Warranties. When determined beneficial to the Government, ICP personnel responsible for quality requirements shall recommend to the Contracting Officer that the item be purchased under warranty. The decision to ask for a warranty shall be based upon the nature of the item, its end use, ability of the Government to effectively administer warranties, and the item's quality history.

(k) Criteria for Best Value Source Selection. The technical evaluation factors shall be developed on a case-by-case basis after taking into consideration the salient characteristics of the specification or performance work statement, the quality assurance acquisition plan, and item/contractor quality history.

(l) Product Samples. Product Samples shall be requested only for commercial type items and shall be used when determined appropriate.

d. Assure that QA support to the preaward contracting effort is provided to the ICP Contracting Officers and other Government activities, e.g., DCMC, as required. ICPs shall:

(1) Assure that Quality Assurance issues that affect provisioning are provided to Military Services and to the Center's Contracting and Supply personnel. This includes areas such as test requirements that may require longer lead times, additional quantities required for destructive testing, and potential quality problems.

(2) Evaluate Best Value proposals and Product Samples based upon the technical/quality evaluation factors placed in the solicitation.

(3) Include Quality Assurance functions in the Preaward Survey process. Contracting Officers or managers of item/groups of items should list upcoming preaward surveys and make these available to personnel performing Quality Assurance functions to determine if there are any Quality Assurance functions that need to be performed. These functions include the collection and consideration of quality information from all available sources, provision of QA participation or expertise to preaward survey teams, and evaluation of the quality capabilities of potential contractors. If Contracting Officers determine that there are overriding reasons for awarding a contract to a supplier who has an unsatisfactory history or a negative Quality Capability survey recommendation, the contract file shall be documented accordingly, and a Quality Assurance Letter of Instruction (QALI) shall be submitted to the activity responsible for Government CQA.

(4) Review Requests for Deviation/Waiver of contract quality requirements.

(5) Evaluate and use contractor quality history data to determine if prospective contractors have a satisfactory record of quality performance. Quality defects of a critical or repetitive nature without adequate and timely corrective action, including repair or replacement of items, shall be presumptive of the contractor's inability to perform satisfactorily. Past unsatisfactory performance, due to failure to apply necessary tenacity or perseverance to do an acceptable job, shall be sufficient to justify a finding of nonresponsibility. Unsatisfactory quality performance is usually most evident through analysis of deficiency reports (PQDRs) and discrepancy reports (RODs). However, other elements of quality history can provide valuable information, e.g., laboratory testing results, preaward surveys, post-award conferences, waiver/deviation requests. All available quality history shall be used for determinations of responsibility.

(6) Include Quality Assurance functions in the processing of Military Interdepartmental Purchase Requests (MIPRs).

e. Assure that QA support to the postaward contracting effort is provided to the ICP Contracting Officers and other Government activities, e.g., DCMC, as required. Such QA postaward support functions include:

(1) Contract Review. Post award actions shall include a contract review by personnel trained in quality assurance principles. To assure that appropriate QAPs have been incorporated into contracts, and to prepare for postaward QA actions, personnel performing quality assurance functions shall review all ICP contracts, and contract modifications that designate performance of Government CQA actions at source. Contracts, and contract modifications, designating CQA at destination should be reviewed when adverse quality history has been experienced or if quality problems are anticipated. ICPs shall establish procedures, consistent with contracting systems, to assure that personnel performing quality assurance functions receive all required contracts and contract modifications for review.

(2) First Article Test Support. If the contract contains a specific contract requirement for first article testing, the ICP shall assure that the first article test is monitored by the CAO or other cognizant activity prescribed by the contract. Notification of first article testing requirements may be provided to the CAO in a Quality Assurance Letter of Instruction. ICP personnel and Specification Preparing Activity (SPA) personnel with specialized commodity expertise may participate in the witnessing, review/verification of results, and evaluating of test reports, as determined necessary. First Article tests at contractors' plants and independent test facilities shall be monitored by the CAO or other cognizant activity prescribed by the contract. ICPs shall assure that personnel knowledgeable in quality assurance procedures and the commodity are available to provide specialized commodity expertise or related technical assistance, when required. ICPs may elect to have their personnel participate in the witnessing of first article tests and evaluation of attendant test reports based on such factors as the contractor's history and item complexity. All first articles shall be documented in the quality history system.

