

DLAI 4155.2

DLSC-LEQ

17 Feb 99

QUALITY ASSURANCE PROGRAM INSTRUCTION FOR DLA ICPs

A. REFERENCES

1. DLAD 4155.2, Quality Assurance Program for the Defense Logistics Agency Inventory Control Points (ICPs), 10 Oct 97.
2. DoDD 5000.1, Defense Acquisition, March 15 1996 and DoD 5000.2-R, Mandatory Procedures for Major Defense Acquisition Programs (MDAPs) and Major Automated Information System (MAIS) Acquisition Programs.
3. Federal Acquisition Regulation (FAR).
4. Defense Federal Acquisition Regulation Supplement (DFARS).
5. DoD 4140.1-R, DoD Materiel Management Regulation.
6. DLAD 4105.1, Defense Logistics Acquisition Directive.
7. DLAD 4155.7, Quality Assurance Technical Development Program (QATDP) for DLA Inventory Control Points.
8. DLAI 4155.7, The Defense Logistics Agency Inventory Control Point (ICP) Quality Assurance Technical Development Program (QATDP) Course Catalog.
9. DoD 4120.3-M, Defense Standardization Policies and Procedures.
10. DLAD 4105.20, Product Verification Program for Inventory Control Points.
11. DLAD/DLAI 4155.24, Product Quality Deficiency Report Program.

B. PURPOSE

1. This instruction implements the DoD Directives/Regulations and DLA Directives that relate to the Quality Assurance functional area. It provides recommended general procedures for the planning and implementation of Quality Assurance (QA) functions at DLA ICPs. The procedures contained in this instruction are not mandatory and are offered as guidance only.
2. The basic objective of this instruction is to provide guidance to DLA ICP QA personnel including QA specialists, engineers, chemists, pharmacists and other people performing (or being trained to perform) functions that improve the quality of materiel.
3. The guidance is provided to achieve quality management practices and procedures, which will:

- a. Recognize and remove those conditions, which contribute to, or cause deficient materiel.
- b. Assure product quality during the full range of logistics actions (including provisioning, planning, contracting, production, maintenance, and storage) rather than to detect poor quality after receipt by a DLA customer.
- c. Assure service quality during the full range of logistics actions including planning, contracting, and performance of the service.
- d. Assure an adequate contract quality data package to provide for satisfactory contractor and Government inspection performance.
- e. Achieve efficient feedback and use of quality and reliability data from all responsible sources.
- f. Achieve efficiency and economy in administration of quality programs in support of Provisioning, Planning, Contracting, Maintenance, Supply, Storage, and Commercial Activities.

C. APPLICABILITY AND SCOPE.

This instruction is applicable to DLA ICPs involved with item and contract management of DLA managed items.

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 non-governmental 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/over-branding.
15. CM/UPS Disclosure. A written or verbal allegation that includes the possibility that contractors have furnished counterfeit or unauthorized product substitutions to the Government 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), and area offices.

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.

25. FSCAP Critical Characteristic. 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.

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

27. Inspection. The examination and 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.
28. ISO. International Organization for Standardization.
29. 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.
30. 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.
31. Military Interdepartmental Purchase Request (MIPR). A requirement that is submitted by a Military Service to an ICP to perform logistics functions (including purchasing) for items that are not managed by that ICP.
32. 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.
33. Nonconformance. A departure from the requirements specified in the contract, specification, drawing or other approved product description.
34. 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.
35. 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.
36. Originating Point. An Activity which finds a product quality deficiency and reports it.
37. 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.
38. Post-award 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.
39. 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.

40. 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.

41. 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.

42. 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.

43. 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 examination/inspection. See DLAD 4105.20.

44. 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.

45. 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.

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

47. 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.

48. 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.

49. 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.

50. 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.

51. 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.

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

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

54. Reporting Activity. The activity forwarding 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.

55. 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.

56. 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.

57. 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.

58. 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.

59. 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.

60. Technical Maintenance Standard (TMS). Applies to a uniform format to designate the specific requirements for technical data (see DLAR 4185.1, Technical Data Requirements for Logistic Support) that will be utilized in the performance of required maintenance of an item.

61. 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.

62. 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.

The following are a list of abbreviations:

ACO	Administrative Contracting Officer
ADD	Allowable Degree of Deviation
AID	Acquisition Item Description
AIS	Automated Information System
AQL	Acceptable Quality Level
ASAP	As soon as Practical
CAGE	Commercial and Government Entity
CAL	Contractor Alert List
CAO	Contract Administration Office
CAS	Contract Administration Services
CDCs	Customer/Depot Complaints
CDCS	Customer Depot Complaint System
CM/UPS	Counterfeit Materiel/Unauthorized Product Substitution
CO	Contracting Officer
COR	Contracting Officer's Representative
CoC	Certificate of Conformance
CoQC	Certificate of Quality Compliance
CQA	Contract Quality Assurance
CTDF	Contract Technical Data File
DCMC	Defense Contract Management Command
DSCC	Defense Supply Center Columbus
DSCP	Defense Supply Center Philadelphia
DSCR	Defense Supply Center Richmond
DD	Defense Depot
DESC	Defense Energy Supply Center
DFARS	Defense Federal Acquisition Regulation Supplement
DISC	Defense Industrial Supply Center
DLA	Defense Logistics Agency
DLAD	Defense Logistics Agency Directive
DMSB	Defense Medical Standardization Board
DRMS	Defense Reutilization and Marketing Service
ICP	Defense Supply Center
DSM	Defense Standardization Manual
E-mail	Electronic Mail

ESA	Engineering Support Activity
FAR	Federal Acquisition Regulation
FDA	Food and Drug Administration
FSC	Federal Supply Class
FY	Fiscal Year
GIDEP	Government Industry Data Exchange Program
GSA	General Services Administration
IDP	Individual Development Plan
IPE	Industrial Plant Equipment
IRPOD	Individual Repair Parts Ordering Data
LPTD	Lot Tolerance Percent Defective
MAR	Master Account Record
MDWL	Missing Data Work List
MI	Mandatory Inspection
MIS	Management Information System
MIPR	Military Interdepartmental Purchase Request
NIIN	National Item Identification Number
NNPP	Naval Nuclear Propulsion Program
NPM	Nuclear Plant Materiel
NSN	National Stock Number
OEM	Original Equipment Manufacturer
OMB	Office of Management and Budget
PASS	Pre-Award Survey System
PCO	Procurement Contracting Officer
PID	Procurement Identification Description
PIIN	Procurement Instrument Identification Number
PO	Purchasing Office
PQDR	Product Quality Deficiency Report
PVP	Product Verification Program
PVT	Product Verification Testing
PTC	Product Testing Center
PWS	Performance Work Statement
QA	Quality Assurance
QALI	Quality Assurance Letter of Instruction
QAPs	Quality Assurance Provisions
QAR	Quality Assurance Representative (In-Plant)
QAS	Quality Assurance Specialist
QASP	Quality Assurance Surveillance Plan
QATDP	Quality Assurance Technical Development Program
QDR	Quality Deficiency Report (now PQDR; see above)
QEP	Quality Evaluation Program
QLL	Qualified Laboratory List
QPL	Qualified Products List
QSMV	Quality Systems Management Visit
QSR	Quality Systems Review
RCS	Report Control Symbol
ROD	Report of Discrepancy (now SDR; see below)
SALT	System for Analysis of Laboratory Testing Results
SDR	Supply Discrepancy Report
SF	Standard Form
SPA	Specification Preparing Activity
SPC	Statistical Process Control
TMDE	Test, Measurement and Diagnostic Equipment
TMS	Technical Maintenance Standard
TQM	Total Quality Management
USDA	United States Department of Agriculture
USDC	United States Department of Commerce

E. PROCEDURES

1. GENERAL QA PROCEDURES

a. Personnel performing quality functions at the ICPs play a vital role in supporting DLA's missions. The ICPs support the contracting and materiel management missions in assuring that items and services procured and delivered to our customers are of the requisite quality intended, and conform to customer specified requirements. Personnel performing these functions must be technically qualified in the products and services under contract. In addition, they must: fully understand and apply modern QA techniques, including the use of automated information systems; manage assigned responsibilities in a competent manner; and work cooperatively with other ICP elements, HQ DLA, Military Services, other Government agencies and industry in achieving customer satisfaction.

b. Process Control Philosophy:

(1) Process control philosophy, principles, and practices have been incorporated into QA procedures and this instruction. The instruction consists of guidance to systematically accomplish processes that continuously improve DLA's products and services. The assignment of "cradle-to-grave" responsibilities to personnel, who have been empowered to serve as Product Quality Assurance Managers for the life cycle of the item, creates an environment in which the employees can make improvements in the quality of products and services. Guidance on the use of Statistical Process Controls, Manufacturing Process Controls, Development of Statistical Techniques, and other contractual requirements provides the methods and means for contractors to control and measure their processes to improve the quality of their product. Basic statistical methods for measuring and improving the processes are used by managers of items/groups of items (Commodity Business Unit/Application Group/Product Center Chiefs) to adjust the QA program. This guidance regarding feedback of essential information for continuous improvement is provided in sections on Quality History, Quality Evaluation Program, and Deviations and Waivers. Personnel should continuously review their processes and strive to make them more efficient and effective.

(2) All personnel have a significant affect upon the quality of products and services. Personnel performing quality functions should learn other functions and understand the effects that their work has upon quality. These individuals should be proactive and provide assistance to other areas to improve their processes. Specific areas that should be recognized are as follows:

(a) Method of Support. While personnel performing quality functions should be a part of the determinations of method of support planning, there may be occasions where QA review has not been sought. When a less-than-optimal method of support has been chosen, that may (is) affect(ing) the quality of the item, the appropriate personnel should be notified with full rationale for a recommended change. If the recommendations are not accepted and changes are not made, the person performing quality functions should take

actions to use tools they have at their disposal to help improve quality (i.e., request the Product Verification Manager to perform quality audit or special inspections).

(b) Technical Data Package Accuracy. Upon review of Consumable Item Transfers or Logistics Reassignments or during the normal course of QA functions, personnel should also perform a quick review of the technical aspects of the technical package. If data is missing or requires revision, the appropriate personnel should be notified.

(c) Packaging and Marking. During performance of development or review of Packaging QA requirements, personnel should also perform quick review of the packaging and marking requirements. If data is missing or requires revision, the appropriate personnel should be notified.

(d) Solicitation and Contract Accuracy. Upon review of purchase requests and Missing Data Work Lists (MDWLs), personnel should also perform a quick review of the contract requirements. If data is missing or requires revision, the appropriate personnel should be notified.

(e) Diminishing Manufacturing Sources. During the course of their work, personnel may learn of situations that may affect the future ability to procure items. Whenever this is apparent, the appropriate personnel should be notified.

(f) Source Selection/Award of Contract. During contract review or when it is found that a less-than-optimal contractor has been chosen, that may (is) affect(ing) the quality of the item, the appropriate personnel should be notified with full rationale for a recommended change (i.e., termination/ modification of the contract). If the recommendations are not accepted and changes are not made, the person performing quality functions should take actions to use tools they have at their disposal to help improve quality. (This includes notifying the QAR through issuance of a QALI, performing QSMVs, or requesting that the Product Verification Manager perform quality audit or special inspections).

(g) Backorders. During the course of their duties, personnel may be able to effect backorder status. All actions should be taken to assist the Item Manager in the prevention or resolution of the backorder. If Quality Assurance contract requirements (i.e., tests or inspections) can be modified or deleted, thus reducing the lead-time, and other quality assurance tools can be used, this should be done. If items are on backorder, expedited release of PQDR exhibits or test items may relieve the situation.

(h) Disposal of excess stock. During the course of their duties, personnel may learn of situations about the quantity of stock, i.e., where stock is no longer needed, an item is obsolete, or when stock may be needed in the future. When this occurs, the information about the items should be provided to the Item Manager for their appropriate action.

(i) Acceptance/authorization of returned stock. The Item Manager should be notified of any knowledge that may affect their decisions to accept or reject items offered for return.

(j) Special Program Requirements. During the course of their duties, personnel may learn of customers' materiel needs or requirements. When this occurs, the information about

the items and customers should be provided to the Item Manager for their appropriate action.

2. CAREER DEVELOPMENT AND COMMODITY TRAINING

a. This area serves to provide guidance to personnel concerning their role in career development and commodity training programs. Some Quality Assurance references are as follows:

(1) DLAD 4155.7, Quality Assurance Technical Development Program (QATDP) for DLA Inventory Control Points.