(3) As a result of determinations made during contract review, post award actions may include:

(a) Quality Systems Management Visits (QSMVs). Product/ commodity-oriented surveys or reviews and participation in postaward orientation conferences may be made when the personnel responsible for the quality of an item determine it necessary. These visits may be to contractor facilities, Engineering Support Activities (ESA)/SPA facilities, contractor or Government laboratories, contractor-operated refrigerated warehouses, contractor facilities for storage and maintenance of DLA items, Defense Depots, GSA-operated depots, posts, camps, stations, military bases, shipyards, and non-DLA activities where DLA stocks are stored, maintained, handled, or used. Managers of item/groups of items should budget for the performance of QSMVs. All QSMVs shall be documented in the quality history system.

(b) Postaward conferences. Postaward conferences may be requested when past quality history on an item, and/or previous contractor experience, have shown quality problems. When postaward conferences are determined necessary, ICPs shall provide background, quality performance data, and quality assurance assistance to contractors and in-plant QARs. ICP personnel may participate in postaward conferences when it is determined that their presence would be beneficial. All Postaward conferences shall be documented in the quality history system.

(c) Quality Assurance Letters of Instruction (QALIs). ICPs shall develop QALIs, as needed. ICP-developed QALIs, providing quality history or assistance to the CAO/inspection points, may be formal (on ICP letterhead stationery) or informal (by telephone, fax, or informal notes); maximum use should be made of these types of QALIs. All QALIs, formal or informal, shall be documented in the quality assurance history system. Identify to the CAO, the critical characteristics or performance requirements that require source inspection. QALIs specifying mandatory inspections shall only be used when determined necessary due to previous quality problems, complex items, or when unusual requirements have been established; judicious use should be made of these types of QALIs. Mandatory-inspection QALIs shall contain specific, complete and pertinent inspection instructions and shall be in the form of formal letters only. Mandatory inspections shall not be requested unless the contract imposes similar requirements on the contractor. Mandatory inspections required of Government personnel, or data considered appropriate for a QALI, shall not be incorporated in an award instrument or contract. For FSCAP contracts, the product characteristics which are considered FSCAP-critical shall be identified to the CAO/inspection point.

(4) When certain events occur during contract performance, the following post award actions shall be performed:

(a) Waiver/Deviation Requests (product nonconformances). ICPs shall assure that quality assurance factors are considered in the evaluations of contractors' Requests for Waivers/Deviations. It is DLA policy to accept only that materiel which fully conforms in all respects to the contract requirements. The offer of nonconforming materiel to the Government for acceptance should be the exception, and contractors should be discouraged from submitting Requests for Deviations and Requests for Waiver. Contractor Requests for Waivers/Deviations shall be controlled and processed expeditiously to avoid production delays and possible claims against the Government.

(b) Allegation of Adverse Quality and Reliability. ICPs shall be responsive in providing complete quality assurance analysis regarding investigations (e.g., congressional inquiry, Hotline reports, DoD Inspector General/GAO investigations, and letters sent directly to HQ DLA or the ICP) involving ICP products and services.

(c) Counterfeit Materiel/Unauthorized Product Substitution (CM/UPS). Disclosures (written or verbal) from all sources indicating that materiel provided to DLA is counterfeit, or has been substituted without authorization, shall be controlled, screened, investigated, and resolved with corrective and preventive action. The ICPs shall investigate CM/UPS disclosures completely, with involvement of all functional areas.