(2) DLAI 4155.7, Defense Logistics Agency Inventory Control Point (ICP) Quality Assurance Technical Development Program (QATDP) Course Catalog.

(3) DoD 5000.52-M, Acquisition Career Development Program.

(4) DLAR 1430.12, Civilian Employee Development and Training.

(5) DLAR 1430.5, DLA Intra-Agency Recurring Training Courses.

b. Career development is a dual responsibility of management and the individual. While management is expected to plan for the development of each career employee by providing on-the-job training (OJT) and off-the-job assignments, the ultimate value to be realized from a career training plan is determined by the careerist participating in the program. Self-development is an important key to individual success and, in turn, results in organizational success.

c. Compliance with DLAD 4155.7 is mandatory. DLAD 4155.7 and DLAI 4155.7 provide policy and procedures for the technical development and certification of ICP personnel in QA systems skill and commodity skill areas.

d. The Defense Acquisition Workforce Improvement Act (DAWIA), has a major impact upon employees seeking opportunities to advance within the acquisition workforce. Quality Assurance has been designated as a functional subset of the acquisition position categories. This provides the opportunity for more professional development, education, training, and career opportunities. All QA personnel should be aware of the opportunities within the acquisition workforce in planning their careers.

e. Supervisors of personnel performing quality functions will assure that an IDP is established for each employee under his/her supervision. The IDPs should include:

(1) QA systems training that provides personnel the knowledge and skills in Quality Assurance and related programs, functions, policy, and procedures.

(2) Commodity skill training that provides personnel product-oriented technical knowledge and skills necessary for effective performance of QA actions in the commodity. The commodity skill areas must be determined based on job assignments, both current and planned.

f. Personnel performing quality functions will:

(1) Complete assigned training satisfactorily.

(2) Make training and developmental needs known to their supervisor.

(3) Assist in the development and preparation of the IDP.

(4) Willingly take those training courses scheduled for them in order to increase their skills and capabilities in the QA discipline and to increase their overall self-development. Personnel in the day-to-day course of their jobs may observe areas where a training course or courses would enhance their capability to perform assigned functions. In these situations the person performing QA functions should make the need known to his/her supervisor.

g. DLAR 1430.5 assigns responsibilities and establishes procedures for providing specialized commodity training to personnel from the ICPs, DDs, and DCMDs. Such training will be oriented toward product use and the examination and testing of product characteristics.

h. The provisions of DLAR 1430.12 must be followed in scheduling and accomplishing all training.

i. The Career Development Division in the Office of Civilian Personnel at each field activity will incorporate training needs extracted from IDPs into the activity training plan prescribed by DLAR 1430.12. The Career Development Division staff is available to assist in developing IDPs and identifying training sources. All DD Forms 1556, Request, Authorization, Agreement, Certification of Training and Reimbursement, must be forwarded through the Career Development Division. The use of the form is mandated.

3. DLA QUALITY DAYS

a. Recurring Quality Days are held to provide a means for determining and resolving any problems in the area of Quality and Reliability Assurance and to exchange information. All DLA Quality elements provide representatives to participate.

b. Quality Days will convene at least semi-annually, or more frequently as required.

c. Attendance by DLA ICP personnel to represent their ICP who have knowledge and work in the area of quality assurance is required. Attendance by the DLA ICP Commander/Deputy Commander is also desired.

d. Official travel is authorized to attend Quality Days or participate in assigned projects. Costs will be funded by the representative's organization.

e. Quality Day representatives will:

(1) Participate, and designate representatives to participate, in working groups to resolve specific problems.

(2) Host Group meetings when requested by the chairperson and establish working groups as necessary. The host of the Quality Day, or an appointed representative, will be responsible for administrative duties, such as notification of meetings, agenda preparation, and preparation/distribution of minutes.

4. QUALITY ASSURANCE PROVISIONS (QAPs)

a. The contracting process plays a significant role in determining the ultimate quality of products and services delivered to DLA customers. Inadequate contracts, technical data packages, and irresponsible contractors are the sources of most quality problems. Through sound management of quality and reliability, personnel are able to recognize

and remove the conditions, which contribute to, or cause, the delivery of deficient materiel. QAPs provide the means to prevent or identify and correct nonconforming materiel prior to the acceptance action. This is important because recourse by the Government after materiel acceptance is both difficult and expensive. b. Personnel performing QA functions support the contracting function by assuring that ICP contracts contain, by reference or direct incorporation, definitive and current QAPs. Normally, QAPs are applied through automated means as soon as possible after the items is assigned to the ICP. However, in some cases this is not possible and QAPs must be assigned by a manual review of the individual contracting action. Periodic reviews of QAPs assigned in the automated system will be accomplished to assure that QAPs assigned in this manner are both current and definitive.

c. ICPs will establish a priority system to be followed when assigning or updating QAPs. In establishing priorities, personnel shall maximize the use of the contract listing forecasts, as prepared by item management/contracting systems. To the maximum extent, QAPs should be predetermined and entered in advance of contracting so that manual reviews are held to a minimum. Priority will be given to assigning or updating QAPs in descending order as follows: QAPs impacting readiness and/or priority requisitions, QAPs associated with pending contracts for critical application items, products and services in support of mobilization, and QAPs for contracts of a high dollar value.

d. Personnel performing this function must:

- (1) Develop QAPs for new items entering the inventory and for items transferred from the Military Services/GSA to DLA for management.
- (2) Revise existing QAPs on current DLA managed items whenever they are found to be inadequate.
- (3) Provide QAP information to appropriate contracting elements through documents or automated systems.

e. Factors, which must be considered when assigning QAPs, are discussed herein. Guidance provided is appropriate for use at all ICPs for the determination and assignment of QAPs. The FAR, subpart 46.203, describes three classifications to be used in determining the appropriate contract quality requirement. These classifications are technical description, complexity, and criticality. Before attempting to assign QAPs, personnel will determine where the item (supply or service) falls within these classifications. By recognizing these classifications, QAPs can be tailored to fit the specific needs of the item. Guidance for tailoring is as follows:

(1) Item Technical Description.

(a) DLA manages and procures supplies and services for which the item technical description is either developed by industry for general use (commonly known as commercial items), or the item is developed by industry or Government for Government use (known as Military-Federal or Government drawing/specification items).

(b) Item description data for a commercial item may range from a drawing with comprehensive supporting data to a manufacturer's part number alone. For commercial items, the Government shall not specify any specific contractor quality assurance system.

(c) Non-commercial items may also range from manufacturer's part number to a drawing with comprehensive supporting data, including Military-Federal specifications. When Military-Federal specification items are involved, the specification will be reviewed to

assure the assigned QAPs are definitive. They should identify or specifically reference all the examinations and tests required to determine if the item being purchased conforms to the technical requirements of the specifications. Particular attention should be given to Government testing requirements, specifically with regard to who will perform the tests, the time frame of testing, and the costs associated with the tests. If it is determined that the specification QAPs are missing or inadequate, action will be taken, in coordination with the SPA, to develop or revise them. When pending procurements will not allow time for formal coordination, telephonic coordination should be effected, followed by written confirmation. Documentation concerning recommendations for additions, deletions, or changes to specifications will be forwarded to the ICP standardization activity or appropriate individuals performing standardization functions. Formal recommendations will normally be submitted on a DLA Form 339, Request for Engineering Support, or DD Form 1426, Standardization Document Improvement Proposal. Formal agreements between the ICPs and SPAs, which authorize the ICP to make additions or corrections to specifications, without the specific approval of the SPA, are encouraged.

(d) Some supplies managed and procured by DLA fall somewhere between the commercial item and the Military-Federal classifications. For instance, an Original Equipment Manufacturer (OEM) may be contracted to design a system meeting certain requirements. Frequently, the subsequent design is not addressed by Government specifications and the Government may not have obtained full data rights from the OEM. Therefore, the drawings containing the technical descriptions are proprietary to the OEM and the Government has access only to the OEM's assigned part number or "limited rights" drawings, where the technical data contained thereon cannot legally be used for procurement purposes. [1] When the only technical description available is a manufacturer's part number and current information does not indicate that any further data can be obtained (e.g., data proprietary and OEM refuses to provide additional information), actions should be taken to request additional data through the ICP's Technical personnel/element. [2] When the only technical item description available is contained on proprietary "limited rights" drawings, personnel will not use that information in determining QAPs, if such use violates the limited rights restrictions.

(2) Complexity. This item classification has to do with the complexity of the item's quality characteristics. Items are either categorized as complex or noncomplex as described in FAR subpart 46.203(b). In making complexity determinations, personnel should base their decision on a review of the total available technical data. Complexity determinations must not be based upon the item's nomenclature alone.

(3) Criticality of Application. Type of application deals with the criticality of the use of the item, i.e., critical or non-critical. FAR subpart 46.203(c) describes an item as having a critical application when its failure could injure personnel or jeopardize a vital military mission. DLAD/DLAI 3200.1 further defines these items as being essential to the preservation of life in emergencies or essential to end item accomplishment of a military mission. Military Services are responsible for designating critical or non-critical application. In many cases, even otherwise adequate technical descriptions do not contain information required to make a criticality determination. When the Military Service has not designated the criticality of an item and

available technical data does not clearly indicate a non-critical application, personnel will request such a determination from the responsible ESA. On the other hand, if an item is designated as having a critical application, but available information clearly disputes this fact, a request for verification from the responsible ESA should be initiated. In no case will Military Service designated critical application items be changed to non-critical without the specific approval of the ESA. If an item has multiple applications, only one being critical, it will still be treated as having critical application in determining the appropriate QAPs.

(4) Analyze the quality history of the item. In developing QAPs, personnel must consider all available information, such as: quality complaints, record of preaward surveys, postaward orientation conferences, special inspection requirements, as well as any other factors bearing on the item or contracting action. The Quality Evaluation Program (QEP), or other systems for retaining quality history, should be consulted for information on the item.

(5) Check for combined product and service contracting action. Personnel should be aware of the increasing tendency for individual contracts to include requirements for the acquisition of supplies and services, i.e., maintenance, storage, and mobilization support. In these cases, assure the QAPs provide for both the service and the product.

(6) Determine and develop the appropriate requirements for the QAP. When developing QAPs, personnel shall consider each of the following:

- (a) Select and include a specific type of contract quality requirement based upon the item's technical description, complexity, and criticality, which is mandatory on all QAPs. This shall be done in accordance with FAR, subpart 46.2, DoD FAR supplement, subpart 246.2, and DLAD 4105.1, Defense Logistics Acquisition Directive, subpart 46.2.
- (b) Determine the applicability and use of DLAD 4105.1 clause 52.246.9001, Manufacturing Process Controls and In-process Inspections, when a need exists to strengthen the control of product quality.
- (c) Develop inspection and test procedures, such as a requirement for laboratory testing, to verify that materiel or services conform to requirements. Include complete information regarding inspections/tests, including an appropriate sampling plan, to be conducted.
- (d) Determine and designate the place of performance, either source or destination, for Government CQA and acceptance actions. Place of performance is mandatory for all QAPs.
- (e) Establish/develop requirements and procedures for First Article testing, or bid samples, as required.
- (f) Determine appropriateness of a Certificate of Conformance (CoC) provision.
- (g) Determine need for, and develop, requirements for Certificate of Quality Compliance (CoQC).

- (h) Determine need for, and develop, requirements for Statistical Process Controls.
- (i) Determine whether warranty provisions should be included. f. Personnel assigning QAPs will:

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

(2) Use their product technical and service knowledge. This is necessary since each individual must have a technical knowledge of their managed products and services before QAPs can be realistically developed and assigned. Otherwise, assignment of QAPs is largely an arbitrary determination, which can ultimately lead to quality problems or a needless expenditure of resources.

(3) Review technical data. Analyze the item description, statement of work, drawings, specifications, and any other technical data provided or referenced in the item requirements. When personnel cannot determine QAPs, due to the inadequacy or unavailability of technical data, clarification from the ICP's Technical person/element assigned to the item and/or the appropriate ESA/SPA will be obtained in accordance with DLAR 3200.2, Engineering Support for Procurement. During the review of the technical data, any corrections that are required to the technical requirements should be brought to the attention of the ICP's Technical person responsible for the item.

(4) Provide computer inputs, in support of ICP initiatives to automate contracting operations (i.e., record the determination in the CTFD and place rationale in the QEP).

5. PACKAGING QUALITY ASSURANCE REQUIREMENTS

a. Assuring that proper QAPs are recommended does not stop with the product itself. The QAPs must also include the Quality Assurance aspects of the packaging and marking.

b. Personnel performing packaging functions at the ICPs will determine the level of packaging required to provide adequate protection for the item at the least cost, from time of contracting to use.

c. Personnel performing quality functions will:

(1) Assure definitive Quality Assurance requirements for packaging are included in ICP contract documents consistent with the technical packaging requirements. The Quality Assurance requirements include defining inspection levels, sampling plans, types of defects for the packaging and marking, and, when appropriate, required packaging tests.

(2) Review, determine, develop and assign Quality Assurance requirements for packaging.

(3) Develop Quality Assurance requirements for packaging in advance of actual contracting according to established priorities and guidance.

Such requirements will be entered into automated systems to the maximum extent possible.

(4) Incorporate Quality Assurance requirements for packaging furnished by the Services and/or other Government agencies in contract documents. If established requirements are ambiguous or are not definitive, or if the latest packaging/inspection/test technique, method or technology can be substituted, clarification will be requested from the appropriate technical activity.

(5) Consider packaging historical data, such as discrepancy/deficiency reports and other user feedback data, in the development of Quality Assurance contracting requirements for packaging.

6. CONTRACT QUALITY REQUIREMENTS

a. The contractor is responsible for product quality and for offering only conforming material to the Government for acceptance. The basic statements of the contractor's responsibility for quality, and the level of quality control that must be maintained, are contained in the contractual quality requirement.

b. The contract quality requirement shall be the first QAP requirement to be determined. This will assist in selection of other QAP requirements.

c. A comprehensive review of all technical data will be conducted by personnel performing quality functions prior to determining the type of quality requirement for a specific item. If necessary, ICP Technical personnel/element, and the Military Service ESA/SPA personnel, with specialized knowledge of the product should be consulted to assist in assigning an appropriate contract quality requirement.

d. The criteria given in FAR subparts 46.202 and 46.203, DFARS subparts 246.202 and 246.203, and DLAD 4105.1 subpart 46.2, shall be used as guides in selecting an appropriate type of contract quality requirement. As shown therein, the item's technical description, complexity, and criticality are the primary determining factors as to which of the four requirements should be applied. When circumstances warrant, a requirement different than that arrived at through use of the criteria may be specified, however, the decision to deviate from the criteria must be founded upon a sound technical base.

(1) When a Military Service ESA has designated a specific contract quality requirement for an item, personnel should consider this in making their determination. However, if technical data is available and doesn't support the Service's designation, assignment of a contract quality requirement, which fits the needs of the item, should be made. Prior to assigning a less stringent quality requirement, the ESA should be informed, as they may have other information, which supports their designation.

(2) When the only technical item description available is "limited rights," or proprietary, the item should be treated as having a Military-Federal item technical description.

e. Far Part 46 identifies four types of contract quality requirements and describes the purpose of each. The four types are:

(1) Contracts for Commercial Items (FAR subpart 46.202-1). When acquiring commercial items (see FAR Part 12), the Government shall rely on contractors' 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. Any in-process inspection by the Government shall be conducted in a manner consistent with commercial practice.

(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 contractors' 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 subpart 52.212-2) in the solicitation.

(c) 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."

(2) Government Reliance on Inspection by the Contractor, commonly known as the Contractor Inspection Clause (FAR subpart 46.202-2).

(a) Except as specified in (b) of this section, the Government shall rely on the contractor to accomplish all inspection and testing needed to ensure that supplies or services acquired at or below the simplified acquisition threshold conform to contract quality requirements before they are tendered to the Government (see 46.301).

(b) The Government shall not rely on inspection by the contractor if the contracting officer determines that the Government has a need to test the supplies or services in advance of their tender for acceptance, or to pass judgment upon the adequacy of the contractor's internal work processes. In making the determination, the contracting officer shall consider [1] The nature of the supplies and services being purchased and their intended use; [2] The potential losses in the event of defects; [3] The likelihood of uncontested replacement or correction of defective work; and [4] The cost of detailed Government inspection.

(3) Standard Inspection Requirements, (FAR subpart 46.202-3).

(a) Standard inspection requirements are contained in the clauses prescribed in FAR subparts 46.302 through 46.308, and 46.310, and in the product and service specifications that are included in solicitations and contracts.

(b) The clauses referred to in (a) of this section [1] Require the contractor to provide and maintain an inspection system that is acceptable to the Government; [2] Give the Government the right to make inspections and tests while work is in process; and [3] Require the contractor to keep complete, and make available to the Government, records of its inspection work.

(4) Higher-Level Contract Quality Requirements. When a Higher-Level contract quality requirement is warranted, the applicable ICP clause/QAP should be used. Whenever a Higher-Level requirement is used, FAR subpart 52.246-2, Inspection of Supplies Fixed-Price, must also be used. The Higher-Level Contract Quality Requirements clause/QAP gives contractors a blank to fill in to indicate their preference for a particular standard(s). The options are for the contractor to:

(a) Implement a documented quality system in accordance with the appropriate International Organization for Standardization (ISO)9000/American National Standards Institute (ANSI) or American Society for Quality Control (ASQC) Q90 standard, or;

(b) Implement a system that meets other recognized industry (not ISO/ANSI/ASQC) standards, or;

(c) Implement a system that meets the Government's requirement. This system shall not have previously been determined by the Government to be insufficient for its purposes.

(d) When requesting a higher-level contract quality requirement, personnel may: [1] Specifically cite the inclusion of ISO 9003, for situations where use of a commercial standard is appropriate, but ISO 9002 is considered too stringent. [2] Request to modify existing contracts (that were written when MIL-I-45208 and Mil-Q-9858 were still used) to permit use of the appropriate ISO 9000/Q90 standard instead of MIL-I-45208 and MIL-Q-9858. This should only be done if the contractor and Government mutually agree to the change. This will ordinarily be accomplished at no cost to either party. In revising these old contracts, you are cautioned not to use ISO 9003 in place of a MIL-I-45208 system, since these are not equivalent systems. (The latter is more stringent as a stand-alone document.) Use of ISO 9003/Q9003 is only appropriate where conformance to requirements is to be assured solely at final inspection and test. [3] Tailor the ISO 9002 requirements to a level sufficient to meet the contract needs to avoid imposing excessive requirements on the contractor. Tailoring the requirements may be appropriate when: soliciting for items that were previously satisfied with MIL-I-45208 and MIL-Q-9858 standards and higher-level is not required; there is evidence that no responses will be received for solicitations that require ISO 9000 or equivalent; or, a solicitation is released with the ISO requirement and no responses are received. However, specifying that the process control requirement of ISO 9001 or 9002, or other industry standards is inapplicable in any procurement should be carefully weighed, since the intent of eliminating MIL-I-45208 and MIL-Q-9858 was to substitute process controls and non-government standards in place of military-unique quality assurance systems.

(e) During evaluation of higher-level contract quality requirements, personnel should remember that any quality system proposed by the contractor needs to provide for the

Government's ability to audit/validate its capabilities to ensure the safety and satisfaction of our customers. Additionally, during any pre- and/or post-award conferences the contracting officer should stress that the quality system proposed shall satisfy the needs of the individual procurement. It should be clear that the contractor retains quality responsibility for the supplies or services furnished under the contract and their conformance to the contract requirements.

(f) It may be appropriate to evaluate the contractor's proposed quality system in the context of the technical evaluation portion of a best-value source selection. Refer to FAR subpart 15.6, DFARS subpart 215.6, and DLAD subpart 15.6. If evaluating a quality system is part of the technical evaluation, then personnel performing quality functions should perform the evaluation of quality as the subject matter experts in ISO (or similar) validated and/or certified systems.

7. PLACE OF PERFORMANCE OF GOVERNMENT CQA

a. Government Contract Quality assurance (CQA) must be designated either at source or destination and is mandatory on all QAPs. Government CQA actions at source normally consists of a review of the contractor's processes (including the contractor's contract quality system) that may be coupled with a technical inspection of the supplies. Technical inspection (as to form, fit, or function) is the examination and/or testing of supplies to determine their compliance with contract requirements. Government CQA actions at destination will normally consist of kind, count and condition verification, unless a Quality Assurance Letter of Instruction (QALI) requesting specific technical inspection is provided to the activity at destination. ICPs requesting technical inspection at DLA Distribution Depots should be aware of, and arrange for funding for, the cost of inspection.

b. Prior to determining the place of performance for Government CQA actions, the required QAPs and appropriate contract quality requirements should have been determined. This is necessary because these determinations could affect, or possibly mandate, where CQA actions will be performed.

c. CQA at source is mandatory for some specific categories of items, based upon the critical nature of their application. Items so designated must be inspected at source because it is necessary to provide additional assurance, through on-site Government verification, that material conforms to requirements.

(1) For FSCAP items, Government CQA actions, including source inspection, are mandatory with no exceptions.

(2) For other critical items, Government CQA actions shall usually be performed at source.

(a) Exceptions to this policy shall generally be made for off-the-shelf items, or in those situations where previous acquisition or quality history based on objective evidence permits us to anticipate the receipt of fully-acceptable supplies. In these cases, a determination may be made to perform Government contract quality assurance actions at destination (this is the normal action to take). Objective evidence of good quality history includes such indicators as laboratory testing results from Government-owned or Government-contracted labs; previous acquisition experience of a sufficient volume/period, during which there were no reported product defects/first article

failures/recurring waiver requests; prior quality certification under a Qualified Products List or Qualified Manufacturer List program; and the like. This determination shall be documented in contractor history files by item.

(b) When source inspection is still required for a critical application item, and the item is acquired from a sole source that will not permit quality assurance at source, the matter should be negotiated on a case-by-case basis to provide adequate consideration to the Government for the added cost of performance of the necessary technical quality assurance at destination, at a designated Government/commercial laboratory, or at the using activity. Conversely, if the supplier insists on quality assurance at source for non-critical or noncomplex items which are normally assigned for quality assurance at destination, or for those critical application items that are exceptions to the source inspection requirement, this matter should be negotiated with adequate consideration flowing to the Government, on a case-by-case basis for the added cost of performance of unnecessary Government quality assurance at source.

(c) CQA at source may also be necessary when there are requirements for technical inspection; e.g., first article inspection, in-process inspection, and/or requirements for special testing or detailed inspection. Contracts should be assigned for contract quality assurance at destination if verification as to type and kind, quantity, and condition is sufficient.

(d) Some sole source suppliers refuse to allow CQA at source. If this occurs and there is insufficient information available (attempts to obtain additional technical data have been unsuccessful) for the performance of technical inspection during subsequent functions of supply, the reliance must be placed upon the supplier's objective evidence of quality conformance (also true of non-critical items).

(3) CQA at source will be specified for all Individual Repair Parts Ordering Data (IRPOD) items. IRPOD items are identified when ICPs procure and manage materiel for use in the Naval Nuclear Propulsion Program (NNPP) and the Nuclear Plant Material (NPM) parts/spares program. Maximum confidence is required that this materiel conforms to requirements since it is used in critical shipboard and land systems. In certain cases, QA personnel must extract salient technical data contained in the IRPOD documents and have it incorporated into contracts as Quality Assurance Provisions. IRPOD documents may also contain pages that specify Mandatory Inspections (MIs) to be performed by the Government to assure that the materiel conforms to requirements. These MIs shall not be incorporated into the contract, since QA personnel will forward the applicable MIs as part of a QALI to the appropriate CAS office(s). CoC will not be incorporated in any contract for IRPOD items.

(4) In addition to the above situations, CQA at source is mandatory if any of the following situations are applicable:

(a) Performance at any other place would require uneconomical disassembly or destructive testing. (This should be determined through review of the technical data and knowledge of inspection requirements of the item.)

(b) Considerable loss would result from the manufacture and shipment of unacceptable supplies, or from the delay in making necessary corrections. (A review of the past history (QEP should be used, if available) will indicate if shipment of unacceptable supplies has been provided in the past.)

(c) Special required instruments, gauges, or facilities are available only at source.

(d) Performance at any other place would destroy, or require the replacement of, costly special packing and packaging.

(e) Government inspection during contract performance is essential. (This might be indicated through Military Service designating QAPs.)

(f) It is determined for other reasons to be in the Government's interest. (In general, when a technical inspection is necessary to assure that an item conforms to requirements, and this inspection cannot be adequately conducted at destination.)