(d) Contract Data Package Recommendation/Deficiency Reports (DD Form 1716). Any observed deficiencies in design, technical, or contract quality requirements by the CAO should be controlled, analyzed, and answered with timely and effective resolution actions taken. The DD Form 1716 shall not be used as a vehicle to accept nonconforming materiel, or reduce, as a matter of expediency, contract quality requirements. Such requests shall not be approved, and the response shall indicate to the originator that acceptance of non-conforming materiel may only be accomplished through the waiver/ deviation process.

f. Assure that QA support to the ICP Supply Support effort is provided to customers/users, ICP Item Managers, Supply Officers, and Storage activities, as required. Quality Assurance considerations shall

be a part of Provisioning, Shift to Commercial Practices (SCP) initiatives, and determination of storage locations. QA support shall include:

(1) Immediate response to all customers inquiries, questions, problems, or suggestions. Service to customers shall take priority over all other work.

(2) Destination inspection/acceptance criteria. The ICPs shall determine the need for inspection criteria and direction/information for use at Depots and other item-receiving points in the performance of destination inspection and acceptance, and shall provide the criteria and other assistance as needed.

(3) Shelf-Life determination. The ICPs shall review items to determine proper classification as a Type I or Type II shelf-life item.

(4) Materiel Storage Standards. The ICPs shall develop, and initiate publication of, the Materiel Storage Standards for all Type II shelf-life items and critical-application items (as appropriate) in accordance with DLAR 4155.37, Materiel Quality Control Storage Standards. Materiel Storage Standards shall also be prepared for items deemed to require periodic inspection (this may include Type I shelf-life items). Waiver of storage quality requirements may be granted based on a review of item history and the circumstances of each case. When requests are repetitive, consideration should be given to revising the storage standards and recommending shelf-life code changes.

(5) Commodity Training. The ICPs shall develop training courses, and conduct specialized commodity training, as determined necessary for DCMC, Depot, and item-receiving-point personnel.

(6) Special Inspections. Inspection of DLA items shall be performed when the personnel responsible for quality of an item determine it necessary. Normally, special inspections shall be indicated based on the review of customer/depot generated quality complaints, laboratory test results, or other quality history data, and are usually limited to one or two item characteristics suspected to be nonconforming. These inspections may be requested of DLA Depots, Military Service storage activities, PQDR Screening Points, Requisitioners, and Military Service Retail Managers. Requests involving "other-than-visual" technical inspection at DLA Depots should be requested through the ICP Product Verification Manager. Due to the resource impact of special inspections, research shall first be performed to determine the location of stocks, detailed/specific inspection instructions shall be provided, and a detailed justification shall be included with the request.

(7) Special Depot Product Quality Audit. When determined necessary, ICP personnel responsible for quality of an item may request the ICP Product Verification Manager to arrange for a technical inspection of products at DLA Depots and other storage activities storing DLA-owned materiel. Normally, special depot audits are more extensive than special inspections and are used to check the quality of products in special circumstances (e.g., new contractor(s), problem contractor(s), new item(s), CM/UPS disclosures, and allegations of adverse quality and reliability). The ICP shall provide (if necessary) all technical data, and specific inspection instructions. PQDRs shall be prepared for deficiencies found during depot audits, the PQDR shall be entered into the complaint management system (e.g., CDCS) for control and management, and the PQDRs shall be investigated completely using PQDR procedures.

(8) Pro-active support to the Item Manager. Provide assistance to the Item Manager by notifying them of possible shortages of materiel due to quality problems during contracting, deficient items as reported on PQDRs that can not be issued, Shelf-life expirations, or any analysis of Quality History that indicates supply availability may be affected by quality issues.

g. Assure that QA support to the ICP technical effort is provided to the ICP Technical Support and Engineering activities, as required. Quality Assurance considerations shall be a part of item transfers, specification preparation and review, analysis of items and contractors, quality aspects of alternate offers, and recommendations for item technical improvement. ICPs shall request quality assurance related engineering support from ESAs and submit recommended changes/actions on specifications to SPAs as needed.

h. Recognize and remove those conditions which contribute to, or cause, deficient materiel. The ICP shall establish processes to report, receive, investigate, and resolve complaints of deficient items and discrepant shipments in accordance with Joint DLA/Military Service regulations as follows:

(1) DLAR 4140.55, Reporting of Item and Packaging Discrepancies.

(2) DLAR 4140.60, Processing Discrepancy Reports Against Foreign Military Sales Shipments.