(g) At the current time, FAR subpart 46.402 also specifies that [CQA at source is mandatory when] " (e) A higher level contract quality requirement is included in the contract,(see FAR subpart 46.202-4); and (g) Supplies requiring inspection are destined for points of embarkation for overseas shipment (unless the contracting officer determines in advance that necessary inspection functions can be provided at such points". A change to this policy has been requested, but DoD activities have obtained a deviation to this policy that was issued by the USD (A & T) Defense Procurement Director on November 6, 1997. This deviation deleted mandatory Government CQA at source rules (e) and (g) from FAR subpart 46.402. The reason for the deletions were to remove barriers, and allow procuring activities to determine that CQA at destination can be utilized, which is the normal route to take.

d. CQA at destination should be requested if the item can be properly inspected at destination. In addition to requesting the destination inspection on the contract, the person performing the quality functions shall make arrangements with the activity that is to perform the inspection; a QALI may be used to request the inspection. Appropriate instructions and funding should be provided. The decision should be based on the technical makeup of the item, availability of test equipment, presence of capable inspection personnel at destination, and the absence of any mandatory source inspection requirements.

(1) Purchases of commercial, non-critical items described by only a part number, should normally be assigned for destination inspection.

(2) Contracts should require CQA at destination if verification as to kind, count, and condition is sufficient, and the item has a noncritical application.

(3) When the required testing equipment is located at destination, inspection will be assigned at destination.

(4) In general, if an item does not require mandatory source inspection, attempts to obtain additional technical data have been unsuccessful, and available data is not sufficient to specify technical inspection characteristics, then destination inspection should be assigned.

(5) A guide (Figure 7-1) has been developed that may be used to give indications of where GSI might be placed. This only gives an indication and should not be relied upon for conclusive determinations without reviewing other available information.

GSI DECISION GUIDE

(THIS LISTING IS NOT INCLUSIVE OR MANDATORY)
KEY FOR NO GSI = GOOD QUALITY HISTORY

GSI IS NOT RECOMMENDED WHEN QUALITY HISTORY IS GOOD PLUS ANY OF THE FOLLOWING:

OEM

Part Number Buy

10 Awards + PVT

Long Term Contracts

Non Critical + Sole Source + OEM

First Article Approved (follow on)

QSL/QML/QPL

Test/Inspect Capability at Destination

Commercial Item (Off The Shelf)

Shelf Life Items + Application

Purchases from Distributors

Prime Vendor Program

Non-complex

Low dollar value

Certificate of Conformance (CoC)

Third Party

Contractor Self Qualification

Higher Level Quality Requirement (FAR Change in process)

Overseas shipment without special transportation, packaging or handling

Extended Warranties with Repair & Replacement

Off The Shelf (Military)

Other Government Activities (i.e., GSA, FDA, DOT...)

New Contractor + Good Commercial Market Research

FIGURE 7-1

KEY FOR GSI = NO OR UNSATISFACTORY QUALITY

HISTORY

GSI IS RECOMMENDED IF THERE IS NO OR UNSATISFACTORY QUALITY HISTORY PLUS ANY OF THE FOLLOWING:

Flight Safety Critical

Safety Critical

Life Support Equipment (i.e., Egress, Parachute...)

Level 1 Subsafe

Navy Nuclear Propulsion

Mission Essential (excluding partial capability)

Explosive Safety

Ammunition

Critical Support Equipment

New Contractor + No Commercial Market Research

Special Packaging

Special Test Requirements

First Article/Initial or Production Lots
Poor Delivery Performance
Financial Instability
Nuclear Weapons
Nuclear Biological Chemical (NBC) Weapons/Equipment
Hazmat
Public Law (USDA, FDA, etc.)
High Reliability Items
Low Quantity + Complex + Military Application
Unique Processes (i.e., Clothing & Textile, Composite...)
Application of Item (i.e., M-16...)
First Time Breakout
New Technology

FIGURE 7-1

e. With the exception of those items requiring mandatory source inspection, an item's quality history may indicate that a change in place of performance is warranted.

(1) 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.

(2) When an item's quality history is unsatisfactory, and destination inspection has previously been identified, consideration should be given to requiring source inspection and, where necessary, issuing a QALI requiring MIs for the item.

f. Place of Acceptance. Ordinarily the place of acceptance is 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 and acceptance at destination.

8. CERTIFICATE OF CONFORMANCE (CoC)

a. A CoC is a contractor's certification that the supplies are of the quality and quantities specified, and are in all other respects in conformance with contract requirements.

b. Usually, CoC is only used in certain instances in lieu of Government source inspection. However, when quality history (i.e., QEP), if available, indicates that the quality of the item is consistently good, and it is only necessary to obtain a statement of certification, CoC may be used in contracts which assign inspection at destination. A CoC shall not be used for acceptance of supplies, nor as the basis for payment.

c. At the discretion of the Contracting Officer, the CoC clause may be inserted into solicitations and contracts where:

(1) Small losses would be incurred by the Government in the event of defects and/or;

(2) Knowledge of the supplier's reputation and performance provides assurance that defective supplies would be replaced without contest.

d. The Contracting Officer's decision to include the CoC clause in a contract is the first of two steps required before a contractor is allowed to use CoC in lieu of Government source inspection. The second step involves the cognizant CAO giving the contractor

written authorization allowing the contractor to ship supplies under CoC. This additional step is necessary because:

(1) The CoC clause may be used in competitive solicitations where the successful contractor is unknown prior to award and his reputation and/or performance may not meet the criteria specified above.

(2) It gives the final approval authority to the Government element normally having the most current information concerning the successful contractor's overall performance record and production capability.

e. Personnel performing this function shall assist the Contracting Officer in determining whether the CoC should be included in DLA procurements.

(1) In most cases, the Contracting Officer's decision on the use of the CoC clause is primarily based on information concerning the potential supplier(s) rather than on the nature of the item(s) involved. For this reason, it is imperative that the Contracting personnel are kept informed of any adverse quality information associated with suppliers. When determined appropriate, based on a record of unsatisfactory quality performance, personnel will recommend against the use of the CoC clause in contracts awarded to a specific contractor. Also it is recommend not to use CoC in initial solicitations involving a new item(s).

(2) There are cases where the nature of the item (or class of items) should play an important role in the Contracting Officer's decision concerning the use of the CoC clause:

(a) In the case of IRPOD item procurements, personnel will, as a minimum, extract the MIs contained in the IRPOD document and forward them under a QALI with the CAO's copy of the contract. The MIs must be performed at source. The CoC clause should not be used with IRPOD items.

(b) If an item (or class of items) requiring Government inspection at source has a record of quality problems, personnel shall review all available quality information and, if determined appropriate, recommend to the Contracting Officer that the CoC clause not be used in procurements for that item (or class of items). Where there are several potential suppliers of an item with a record of quality problems, and these problems are associated with only a few such suppliers, it is recommended not to use the CoC clause in procurements involving the specific suppliers, rather than not using it for the item.

(c) If an item(s) is identified by the Military Service(s) as having a critical application, particularly weapon system items, CoC should not be used in solicitations without a careful review of quality data and a conscious decision being made.

f. Personnel shall perform contract reviews, and provide quality history to the CAO with appropriate recommendations regarding the CoC, when the contractor is new or has adverse quality history. The CAO should also be alerted of any adverse item quality history.

9. CERTIFICATE OF QUALITY COMPLIANCE (CoQC)

a. A CoQC is a contractor's certification that provides specific detailed information and objective evidence that the materiel offered for acceptance meets all contract and specification requirements. CoQCs can only be used on safety-critical and other critical items that have had significant quality problems in the past.

b. CoQC requirements are not the same as CoC requirements. The CoC enables contractors to submit a certification that supplies are of a quality and quantify specified in lieu of Government inspection being performed. The CoQC is a certification that does not affect the performance of inspection. The CoQC is an additional requirement to the performance of Contractor inspection that provides a detailed certification of the specific inspection and tests required, and the actual results achieved.

c. The CoQC may be used for both source inspected contracts and destination inspected contracts. In the case of destination-inspected material, the certificate (or a copy) must accompany the shipment. For source-inspected material, the original certificate must be available for a period of 4 years. When requested by the contracting officer the Contractor shall make the certificate available for review. A copy may (but need not) accompany the shipment.

d. When objective quality evidence is needed to assure that the supplied materiel meets all contract and specification requirements of items, a requirement for a CoQC should be requested. This requirement should also be considered for inclusion when a certified test report for materials is needed, whether the anticipated contractor is, or is not, the manufacturer of the material.

e. DLAD 4105.1, part 46.3, and the contract clause at paragraph 52.246-9000, contain details of the use of COQC. The contract clause "shall be inserted for solicitations and contracts for safety-critical (i.e., Class 3 threaded items) or for critical items that the ESA/SPA, and/or Center Quality/Technical element [personnel] have identified as experiencing significant quality problems in previous procurements". The following conditions must be present:

(1) There is a product specification, drawing or standard designated in the Procurement Item Description (PID) and,

(2) The ESA/SPA and/or Center Quality/Technical personnel have determined that objective evidence in the form of a specific COQC is needed to ensure that the material offered by the supplier meets all contract and specification requirements.

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

(4) The contract clause at 52.246-9004, Product Verification Testing (PVT) shall be used in solicitations and contracts which contain the CoQC clause and which call for inspection at source.

f. Personnel performing quality functions will:

(1) Determine the need for objective evidence. CoQC should be requested when the materiel being acquired is critical or safety-critical, and:

(a) The ESA requests that the CoQC clause be used.

(b) The quality of materiel can be readily ascertained through the use of CoQC.

(c) Previous, or potential, nonconformances indicate that the CoQC clause is necessary.

(2) Determine if an additional, extraordinary, review (in excess of QAR routine review) is required, i.e., by the ESA, ICP QA person, and laboratory.

(a) If the ESA has requested review of the CoQC, the Contracting Officer should be advised to include this submission requirement in the contract.

(b) Determine if verification of the certification is necessary and request the Product Verification Manager to make the necessary arrangements for the testing.

(3) Determine whether the DLAD 4105.1 clauses for Measuring and Test Equipment and Product Verification Testing are required.

(4) Input CoQC requirements in advance of contracting into the automated systems to the maximum extent possible.

(5) Review all (source and destination inspection) contracts where the CoQC clause has been requested, to assure that the CoQC has been included.

10. MANUFACTURING PROCESS CONTROLS

a. An additional contract quality requirement on Manufacturing Process Controls and In-Process Inspections is identified in subpart 46.202-3(90) of DLAD 4105.1, Defense Logistics Acquisition Directive (DLAD). This requirement is to be used when stronger control of manufacturing operations and inspections is needed, e.g., controlled processes and operations are essential, or the item contains product characteristics that cannot be inspected at a later stage. Specific criteria for use of this requirement for clothing and textiles are provided in subpart 46.202-3(90) of the DLAD.

b. Personnel performing quality functions will:

(1) Determine the need for stronger manufacturing controls for specific items or contractors. The DLAD 4105.1 clause should be requested when:

(a) The ESA requests that the stronger control be exercised.

(b) Previous, or potential, nonconformances indicate that stronger control is necessary.

(c) Stronger manufacturing process controls and in-process inspections are required to ensure the integrity of the product.

(2) Input the manufacturing process controls, DLAD 4105.1 clause, into the automated systems to the maximum extent possible.

(3) Evaluate requests for waiver of the contract requirement and document justifications to change the requirement.

11. BID SAMPLES

a. An invitation for bid may require bidders to furnish a sample of the product offered. This sample is called a "Bid Sample." Bid samples are only used to determine the

responsiveness of the bid and are not used to determine ability to produce the required items.

b. Bidders will be required to submit bid samples when there are characteristics of a product that 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.

c. Personnel responsible for quality will determine the requirement for bid samples and take the following actions:

(1) Determine if there are characteristics of a product which cannot be adequately described in the applicable specification or purchase description.

(2) When a bid sample is required, identify the following:

- (a) Number of units required and, where appropriate, the size of the bid samples.
- (b) Characteristics for which bid samples will be tested or evaluated (if testing is required, arrange for the testing of samples through the Product Verification Manager).
- (c) Time required by the QA element to process the bid samples.
- (d) Whether or not the approved bid sample will be used as a production standard.

(3) Coordinate with the SPA when bid samples are not considered necessary despite a specification bid sample requirement.

(4) Justify and document the justification in the contract file.

(5) Notify the Contracting Officer of test results and results of evaluation in a timely manner.

(6) Return bid samples to bidder, through the Contracting Officer, when requested by the Contracting Officer, or arrange for disposal of the bid samples.

12. FIRST ARTICLE REQUIREMENTS

a. FAR, subpart 9.3, sets forth the policy, implementing instructions, and contract clauses with respect to First Article testing and approval. First Article testing and approval consists of 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. First articles may be tested at the contractor's facility or at a Government facility, depending upon contractual arrangements. Except in unusual procurements, First Article clauses are called for in production contracts only.

b. Expanded First Article is another technique for examination of items. This is a procedure where adaptability of a new specification to mass production methods is validated at the same time that supply quantities are being acquired. First Article approval tests are performed, participated in, or witnessed by Government personnel. The First Article test report is prepared by the contractor or the Government test facility conducting the test program.

c. The purpose of First Article testing and approval is to assure that the contractor can furnish a product that meets contract technical and QA requirements, and therefore minimizes risks for both the contractor and the Government. First Article tests at contractors' plants and independent test facilities will be monitored by the CAO or other cognizant activity prescribed by the contract. QA personnel at the ICP will provide, or arrange for, specialized commodity expertise or related technical assistance when required. The procuring activity and the SPA may elect to 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.

d. To assist Government and contractor quality assurance personnel during the production phase, ICPs will ensure that contractual coverage is provided to require at least one approved First Article unit be held by the contractor at the production facility until all production quantities have been produced and accepted. This First Article unit can be referred to as a production or manufacturing standard/guide and baseline for examination when defects are reported on delivered materiel or problems are uncovered during production. In addition, good technical judgment must be applied in determining the total number of First Article units to be tested for a given contract. This number must be a sufficient quantity to clearly demonstrate materials used, manufacturing processes employed, workmanship standards utilized, and the methods employed for the control of quality are capable of producing an item that meets all the requirements specified in the contract.

e. First Article inspection and testing requirements cannot be generalized or assumed. They must be clearly stated in the contract. It should be noted that First Article tests may be more detailed and extensive than those required for normal production.

f. QA personnel will, upon receipt of a purchase request, or through evaluations generated by other actions:

(1) Assemble the technical data package and review it for First Article test requirements. The FAR, paragraph 9.3, provides the criteria where First Article approvals are particularly appropriate. However, if there is no specification requirement for First Article testing and approval, consideration should be given to its use if the product has a history of unsatisfactory quality or if the product is not adequately defined, i.e., manufacturing processes could vary and affect the product. Where it is determined that First Article approval is required, or if the ESA requests First Article testing, that requirement should be added to the mechanized contracting system for future acquisitions.

(2) Make a determination as to whether the contractor or the Government should be responsible for First Article testing when not specified by the applicable contract document. This determination should be based on whether or not potential contractors have, or can arrange for, the necessary test equipment, facilities, and personnel as well as consideration of other factors of efficiency and economy that are applicable to the particular circumstances. If a decision is made that the Government must perform First Article tests, the place, cost, and time of testing will be determined and arrangements will be made for funding and the issuing of project orders as required. The ICP Product Verification Manager shall be consulted for assistance to arrange Government Testing.

(3) Recommend the insertion of the applicable clause set forth in FAR, paragraphs 52.209-3 or 52.209-4, and develop the following

information that clearly describes the details of the First Article Test for inclusion in, or reference by, the solicitation and resulting contract:

- (a) The specific First Article tests and evaluations to be conducted by the contractor/Government, including the sequence of processes, testing, and evaluations, where required.
- (b) The number of units to be tested.
- (c) The data required.
- (d) The criteria (e.g., accept/reject numbers) for determining conformance to the First Article requirement specified. Collaboration with the Military Services may be necessary to accomplish this. References to specific paragraphs in the specification are required. Describing First Article requirements in general terms (i.e., visual, dimensional, workmanship, specification compliance, and meeting contract requirements) is prohibited. This is necessary to ensure that the contractor and the Government (in-plant QAR, ACO, and PCO) clearly understand and interpret contract terms and conditions.
- (e) 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.
- (f) Who has authority for acceptance of the First Article (i.e., the Government QAR or the PCO).
- (g) Time required for the First Article evaluation (including testing, if appropriate).
- (h) Location where evaluation of the First Article and/or test report will be performed (i.e., at the ICP, the plant site, or at a Government testing facility).
- (i) Number of approved First Articles to be held by the contractors as a manufacturing standard/guide.
- (j) Statement that the First Article must be manufactured at the facility in which that item is to be produced under the contract.
- (k) The data required including the data to be submitted to the Government in the First Article test report. When the Government is responsible for such testing, state the tests to which the First Article will be subjected.
 - g. Review the quality history of the apparent successful bidder and make appropriate recommendations to the Contracting Officer when waiver of the requirement for First Article testing is considered (see FAR, paragraph 9.306(c)).
 - h. Arrange, through the ICP's Product Verification Manager, for any testing to be performed by the Government.
 - i. Arrange for the monitoring of, or participation in, contractor testing by Government representatives as necessary.

j. Arrange for evaluation of the First Article and/or test report. A complete review of the test report should include:

- (1) Legibility and proper format of report.
- (2) Completeness of the report to include: signature and comments of the QAR, identifying information (i.e., contract number, NSN, nomenclature, contractor, and facility), and required materiel certifications.
- (3) Correctness of test methods and standards.
- (4) Proper preparation for, and performance of, the test. This includes, but is not limited to, checking to determine that: the test was completed, specific requirements were met, the correct drawings/specifications were used, the current items were tested, and the correct quantities were tested.

k. Advise the Contracting Officer whether the First Article should be approved or disapproved. For disapprovals, the reasons for the decision must be given and the contractor informed as to whether a second First Article will be required.

l. Arrange for the return of samples to the contractor or for proper disposal as appropriate.

13. TESTING REQUIREMENTS

a. If specific tests need to be performed by the contractor, during or after production, to determine an item's conformance to contractual requirements, they must 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.

b. Personnel determining testing requirements will:

- (1) Review technical data, specifications, item and contractor history, and contract information to determine the need for testing.
- (2) Determine what testing is required, and whether the contractor or the Government should perform the testing. To the maximum extent, sufficient laboratory testing should be performed before acceptance of the items regardless of the location of the testing. If Government testing is indicated, The ICP Product Verification Manager shall be consulted to determine whether the testing should be performed at Government testing facilities or commercial laboratories.
- (3) Develop testing requirements. Testing requirements developed will identify the characteristics and functional requirements of the item to be tested, but they will not normally specify the model of equipment to be used.

(a) Each test specified should be for a known and completely understood purpose and should be as simple as possible without loss of test integrity.

(b) Standard tests in accordance with Federal or Military Test Methods Standards or Industry Standards should normally be used. The use of standard tests simplifies the administration of test requirements by eliminating the need to develop a specific test

procedure for each item requiring testing. When standard tests are not available for reference, or procedures are mandatory to assure that contractual performance is demonstrated, appropriate test methods and procedures will be developed.

(c) Assistance may be obtained from the ICP's Technical personnel/elements, the designated Test and Evaluation (T & E) point of contact, the ESA, and the SPA. DLA personnel may contact the ESA and SPA directly to discuss testing and product quality issues. Ambiguous testing requirements referenced in specifications will be referred to the SPA for resolution.

(d) Assure testing requirements are identified as to who will perform them.

(e) Determine and specify the test reports required and the submission requirements.

(4) Provide the provisions and detailed test requirements to the Contracting Officer with recommendations for inclusion in solicitations and resulting contracts. Place test requirements in the automated contracting systems to the maximum extent possible.

(a) Assure that contracts requiring Government testing include provisions for proper selection of test articles, contractor packing, and delivery to a designated laboratory. Contracts, including requirements for laboratory verification testing, must include instructions for disposition and use of test articles. When contracts include requirements for Government laboratory testing, specify required QAR actions in the QALI that is prepared for the contract. Prepare and furnish a QALI to the QAR when the results of Government testing of contract materiel indicates a need for special Government QA attention during production, processing, contractor testing, or Government testing, prior to acceptance of materiel.

(b) Through proper channels, obtain concurrence of the Military Surgeons General on laboratory testing requirements involving the wholesomeness and sanitation aspects of subsistence items.

(5) Arrange for DCMC QAR or Government/Commercial Laboratories to perform test surveillance/ validation or to verify compliance with contract technical requirements when necessary.

(a) Laboratory tests may be requested by DCMC QARs to verify results of contractor tests, or compliance of delivered items with contract requirements. Verification tests should be required if the contractor's test results are considered unreliable, or if accepted product is suspected of not conforming to contract requirements. Contracts do not have to be modified if test samples are selected from delivered shipments or depot stocks. Contract modification may be necessary if samples are to be selected at the contractor's plant, the contractor is asked to perform tests not required by the contract, or the contractor is asked to package and ship samples to the designated test laboratory. Requirements for contractors to perform any actions not included in their contract must be referred to the Contracting Officer for decision and direction.

(6) Initiate requests for laboratory testing to the PVP Office. QA personnel may request tests when necessary. DD Form 1222, Request for and Results of Tests, is a convenient method of requesting tests, or

test surveillance that should be used when other forms are not contractually specified. Requests made by DCMC QARs should be formalized on DD Forms 1222.

(7) Review Contracts to determine if recommended test requirements were incorporated.

14. METROLOGY AND CALIBRATION

a. ANSI/NCSL Z540-1-1994, American National Standard for Calibration - Calibration Laboratories and Measuring and Test Equipment General Requirements, or ISO 10012-1, Quality Assurance Requirements for Measuring Equipment - Part 1: Metrological Confirmation System for Measuring Equipment will be specified in those contracts where the technical nature of the item requires the contractor to maintain a calibration program to assure delivery of products of the required quality. When MIL-STD-45662, Calibration Systems Requirements, is required in drawings or specifications, the ANSI/NCSL Z540-1-1994 or the ISO 10012-1 will be used.

b. The Calibration systems requirements may be tailored when items to be purchased do not require a full calibration program.

c. Inclusion of calibration requirements in a contract when it is not required by specification or drawing in the contract package will be limited to those instances where tractability of calibration of contractor production or inspection equipment is necessary to assure compatibility of items purchased with equipment being supported or to assure that the items purchased will serve their intended purpose.

d. Calibration requirements normally will not be included in contracts for commercial or off-the-shelf items. If they are required, justification must be prepared and submitted to the contracting officer for preparation of a waiver. e. Test, Measurement, and Diagnostic Equipment used by ICPs or Depots in the determination of contract compliance of delivered items or verification of contractor performance shall be calibrated in accordance with DLAR 4155.21 at appropriate periodic intervals. When ICPs note inadequacies or errors in calibration of equipment or gages used to determine acceptability of items purchased by that ICP, affected depots will be immediately notified orally and in writing.

f. Within available technical capability and resources, ICPs will provide technical assistance in metrology and calibration areas related to inspection of products purchased by that ICP when requested by a depot. When technical capability is not available, ICPs will request assistance from HQ DLA or the Military Service element being supported by the items purchased.

15. WARRANTIES

a. A warranty is a contractual promise by the seller that extends his liability for defective items for a stated period of time after Government acceptance. Its primary purpose is to allow the Government an additional period of time after acceptance in which to determine whether suppliers' products conform to con-tractual requirements and take remedial action if necessary. Due to the increased liability associated with warranties, they also serve to foster increased incentive among suppliers to provide quality products or services to the Government.

b. The PCO must consider several factors in determining whether to use a warranty. These factors include:

(1) Nature of the item and its end use. Factors that may support the use of a warranty are as follows:

- (a) Complexity and function of the item makes it difficult to detect all possible defects prior to acceptance.
- (b) Lack of available technical knowledge or adequate QAPs within the Government.
- (c) Government inspection alone is not likely to provide adequate protection.
- (d) Potential of significant harm to the Government if the items are found to be defective.

(2) Cost of the warranty related to its possible benefits.

(3) The Government's ability to enforce the warranty (administration).

(4) Whether or not the item (or class of items) is customarily warranted in the trade (trade practice).

(5) Available quality history associated with the item.

c. QA personnel should consider the criteria in paragraph b above and review the item's quality history. When, based on these factors, personnel responsible for quality requirements determine a warranty would be beneficial, they will recommend to the PCO that the item be purchased under warranty.