(3) DLAR 4155.3, Inspection of Subsistence Supplies and Services.
(4) DLAD 4155.24, Product Quality Deficiency Report Program.
(5) DLAR 4155.28, Reporting and Processing Medical Materiel Complaints.
(6) DLAR 4500.15, Reporting of Transportation Discrepancies in Shipments.
(7) DLAM 4140.2, Supply Operations Manual, Defense Supply Center Operating Procedures, Volume II.
(8) DLAR 4155.37, Materiel Quality Control Storage Standards.

i. Assure that customer depot complaint investigations are adequate, complete, and documented. ICPs shall implement the following policies:

(1) Upon receipt of complaints of deficient items or discrepant shipments, the ICP shall enter the complaint into the complaint management system (i.e., CDCS) for control and management. Complaints will be assigned to appropriate ICP element for resolution and direct response, commensurate with the deficiency reported. Complaints reporting product quality problems (i.e., PQDRs, Quality RODs, FMS Quality RODs) shall be assigned to the ICP personnel responsible for quality of an item who will perform as the Action Point for the complaint.

(2) DLA customers will not be expected to shoulder the burden for nonserviceable materiel. A customer satisfaction goal of 24 hours from time of receipt shall be established for ICPs to provide customers with a replacement or initiate credit. If a replacement item is available that does not contain the reported defect, the customers shall be furnished the replacement item with disposition instructions authorizing turn-in (i.e., local DRMO or return to DLA Depot for contractor rework consolidation) and exhibit holding instructions. If a replacement item is not available, disposition instructions with exhibit holding instructions will be provided with credit recommended.

(3) After the customer has been satisfied with a replacement item or credit, the Action Point shall determine the need for, and scope of, investigation of the deficiency/discrepancy. The item complexity, criticality, cost, contract quantity, number of nonconforming items, and frequency of occurrence (e.g., isolated instance) should be used as evaluation criteria. Category I PQDRs and Category II PQDRs that report critical or major defects must always be investigated. As determined necessary for PQDR investigations, the Action Point shall: review contract and item/contractor history, technical data, and stock status; request stock screening action for on-hand and due-in assets at DLA and Military Service Storage locations; determine the need for testing or special inspection; determine the need for investigation by Support Points (e.g., DCMAO, CAO, ESA, SPA). A PQDR form or format(e-mail or message) for items purchased on source-inspected contracts shall be provided to the appropriate DCMC office involved with a statement of the support required (action or information only). PQDRs for items purchased on destination-inspected contracts shall be provided to the Contractor of that item, and, in addition, those PQDRs on destination-inspected items shall be provided to the the DCMC office of that contractor if action is required.

(4) The ICP Action Point shall determine the scope of corrective action to correct the deficiency. As indicated by the determination, the corrective action to correct the deficiency shall include: issuance of Alert notification(s) (such as safety alerts on critical application items), notification of other users and/or all known requisitioners, and notification of PQDR Military Service Screening Points; performance of segregation and screening inspection of existing product; recommendation to contracting officers on contractual warranty enforcement; action to obtain contractor repair, replacement, or reimbursement of nonconforming materiel by the contractor; reclassification of stock; issuance of a QALI; modification of current/future contracts; and disposition instructions on the item from the item manager or Contracting Officer.

(5) The ICP Action Point shall determine the scope of corrective action to preclude recurrence of the deficiency. As indicated by the determination, the corrective action to preclude recurrence of the deficiency shall include: recommendation of specification/drawing changes to the ESA/SPA; changes to the Contracting Technical Data File (CTDF) for future buys; issuance of a QALI for future contracts; advice to Contracting Officer of adverse contractor quality history; preparation of a GIDEP ALERT when the materiel has both Government and industrial application. Contractors shall be notified in writing when they have (or are suspected to have) supplied non-conforming materiel. If appropriate, copies of all PQDRs (or written notification of the defective materiel) shall be provided to contractors.