(1) Even when one or more of the conditions listed under paragraph b above exists and the Government has the ability to enforce the warranty, if the quality history of the item has been good, QA personnel may determine that use of a warranty is not necessary.

(2) Even when none of the above conditions appears to apply and the Government has the ability to enforce a warranty, if the quality history of the item shows significant supplier-related quality problems, personnel responsible for quality requirements may determine that use of a warranty would be beneficial.

(3) If the Government does not have the ability to effectively enforce a warranty, its use would serve no meaningful purpose and a warranty should not be recommended regardless of the item's nature or quality history.

d. If a warranty is determined necessary, personnel responsible for quality requirements should recommend to the PCO those items (or class of items) which should be purchased under a warranty. When recommending the use of a warranty to the PCO, the rationale for this recommendation should be provided to include pertinent information relating to the nature of the item, warranty enforcement ability and quality history if available.

e. The PCO is required to take all factors, including cost, and trade practice considerations, into account in determining whether a warranty should be used or not. Therefore, although those factors may justify the use of a warranty, the PCO may choose not to follow their recommendation based on these other factors.

f. When warranties are to be used, personnel responsible for quality requirements should be prepared to assist the PCO in tailoring the warranty clause to fit the individual item (or class of items) since the terms and conditions of a warranty clause may vary by item and even with the circumstances of a specific contract.

16. STATISTICAL PROCESS CONTROL (SPC)

a. SPC is an element of a process improvement system that provides a method of statistically monitoring and controlling processes of manufacturing through the concept of "continuous quality improvement." The contractor first subjects the production process to a process capability study. The contractor then compares the results to specification requirements and uses the data to develop an SPC plan. The plan directs operators/inspectors/ management when to periodically monitor predetermined product characteristics. Measurements are recorded and plotted on control charts. The control charts have computed "control limits," which are drawn as upper and lower limit lines on the charts. The control limits are of assistance in judging the significance of variation of the process characteristic around the target value. Plotted points falling outside of the control lines during manufacture are a statistical signal indicating that assignable causes have entered the process and the process must be investigated.

b. SPC helps distinguish between patterns of variation that are chance (random)/merit no investigation or assignable/indicative of trouble. SPC uses a group of statistical and problem-solving techniques arranged in a logical sequence to provide a clear picture of where and why problems exist. With this information, managers can make the decisions necessary to solve these problems and make improvements in both product and process.

c. A QAP, which has been fully coordinated with both DLA Legal and DLA Acquisition, has been developed to implement SPC, (figure 16-1). This SPC QAP should be cited in DLA contracts when it is appropriate to require the use of SPC by the contractor. To support this policy, personnel responsible for quality requirements shall assist the Contracting Officer in determining whether the SPC QAP should be included in DLA procurements which require Higher-Level Quality Requirements, and when either a requirement exists to control processes, or when continuous improvement in quality is desired.

d. In addition to the above policy criteria, SPC should be considered when stronger control of manufacturing operations and inspections is needed, when controlled processes and operations are essential to prevent nonconformance, or when the item contains product characteristics which cannot be inspected at a later stage. Prime candidates for SPC include complex/critical items, major equipment/systems, high volume procurements, or where the technical requirements of the contract are such as to require control.

e. The person performing QA functions can assure the manufacturing the contractor monitors processes by recommending that the Contracting Officer cite the SPC QAP in a contract. The SPC QAP may be requested as determined by past Quality history, technical description of item, complexity and criticality of application.

QUALITY ASSURANCE PROVISION

MANDATORY USE OF STATISTICAL PROCESS CONTROLS

A. GENERAL REQUIREMENT: The contractor agrees to manage and improve process performance through the evaluation of the quality of the product at the prime contractor and/or subcontractor facilities, using Statistical Process Control (SPC) techniques.

1. Minimum criteria are established in the former American National Standards Institute (ANSI) Z1.1, Z1.2 and Z1.3, now the American Society of Quality Control (ASQC), standards B.1, B.2 and B.3. Alternate SPC techniques, such as short run methods, are also allowed where applicable.

2. This Quality Assurance Provision applies to all work performed at the prime contractor and/or subcontractor facilities.

B. SPECIFIC REQUIREMENTS:

1. The contractor shall identify the characteristics to be controlled using SPC techniques to the Contract Administration Office (CAO) Government Representative for a determination of acceptability prior to the initiation of First Article or normal production. The characteristics requiring control will be those characteristics providing the best assurance of product conformance to contract requirements. In addition to the characteristics identified by the contractor, the following Contracting Office designated characteristics will be controlled using SPC techniques _____

The contractor should identify in writing any changes to the characteristics initially identified (either contractor or Government designated), to be controlled using SPC to the CAO Government Representative for review and determination of acceptability. Proposed changes to Contracting Office-designated characteristics will not be implemented until the Contracting Officer provides written approval.

2. The contractor shall write a plan implementing SPC techniques and make it available for government review prior to initiation of first article or normal production. This plan shall cover as a minimum:

- a. Operations where SPC will be implemented.
- b. SPC methods to be applied.
- c. Process capability studies to be completed.
- d. Methods for control of vendor quality.
- e. The sample size and frequency of measurements.
- f. The criteria to be used in modifying sample size and frequency of measurements.
- g. The audit procedures used to validate the accuracy, adequacy and interpretation of control charts.
- h. Training and qualification requirements for personnel involved in SPC.
- i. Criteria for determining an out of control condition.
- j. Identification of the responsibility for performing measurements and corrective actions.
- k. General policy for applying SPC along with goals and commitments.
- l. Documents and records utilized in the SPC program.
- m. The corrective action procedures to be used and actions to be taken upon statistical signal or an out-of-tolerance condition. This plan is subject to disapproval by the Government following a determination that it lacks the capability to provide control of contract requirements.

3. The contractor agrees to maintain current, and make available, all documents/records required by the SPC plan for Government review at any time throughout the life of the contract and for three years after final delivery on the contract.

4. When processes reach a state of statistical control and the product conforms completely to contract requirements, the contractor may petition the Procuring Contracting Officer (PCO), through the CAO, to reduce the contract acceptance sampling requirements. Previous contractual acceptance sampling criteria will not be changed until the PCO provides written approval. The Government reserves the right to return to original acceptance sampling requirements at any indication of a loss of process control or a degradation in product conformance to contract requirements.

Figure 16-1

f. Personnel responsible for quality requirements will:

(1) Determine applicability of SPC and recommend inclusion of the QAP in the appropriate solicitations and resulting contracts.

(a) Upon receipt of the purchase request, or through evaluations generated by other actions, determine whether the SPC QAP should be incorporated in the solicitation. Consider all available technical data and data from sources such as: Quality complaints, records of Preaward Surveys, Postaward Orientation Conferences, special inspection, and any other factor bearing on item or contracting action.

(b) Consider past problems (such as PVP/lab test failures, waivers, PQDRs), critical/major characteristics, and field reports in order to select items/characteristics for SPC application.

(2) Determine and specify to the Contracting Officer, the minimum characteristics to be controlled by SPC and enter as part of the QAP. Without the minimum characteristics, the contractor as a result of Pareto analysis and critical characteristic criteria as described in the QAP would determine the SPC application.

(3) Review contract documents to assure the SPC QAP is administratively correct and technically sound for the item being purchased, and take action to make changes when necessary. If the recommended clause has not been incorporated, a recommendation for inclusion shall be forwarded to the Contracting Officer.

(4) Provide support on SPC issues to the Contracting Officer and other Government activities (e.g., DCMC), throughout the contracting process.

(5) Use the SPC QAP (figure 16-1).

17. DEVELOPMENT OF STATISTICAL TECHNIQUES

a. Under proper circumstances, sampling will provide an economic means of determining the probable quality level of a lot or batch of units of product of a single type, grade, size, and composition which are manufactured under essentially the same conditions and essentially at the same time. However, sampling plans are based upon the laws of

probability, and when they are used, the user must assume the risk that the sample may not be representative of the quality level of the lot. When a decision is made to employ sampling techniques, a comprehensive evaluation must be made of the capability, limitations, and risks of the sampling plan selected.

b. The use of statistical sampling plans does not mean that the contractor has the right to knowingly supply any defective materiel to the Government, nor does it mean that the Government will knowingly accept defective materiel.

c. 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.

d. Personnel responsible for quality requirements shall ensure that each solicitation and resultant contract, by contract clause, exhibit or specification reference, contains the necessary requirements to provide an acceptable product. Statistical expertise in quality assurance will be established at each ICP. Personnel will:

(1) Develop/review sampling requirements and accept/reject criteria in specifications, purchase descriptions, QAPs, storage standards, maintenance instructions and Commercial Activity Performance Work Statements, and Quality Assurance Surveillance Plans.

(2) Take the following actions for AQLs, LTPD, and/or point counts:

(a) 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)). The contractual means may include a material Acceptance Statement made part of the Procurement Item Description (PID) or Supplemental Descriptive Data Table (SDDT) in the CTDF or a QAP placed in the contract. These c=0 (accept on zero defects) sampling plans will be constructed to provide less risk to the Government (of accepting lots of materiel with defects) than the AQL, LTDP, or point count sampling plans that they replace.

(b) Revise specifications (before the end of their current five-year review cycle) to remove the AQLs, LTPD, and/or point counts when the specifications (including commercial item descriptions) contain AQLs, LTPD, and/or point counts, and the specifications are prepared/controlled by ICPs. The revised c=0 sampling plans will be constructed to provide less risk to the Government than the AQL, LTPD, or point count sampling plans that they replace. The AQLs, LTPD, and/or point counts may be replaced with one or more of the following: [1] c=0 (accept on zero defects) sampling plans. [2] 100 percent inspection/test. [3] Use of Statistical Process Control (SPC). [4] Use of process capability index (Cp) and process performance index (Cpk) to achieve variability reduction. [5] A Part Per Million (PPM) quality reporting system that accumulates data from individual lots using c=0 sampling plans to establish an ongoing quality assessment. [6] Destructive tests with fixed sample sizes and explicit accept/reject criteria.

(c) Take immediate action to revise the specification as outlined in subparagraph (2)(b) above, in lieu of a contractual override as outlined in subparagraph (2)(a) above, in those situations where the ICPs are responsible for the specifications and standardized sampling plans used for both commercial and military customers, and the use of different sampling plans will cause procurement problems.

(d) Some exceptions to subparagraphs (2)(a) and (2)(b) above are: [1] The nature of the commodity is such that it is necessary to be consistent with the industry's state-of-the-art. [2] The cost of 100 percent conformance is excessive for non-critical application items such as roofing nails, common incandescent light bulbs, clothing and textiles. [3] The commodity is a medical product under the jurisdiction of Federal laws and regulations administered by the U.S. Food and Drug Administration (FDA). [4] The commodity is a subsistence product under the jurisdiction of Federal laws and regulations administered by the FDA, U.S. Department of Agriculture (USDA), or U.S. Department of Commerce (USDC).

(e) Exceptions to subparagraphs (2)(a) and (2)(b) above must only be approved by the ICP Commander or the Commander's designated representatives. Approved exceptions, with supporting rationale, will be documented in appropriate files. Supporting rationale will include market investigations that substantiate that AQLs, LTPD, and/or point counts represent the best or only acceptable practice for measuring quality, when applicable. The exceptions will be periodically reviewed by the ICPs to determine if conditions have changed to permit the elimination of AQLs, LTPD, and/or point counts from DLA contracts and/or specifications for these items. The ICP will decide how often these periodic reviews of exceptions will be performed.

(3) Where a contractor submits a sampling plan, personnel will review the plan to assure that it contains the confidence and quality levels that are required.

(4) When "isolated" lots of materiel are procured (i.e., the units of product or service are not produced in a continuing series of lots or batches over a period of time), the use of AQL plans does not assure the Government sufficient protection.

(5) Develop/review statistical criteria for evaluating contractors and item performance history.

(6) Perform trend analysis and compute confidence levels and other statistical measures.

(7) Perform an analysis of Complaints and present such analyses to management.

(8) Provide training to QA and other personnel on the interpretation and use of statistical techniques.

e. Considerable formal training and preparation in statistics are required for the planning, interpretation, and evaluation of statistical investigations. QA personnel can be trained via on-the-job training; however, as a minimum, Quality Assurance Specialists shall complete the Statistical Quality Control course, Q63, identified in DLAD 4155.7, Quality Assurance Technical Development Program for ICPs and Defense Depots.