(6) The ICP Action Point shall prepare and send interim and final PQDR replies to the appropriate component Screening Point following guidance in DLAR 4155.24, Product Quality Deficiency

Report Program. Category I PQDR final responses shall be signed by the ICP managers (or acting managers) assigned responsibility for the item/groups of items that provide overall direction/oversight control of the quality processes without power of redelegation. Category II final PQDR replies shall be signed by the supervisor (or acting supervisor) of the person assigned to perform quality assurance functions as the Action Point. Signatures on final replies constitute management's documentation of the determination that the PQDR process was correctly implemented and sound technical decisions were achieved.

(7) ICPs shall maintain a complete audit trail for all pertinent actions and decisions related to the processing of each deficiency report. The final reply represents all comprehensive documentation, including decisions pertinent to testing, screening, and feedback to contractors. If it is determined inappropriate to place this documentation in the final reply, the PQDR history file should contain the documentation. In addition to the PQDR history file, documentation of the full PQDR investigation and resolution actions should be placed in the automated deficiency reporting system.

j. Assure that QA support to the ICP maintenance support effort is provided to the ICP Item Managers, Supply Officers, and maintenance activities as required. ICPs shall assure that quality standards are developed/prescribed and included in maintenance instructions or Technical Maintenance Standards (TMSs). Requests for waivers and deviations from the specified maintenance quality standards shall be evaluated in the same manner as requests for waivers and deviations for new procurement. Quality considerations shall be included in the evaluation of eligibility of items for repair. ICPs responsible for maintenance operations shall establish a quality program that examines the adequacy of maintenance processes using auditing principles, statistical techniques, process reviews, product audits, and positive corrective action to consistently produce repaired items of the requisite quality required.

k. Collect and analyze data on quality assurance actions, contractor/item performance, and materiel user feedback to measure the level of quality, and the effectiveness of quality actions, throughout the acquisition cycle.

(1) ICPs shall collect and maintain data in an automated system (i.e., the Quality Evaluation Program (QEP)) by contractor and by item. Data shall consist of all negative/ unsatisfactory quality performance. Significant data reflecting satisfactory performance, such as laboratory test results, may also be maintained, if available. Recurring analysis shall be performed for specific ICP items, groups of items, and for the entire ICP. Quality history data shall be used in the development of contractual and guidance to CAS organizations, e.g., determining place of performance of CQA and acceptance and contract quality requirements; the need for preaward surveys, postaward conferences, QALIs, verification testing, special inspections; and evaluating deviations/waivers of requirements.

(2) Based on contractor and item quality history, contracting officers and other interested Government activities shall be notified of unsatisfactory contractor quality conditions as they are generated or discovered. The purpose of this notification shall be either to initiate recovery action against the contractor or to initiate action to preclude recurrence of the unsatisfactory condition.

F. RESPONSIBILITIES. Personnel performing quality assurance functions are responsible for:

1. Acquisition Planning. Assisting in development of Acquisition Plans, including:

a. Serving as members of the acquisition planner's team when requested.

b. Determining proposed QAPs needed for contract documents.

c. Determining, documenting, and advising the acquisition planner of the effects upon quality of alternative supplies and sources, and tradeoff considerations of price differences, quality, and acquisition/production lead time.

2. Quality Assurance Provisions

a. Determining if definitive QAPs have been provided by the responsible Engineering Support Activity/Specification Preparing Activity (ESA/SPA). If specific requirements have been requested by the

ESA, analyze these for applicability and appropriateness. Requirements that are not appropriate for the situation should be clarified with the respective ESA/SPA.

b. Developing QAPs for new items entering the inventory and for items transferred from the Military Services/GSA to DLA for management, based upon the item's technical description, complexity, and criticality of application, if definitive QAPs have not been provided by the ESA/SPA.

c. Revising existing QAPs on current DLA-managed items whenever they are found to be inadequate.

d. Providing QAP information to appropriate contracting elements through documents or automated systems. Periodic reviews of QAPs assigned in the automated system shall be accomplished to assure currency/adequacy.

3. Place of Inspection/Acceptance

a. Determining the place (e.g., source or destination) where the Government will perform CQA actions on a contract.

b. Determining the place (e.g., source or destination) where the Government will perform acceptance actions on a contract.

4. Quality Requirements/Clauses

a. Determining the need for quality assurance requirements/clauses and requesting that the contracting officer include them in solicitations/contracts.

b. Providing recommendations to the contracting officer regarding contractor's requests for waiver of contract quality requirements.

5. Preaward Actions. Supporting the preaward contracting mission by providing support on quality and reliability issues to the Contracting Officer and other Government activities, e.g., DCMC, during the preaward process through:

a. Providing Quality Assurance support to provisioning planning, acquisition planning, and item transfers.

b. Providing criteria for, and evaluation of, Best Value proposals and product samples.

c. Processing Military Interdepartmental Purchase Requests (MIPRs).

d. Performing Preaward Survey actions.

e. Reviewing requests for waiver of contract requirements.

f. Providing contractor and item quality performance history to the Contracting Officer and other Government personnel to aid in preaward decisions.

6. Performing Post Award Actions. Supporting the postaward contracting mission by providing support on quality and reliability issues to the Contracting Officer and other Government activities, e.g., DCMC, during the postaward process through:

a. Performing contract review.

b. Participating in First Article testing, or production tests as required/requested.

c. Performing QSMVs and QSRs to contractor facilities, inspection activities, depots, supply points, prepositioned war reserve sites, laboratories, and customer installations.

d. Issuing QALIs providing quality history and designating specific inspections, verification, or tests, to be conducted by the CAO, or the receiving point.

e. Evaluating contractor requests for product deviations and product waivers, and recommending approval or disapproval of the request.

f. Providing maximum support to the ICP Contracting Officers, item managers, and other personnel/agencies regarding investigations (e.g., congressional inquiry, Hotline reports, DoD Inspector General/ GAO investigations, and letters sent directly to HQ DLA or the ICP) involving ICP products and services.

g. Performing Counterfeit Materiel/Unauthorized Product Substitution (CM/UPS) actions. Contracting personnel shall research procurement history, pending solicitations, current contracts, and communications with contractors, Administrative Contracting Officers, Military Services, and other ICP elements. Supply personnel shall evaluate supply status of items under review, e. g., quantity on hand, on order, due-in, and back orders, and the effect of stocks "freeze" actions upon support to customers. Technical operations personnel shall review, interpret the technical requirements of contract data packages, and collaborate with the appropriate Military Service ESA/SPA for any changes required. Personnel performing quality assurance functions shall review item and contractor quality history to include PQDR investigation findings and results, and, as applicable, request special inspection actions, determine the need for inventory screening actions, determine testing requirements, determine the need for obtaining samples, arrange for testing, obtain test results, and interpret test results.

h. Evaluating Contract Data Package Recommendation/Deficiency Reports (DD Forms 1716).

7. Performing Supply Support Actions. Supporting the DLA supply mission by providing support on quality and reliability issues to customers and supply personnel (e.g., the item manager, stock control personnel), Defense Depots, and other Government activities through:

a. Providing quality assurance requirements, contractor and item quality performance history, and deficiency information to item managers to aid in inventory management decisions;

b. Supporting Shift to Commercial Practice (SCP). Personnel performing quality assurance actions shall actively support SCP initiatives. When SCP (i.e., Long Term Contracting, Direct Vendor Delivery, Prime Vendor, Corporate Contracting, etc.) are indicated, determination of contract quality requirements shall be influenced, quality provisions shall be tailored, and quality assurance post-award actions shall be planned to meet the needs of the type of acquisition, as much as possible.

c. Providing inspection criteria, information, and assistance to Depots for performance of inspection and acceptance functions.

d. Developing materiel Storage Standards and shelf-life determination.

e. Developing and providing specialized commodity training.

f. Initiating special inspections and evaluating results.

g. Submitting requests for performance of special product quality audits.

8. Investigating/Resolving Discrepancy/Deficiency Reports. For discrepancy/deficiency reports, ICPs shall assign appropriate personnel to perform the following responsibilities:

a. An Originating Point to write PQDRs on any nonconforming items found by ICP, or other personnel that report the nonconforming item to the ICP outside of the PQDR process, whenever knowledge of the nonconformance is known (e.g., during trips to contractor plants, special inspections, lab tests, and receipt of product quality audit reports).

b. A Focal Point to receive reports of all complaints (i.e., RODs/PQDRs/TDRs), provide computer system entry of the complaints, and distribute the complaints to the appropriate action office for investigation, resolution, and response.

c. An Action Point responsible for:

(1) Determining the need for, and scope of, investigations, and investigating, resolving, and responding to customer complaints in a timely and adequate manner.