18. PREAWARD ACQUISITION SUPPORT. It is essential that adequate quality and reliability support be provided to the ICP contracting mission. QA support to the preaward contracting effort is not limited to the assignment of QAPs, but continues throughout the preaward and contracting cycle. Personnel assigned to perform quality functions will:

- a. Provide provisioning input to Military Services and to the ICP's Contracting and Supply personnel regarding Quality Assurance issues that affect provisioning. This can include areas such as test requirements that may require longer lead times, additional quantities required for destructive testing, and potential quality problems.
- b. Provide support for item transfers. This includes identification of quality aspects and considerations that must be made for items to be transferred, determining the quality information and technical data that is required to be provided by the organization transferring the item, assisting in obtaining the technical data, and identifying items that should be transferred back to Military Services due to quality considerations.
- c. Process MIPRs. See paragraph 19.
- d. Perform Preaward Survey actions. See paragraph 20.
- e. Assist in development of Acquisition Plans. See paragraph 21.
- f. Review requests for the waiver of contract requirements and contracting actions that are related to quality. The review shall be based upon contractor and item history and will consider the circumstances of each case. When contract requirement waivers are repetitive, consideration should be given to revising the QAP requirements. Recommendations will be provided to the Contracting Officer and each request shall be documented with the reasons for the original requirement and the reasons for waiver of that requirement.
 - (1) First Article requirement waiver procedure is provided in paragraph 12.
 - (2) Preaward survey waiver procedure is provided in paragraph 20.
- g. Provide contractor and item quality performance history to the Contracting Officer and other Government personnel to aid in their preaward decisions. See paragraph 41.
- h. Provide contracting personnel support, as requested, in any source selection action, including serving as a member of a Technical Evaluation Panel.

19. MILITARY INTERDEPARTMENTAL PURCHASE REQUESTS (MIPRs). MIPRs are received for processing under the Coordinated Acquisition discussed in DFARS, Subpart 208.70. A MIPR, DD Form 448, is a purchase order issued by one Military Service Government activity to purchase a specific item not managed by DLA, for the MIPR preparing activity. The stocks are usually shipped directly to the location specified in the MIPR. The MIPR may contain, or be accompanied by, QALIs for issuance to the cognizant CAS component when the contract is awarded. MIPRs, unlike normal contracts, do not allow the establishment of QAPs and packaging requirements in advance of contracting to eliminate the need for a manual review of each contracting action.

- a. Review MIPRs for adequacy.

(1) Determine that each MIPR clearly indicates the extent of quality assurance required of the contractor and CAO. This determination will be accomplished through a manual review of each MIPR on an "as received" basis. It will specifically result in the development of QAPs and contract requirements to incorporate MIPR requirements in the contract document, as well as the development and issuance of QALIs, as applicable, to the CAO.

(2) Contact the MIPR-preparing activity to request clarification and corrective actions from the MIPR-preparing activity when QA requirements stated in the MIPR are found to be inaccurate, incomplete, or lacking in clarity to the extent that contracting is precluded. These requests will be processed through the respective MIPR control point.

b. Incorporate appropriate QAPs in contract documents to reflect MIPR requirements.

(1) Obtain approval from the MIPR-preparing activity through the MIPR control point for deviations to specifications cited in a MIPR. Interim approval may be obtained by telephone but must be verified in writing. In the event there has been a revision to the specification referenced in a MIPR, the MIPR-preparing activity will be advised of the change and instructions will be requested.

(2) Assure that changes to the QA requirements of MIPRs are processed as MIPR amendments. This applies whether the change is initiated prior to, or after, conversion to a contract and whether such change is initiated by the ICP or requested by the MIPR-preparing activity. Changes can be initially provided by telephone but shall be confirmed by a MIPR amendment.

c. Provide postaward contracting support on QA matters for MIPR-generated purchases, including the resolution of customer complaints. In accomplishing postaward contracting support functions, coordination will be effected with the MIPR-preparing activity as required.

(1) Issue QALIs to provide MIPR inspection instructions to the CAO and provide technical assistance to the inspection activity or CAO.

(2) Participate in postaward orientation conferences as needed.

(3) Arrange for, or accomplish, all necessary tests and examinations of First Article samples. The MIPR will indicate when the MIPR-preparing activity desires to participate in a test. A copy of the test results will be provided the MIPR-preparing activity for approval of the First Article. If there is unsatisfactory quality history on contractor sources that are indicated on the MIPR as approved sources, the MIPR-preparing activity should be advised and instructions requested.

(4) Evaluate contractor requests for waivers. In this regard QA personnel must remember that all waivers/deviations to the stated requirements of the MIPR require the approval of the MIPR-preparing activity.

(5) Investigate and resolve customer complaints regarding product quality and packaging deficiencies. A complaint received from an activity other than the MIPR-preparing activity will first be coordinated

with the MIPR-preparing activity through the respective MIPR control point. Full actions described in paragraph 27 are applicable, including:

- (a) Review of complaint data.
- (b) Categorization of complaint.
- (c) Complaint investigation and resolution for the MIPR-preparing activity, to include forwarding copies of the complaint to the cognizant CAS activities for information or investigation.

20. PREAWARD SURVEYS. DLAD 4105.1 requires that Contracting Officers obtain information to make a determination regarding responsibility and to determine potential contractors' capability. This necessitates the maintenance of contractor performance history. Contracting Officers use quality information from many sources, including the Defense Logistics Agency Contractor Alert, local contractor performance lists, review of contractor performance history (as maintained in manual or automated files, i.e., the Quality Evaluation Program (QEP)), or as obtained from the CAO and QA personnel at the ICP. Procedures for providing such information are as follows:

- a. Collect appropriate quality history for either the manual or automated systems, for determinations of responsibility and determinations of potential contractors' capability.
- b. When requested by the Contracting Officer, or when performing a review of the quality history of the item/contractor, analyze the quality history to determine when either a specific item or contractor has experienced quality problems in past procurements.
- c. Determine whether a Preaward Survey for QA reasons would be appropriate in future procurements. If determined to be appropriate, personnel performing quality functions shall inform the Contracting Officer, in writing, of this recommendation, providing justification as well as the specific QA areas that need to be reviewed during the Preaward Survey. The review should include the type of item, criticality, complexity, recommendations from the ESA/SPA, and quality history. Quality history data should be reviewed for First Article examinations, waiver/deviation history, previous preaward data, quality deficiency reports, and any other pertinent data. When notified of a proposed Preaward Survey, review the data relating to both the prospective contractor and item(s) involved.
- d. Provide the Contracting Officer with one of the following recommendations, as appropriate, with a pertinent summary of available quality history (obtained from the Quality Evaluation Program (QEP) or manual system):
 - (1) Existing QA data indicates a Preaward Survey is not required.
 - (2) A Preaward Survey is necessary based on the quality history of the item or the prospective contractor.
- e. In providing quality history to Contracting Officers, complete information will be provided for each aspect that affects quality. Contractor quality performance records will not be limited to product quality deficiencies, but also will include discrepancies due to inadequate packaging, improper or missing documentation, overages, shortages, misdirected, and damaged shipments and similar discrepancies, as well as other criteria such as delivery performance.
- f. If Contracting Officers determine that there are overriding reasons for awarding a contract to a supplier who has an unsatisfactory quality history, the contract file will be

documented accordingly, and a Quality Assurance Letter of Instruction (QALI) shall be used/submitted to the activity responsible for Government Quality Assurance at source or destination. Document these actions in the quality history.

g. Provide on-site representation at Preaward Surveys when required. Normally, representations will be limited to those cases when:

(1) Representation is requested by the Contracting Officer or by HQ DLA.

(2) Special commodity expertise and quality history information are only available at the ICP.

(a) If the QA aspects of a Preaward Survey can be effectively performed by a CAS Quality Representative, ICP QA personnel presence is normally not required.

(b) ICP QA personnel should only attend on-site Preaward Surveys when the specific QA requirements of the item on the pending contract require application of their commodity expertise to evaluate the prospective contractor's capability.

(c) If circumstances require ICP participation in the on-site Preaward Survey, they will be prepared to actively participate and apply their judgment and expertise in evaluating the prospective contractor's capability. Their findings should be coordinated with any CAS Quality Representatives on the survey team and incorporated into the official report submitted by the CAO. Participation in on-site Preaward Surveys by ICP personnel will be reported as QSMVs.

h. Review the results of all Preaward Surveys containing information questioning a contractor's quality control capability. In addition, coordination with contracting personnel should be effected to allow review of other Preaward Survey results where quality was reviewed and found to be adequate. This is especially important for Preaward Survey results involving items or contractors for which there was a previous recommendation for performance of a Preaward Survey based on unsatisfactory quality history. These reviews will be conducted whether or not a ICP representative participated in the on-site Preaward Survey.

(1) Reviews should ensure that all pertinent quality factors were considered.

(2) The reviews will be performed in an expeditious manner to prevent undue delays in the contracting process.

(3) If the review reveals possible problems in the quality area, and contract award is made, this will be brought to the attention of the responsible contract administration activity and a QALI issued if considered necessary.

21. ACQUISITION PLANS AND ASSOCIATED SOLICITATIONS. Written acquisition plans document the objectives of the acquisition and details of the considerations and alternatives that have been evaluated. Personnel performing quality functions provide support to the acquisition planner regarding the development of quality aspects of the acquisition plan and review and evaluations of other areas for their effect upon the quality of the materiel to be acquired. Personnel performing quality aspects of acquisition planning will:

- a. Serve as members of the acquisition planner's team when requested.
- b. Provide quality-related solicitation plans. This includes:
 - (1) Complete, adequate, and current QAPs.
 - (2) Plan of performance, inspection and acceptance points.
 - (3) Contract quality requirements.
 - (4) Quality considerations of Government versus contractor performance, i.e., Government Furnished Material, Government Furnished Equipment.
 - (5) Discussion of methods to be used to determine quality/compliance with requirements. Consider and include:
 - (a) First Article test requirements.
 - (b) Production tests.
 - (c) In-process surveillance, inspection and acceptance criteria.
 - (d) Special test requirements and location of testing.
 - (e) Alternative for test requirements and criteria for waiving test requirements.
 - (f) Use of CoC.
 - (g) Use of CoQC.
 - (6) Requirements for use of QPL, QSL, qualified manufacturer's lists, or other qualification requirements (provide number of products/sources on qualification lists and describe plans for qualifying additional products/sources).
 - (7) Requirements for certification, licensing, or approval by Government control agencies.
 - (8) Reporting requirements for production surveillance and production progress and description of any reliability and maintainability requirements.
 - (9) Planned use of warranties.
 - (10) Plans to use test and evaluation methods (i.e., lab testing, receipt inspection, product audits. Plans for other Quality assurance support actions as provided by this manual.
- c. Determine and provide item quality performance history, for the same or similar supplies and services, including customer complaints, quality history, and congressional inquiry history.
- d. Provide contractor quality history for anticipated sources to be solicited.

e. Determine, document, and advise the acquisition planner of the effects upon quality for alternative supplies and sources, and tradeoff considerations of price differences, quality, and acquisition/production lead time.

22. Prime Vendor and Performance-based Service Contracting (PBSC).

a. Quality support must be provided to Contracting Officers to define, analyze, and categorize support functions and tasks for the purpose of contracting with private industry for services and support activities. This can include the evaluation of present Government functions for possible conversion to performance by contractor personnel.

b. Functional personnel develop the contract statement of work that is performance oriented. These statements are referred to as Performance Work Statements (PWS). The PWS describes the effort in terms of objective, measurable performance standards (outputs). Each PWS should have a companion Quality Assurance Plan which measures contractor performance against the performance standards.

c. When developing or reviewing PWSs and QAPs, personnel should assure that they contain:

(1) The basic QA policy that should be incorporated clearly in PWS definitions, performance requirements, and technical exhibits, is the requirement that quality control is a contractor responsibility.

(2) Clear definition of Quality Control requirements/system that is required of the Contractor. Contract Quality requirements provided in FAR 46.202 and 46.203, and paragraph 6 of this instruction, should be specified.

(3) Outcomes that can be measured and monitored. This includes:

(a) Performance standards that can be used as criteria to judge acceptable and non-acceptable performance.

(b) Performance standards that are appropriate for the type of service required, e.g., critical services should have stricter standards and low ADD requirements in comparison to AQLs or number of customer complaints allowable for non-critical services. The performance requirement summary should not indicate which method of surveillance will be used by the Government.