(2) Determining scope of, and taking necessary corrective action on, the reported defective item(s).

(3) Determining scope of, and taking necessary corrective action on, the cause of the defect to preclude recurrence of the deficiency.

(4) Issuing immediate notification to using components if the deficiency warrants notification.

(5) Providing disposition instructions (furnished by ICP supply or contracting personnel) and credit allowance in final responses to the customer.

(6) Coordinating with Engineering Support Activities (ESAs), Specification Preparing Activities (SPAs), users, inspection activities, and ICP elements, as applicable.

(7) Analyzing and evaluating deficiency reports to detect trends of poor quality materiel, identify contractors that provide deficient materiel, and share applicable quality history data with other elements and components.

G. EFFECTIVE DATE. This publication is effective immediately.

H. INFORMATION REQUIREMENTS

1. ICPs shall collect and analyze test and inspection results and materiel user feedback (PQDRs) to measure the quality level of items, groups of items, and the overall quality level of materiel for the ICP. This includes:

a. Random test/inspection results. Number of NSN random test failures divided by the total number of random NSN tests.

b. Directed test/inspection results. Number of NSN failures in directed tests divided by the total number of NSN directed tests.

c. PQDRs received. Number and dollar value of PQDRs received. (These measurements are required to be reported in the RCS DLA(M)26(C-FO-CA)MIN, Management Data Report, data elements 279B1 and 279M1).

2. ICPs shall collect and analyze data on contractors' performance to measure the effectiveness of contractor selection and the quality level of the contractor base. Suggested measures are:

a. Level of contractor rating. Summary ratings can be obtained from the Automated Best Value Method (ABVM) data base and analyzed.

b. Pareto analysis of contractors with deficiencies.

c. First article test results by contractor. Number of requests, approvals, disapprovals and conditional approvals.

d. Product Waivers/Deviations. Details of Waivers and Deviations; number of repeat requests for, and repeat approvals of, Waivers and Deviations for nonconforming supplies. A copy of the ICP's

waiver/deviation data base shall be submitted to reach HQ DLA, ATTN: AQCOF, by the 15th calendar day following the end of each quarter. This reporting requirement has been assigned Report Control Symbol, RCS DLA(Q)2428(E-AQ).

3. ICPs may collect and analyze data generated by Government Quality Assurance actions to measure the efficiency and effectiveness of quality actions, as determined necessary by the ICP managers assigned responsibility for the item/groups of items. Suggested measures are:

a. Preaward Actions. Quantity and time to perform quality assurance preaward actions such as logistic transfer reviews, purchase request (PR), Missing Data Work List (MDWL) reviews, and contractor history reviews.

b. Quality Systems Management Visits (QSMVs). Number and type (pre/post-award, first article, technical, quality problem) of visits.

c. Quality Assurance Letters of Instruction. Number of QALIs issued, number of challenges received, and number of amended QALIs issued.

d. Product Waivers/Deviations. Number of recommendations for approval and disapproval.

e. PQDRs on hand. Number of PQDRs received but not yet resolved. (This measurement is required to be reported in the RCS DLA(M)26(C-FO-CA)MIN, Management Data Report, data element 279D1). Age of PQDRs on hand also measures the efficiency of quality actions.

f. Time to complete PQDRs. Total days required to complete PQDRs divided by total number of completed PQDRs. (This measurement is required to be reported in the RCS DLA(M)26(C-FO-CA)MIN, Management Data Report, data element 279G1).

BY ORDER OF THE DIRECTOR

PHILIP R. STERBLING
Colonel, USA
Headquarters Complex Commandant

COORDINATION: AQCO, CAHS, MMP,
DFSC, DSCC, DSCR DISC, DPSC