(4) Definition of Quality Assurance (Surveillance) that MAY be performed by the Government. These are referred to as Quality Assurance Surveillance Plans (QASP). Whether all of these elements are used is a determination of the person performing quality functions, and all of these elements should be available to be invoked when needed. Quality Assurance surveillance methods should not be restrictive, i.e., the Government COR needs the freedom to change methods of surveillance as needed. The Quality Assurance methods should include planned surveillance methods appropriate to the criticality and frequency of each task specified in the PWS. These should include:

(a) Initial assessments/audits of the contractor's quality system to determine if the contractor's quality system that is actually implemented is as stated in the contractor's proposals and is effective.

(b) Review of performance metrics that are maintained by the contractor. Access to the contractor's management information system should be specified as a requirement in the contract to enable this review. The review may include such things as process control records, type and frequency of replacement items or services requested, customer complaints, and evaluations of effectiveness of the contractor's quality system.

(c) Performance evaluations against product delivered or services performed. Procedures for performing product quality assurance performance evaluations should be specified or negotiated with the contractor. For product inspection/testing, establishment of procedures for a sampling methodology, selection, shipment, replacement of samples, reports format, and the transmission of product verification results to the contractor should be defined. Results of random and directed inspection/testing need to be maintained in a format that is usable to contracting personnel, integrated process teams and future technical panels as required. Any random/directed performance evaluation of product should only be to monitor contractor performance and not to accept or reject product or services that are provided.

(5) Other elements depending on the scope of the contract and the nature of the items/materiel provided, warranty provisions, product liability, and recoupment provisions may also be defined in the solicitations or defined during negotiations.

23. POSTAWARD ACQUISITION SUPPORT. QA support to the contracting effort is not finished when the contract is awarded. Personnel responsible for performing Quality Assurance functions will be responsive to requests for QA action from other ICP personnel, and respond to these requests using the most current data available. A summary of post-award actions is as follows:

a. Review contract documents, to assure that QAPs are administratively correct and technically sound for the item being purchased, and taking action to make changes when necessary. SPA approval must be obtained prior to amending any specification requirements. See paragraph 24.

b. Provide support on quality and reliability issues to the Contracting Officer and other Government activities, e.g., DCMC, throughout the postaward contracting process. This includes:

(1) Providing recommendations for, or waivers of, postaward orientation conferences, based on contractor quality history. See paragraph 25.

(2) Issuing QALIs designating specific inspections, verification, or tests, to be conducted by the CAO, or the receiving depot. In addition, providing the CAO/Depot with quality history for the product, service, or contractor, when appropriate. See paragraph 26.

(3) Participating in First Article testing or production tests at contractor plants, as required/as requested by the CAO. Evaluating and recommending approval or disapproval of test reports. See paragraph 12.

- (4) Arranging for Government or commercial laboratory testing, as necessary, through the Product Verification Manager. See paragraph 13.
- (5) Evaluating contractor requests for changes to, or waiver of, contract requirements. See paragraph 4.
- (6) Evaluating contractor requests for product deviations and product waivers, and recommending approval or disapproval of the request. When the request affects requirements established by an ESA, SPA, or technical activity, approval will not be recommended without coordination. See paragraph 27.
- (7) Performing QSMVs to inspection activities, depots, supply points, prepositioned war reserve sites, laboratories, customer installations, and contractor facilities. See paragraph 31.
- (8) Participating in QSRs as warranted by quality history and/or other circumstances. See paragraph 31.
- (9) Investigating, resolving, and responding in a timely and adequate manner to Customer Depot Complaints (CDCs) which report product/packaging quality deficiencies. See paragraph 28.
- (10) Providing commodity oriented training to DCMC, DD, and ICP personnel, and other activities, as required.
- (11) Investigating and replying to adverse quality and reliability allegations. See paragraph 32.
- (12) Performing Quality Assurance actions and investigations of Counterfeit Materiel and Unauthorized Product Substitutions (CM/UPS) cases referred by the CM/UPS Committee. See paragraph 33.
- (13) Evaluating Contract Data Package Recommendation/Deficiency Reports (DD Forms 1716). See paragraph 34.
- (14) Appearing as Government witness at trials and giving depositions, as required.
- (15) Arranging for special Quality Audit inspection of materiel at DDs and supply points. Audits will be arranged through the ICP Product Verification Managers. See paragraph 37.
- (16) Collecting and maintaining quality history. Providing contractor quality performance history to the Contracting Officer and other Government personnel to aid in their postaward decisions, e.g., recommended terminations, waiver requests, and suspension/debarment. See paragraph 41.

24. **CONTRACT REVIEW.** To assure that appropriate QAPs have been incorporated into the contracts and to prepare for postaward QA actions, it is essential that the Quality Assurance personnel review the actual contracting documents. Because the quality requirements are put in solicitations before award, there is no way to know which contractor actually received the award in order to take necessary QA actions. As a

minimum, personnel assigned responsibility for quality should review all ICP contracts, and contract modifications, designating 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. The following procedures apply:

a. Assure that contracts and contract modifications (for their assigned items) that have CQA at source, are provided for review.

b. Determine which contracts and contract modifications (for assigned items) that have CQA at destination, should be provided for review.

(1) During routine preaward actions (i.e., review of acquisition plans, determination of QAPs, Preaward Surveys) an indication may be given that quality problems may occur. At this time, the person performing QA functions should take action to assure that future contracts will be provided for their review.

(2) During routine postaward actions (i.e., PQDR investigation, First Article review, Waiver/Deviation review, QSMVs) an indication may be given that problems are being experienced with items or contractors. At this time, action should be taken to assure that future contracts will be provided for review.

c. Review contracts and contract modifications as follows:

(1) Check the contract to assure that the QAPs and contract quality requirements originally requested were placed in the contract documents. Check the contract modifications for any changes in requested quality requirements.

(2) Check the contractor history to assure that there is no adverse history that would affect the performance of the contract. This is needed at the point of contract review because contract review is the first time that the contractor is known to the person that recommended the contract requirements.

(3) If there are changes to what was requested, or changes are required based upon review of quality history, the Contracting Officer should be informed. Possible corrective actions that the Contracting Officer may wish to make may be issuance of a modification or even termination of the contract. If suggested/requested changes are not made, the request should be documented and consideration should be given to performing additional quality assurance surveillance actions or performance verification.

d. Perform or prepare for postaward actions based on the review of the contract, and the quality history of the contractor, as follows:

(1) Determine the need for a postaward conference.

(2) Determine the need for a QALI.

(3) Initiate arrangements for First Article and other tests.

(4) Determine the need for a QSMV.

(5) Determine need for special audits and initiate actions.

(6) Input the contract's quality data into the quality history system (QEP, if available).

25. POSTAWARD ORIENTATION CONFERENCE. Postaward conferences are conducted by the Government to fully familiarize the contractor with the terms and conditions of the contract and clarify any misunderstandings. Personnel performing quality functions will:

a. Request a postaward conference when past quality history and/or previous contractor experience on an item has shown quality problems. When recommending a postaward conference for QA reasons, provide the Contracting Officer with pertinent data to support the need for such conference and the specific requirements necessary to assure a comprehensive conference in the QA area.

b. Participate in postaward conferences, when appropriate (i.e., requested by the Contracting Officer or when specific knowledge or expertise is available only from the ICP) providing background, quality performance data, and QA assistance to contractors and in-plant QARs.

(1) Prior to participation in a postaward conference, review the following areas:

(a) Preaward Survey Findings.

(b) Previous postaward conferences.

(c) Critical nature and technical complexity of supplies and services from a QA viewpoint.

(d) Quality history of the contractor and/or item

(e) Status of contractor (new, current, personnel changes)

(f) Special provisions of the contract (in-process inspection, test verification procedures, Government approval of first articles and control of Government furnished materials).

(2) If review of (1) indicates any ambiguous or inadequate technical requirements/QA requirements, resolution should be obtained prior to postaward conference.

(3) Actions to resolve any deficiencies may include requests to user/ESA/SPA for clarifications, changes or recommended contract modifications.

c. Arrange for the conference. The office that determines the need for a post-award conference normally will make the necessary arrangements for the conference. Personnel performing quality functions will act as chairpersons of conferences when designated by the Contracting Officer. The duties of the chairperson include establishing a time and place for the conference, preparing an agenda, notifying the CAO, conducting a preliminary meeting of Government personnel, and preparing a summary report of the conference. When personnel are designated as chairpersons, they will:

- (1) Prepare an agenda using DD Form 1484, Post-Award Conference Record, as a guide to ensure all significant matters are covered.
- (2) Ensure copies of the agenda are distributed to the participants sufficiently in advance of the conference to allow them time for preparation.
- (3) Schedule a meeting of Government personnel prior to the conference and establish the Government's position on the contract to avoid any disagreement in the presence of the contractor.
- (4) Supervise preparation of a summary report upon completion of the conference and sign the report. Assure quality problems discussed at the conference, including those requiring further action and resolution, are recorded in the summary report.
- (5) Distribute copies of the summary report to the Contracting Officer, the CAO, the QAR, and other participants and activities requiring the information. The Contracting Officer shall distribute the report to the contractor if determined necessary.

d. Perform the following functions at postaward conferences:

- (1) Provide background information on the quality aspects of the item(s) discussed and include data on past contractor(s) problems (without identification of the firm(s) involved).
- (2) Participate in the conference, answering any questions relating to the QA aspects of the contract. If a QA question cannot be answered during the conference, the Contracting Officer will be informed and every effort will be made to provide a response within a reasonable time.

26. QUALITY ASSURANCE LETTERS OF INSTRUCTION (QALIs). QALIs are issued to/discussed with the activity responsible for Government CQA actions at source or destination for the purpose of assuring the integrity of DLA-procured products and services.

a. QALIs are used for

- (1) Providing for positive in-plant Government inspection of selected product or process characteristics by specifying to the CAO the type and extent of Government inspections to be performed on a given contract for specific supplies or services that are complex or for which unusual requirements have been established, or that have been reported deficient or nonconforming by receiving, testing, or using activities.
- (2) Providing the CAO with adverse quality history on the item and/or contractor so the CAO is aware of known or potential problem areas.

b. There are two types of QALIs:

- (1) A formal QALI is a letter prepared by personnel performing quality functions on the ICP's letterhead stationery and signed within that persons organization. This letter is provided to the CAO/inspection points to provide information and to request mandatory inspections. Mandatory inspections shall only be requested with a formal QALI.

Data considered appropriate for a QALI should not be incorporated in an award instrument or contract.

(2) An Informal QALI is any communication (by telephone, fax, informal notes, or meetings with CAO/inspection point personnel. It is essential that summary information of both informal and formal QALIs be entered into the QEP to assure that a record is kept of the requirements or information provided.

c. In keeping with DoD policy, CAOs are required to:

(1) Perform inspections imposed by QALIs.

(2) Review QALIs and, when appropriate, make recommendations to the Contracting Officer for their improvement.

(3) Continue performing QALI-imposed inspections until recommendations have been acted upon. The Contracting Officer is obligated to take appropriate action on such recommendations. The type and extent of inspections specified in a QALI should not be considered as static, but rather subject to changes throughout the life of the contract based on quality history such as postaward conferences, Government in-plant inspection results, QSMVs, QSRs, user feedback, waivers, and other related data.

d. Periodically, special inspections at depots may require the issuance of QALIs. Such letters should be used to the extent necessary to achieve the same objectives at depots as at contractor facilities.

e. Personnel performing quality functions must make a determination whether a QALI is needed for a specific contract. they should base their decisions on the following factors:

(1) Criticality of the product in relation to its intended use, considering such factors as reliability, safety, and interchangeability.

(2) Contractor performance and past experience with the same or similar items indicates a need for special attention. Future contractor performance may be indicated when a contract award is made to a contractor irrespective of a negative preaward survey.

(3) Problems that have been encountered in the acquisition of the same or similar items.

(4) Feedback data from receiving, testing, and using activities.

(5) The contract concerns a new contractor or item for which there is no quality history.

(6) The technical activity request for a flow down to the CAO of mandatory inspections (e.g., MIs on IRPOD items). A QALI shall be used to accomplish this in all cases.

(7) A determination is made to specifically withhold CAO authority for acceptance of minor nonconformances of material.

(8) The CAO's use of CoC needs to be restricted when a competitive procurement is awarded to a contractor whose reputation or

performance does not provide assurance that defective supplies would be replaced without contest.

(9) There is a need to call a postaward conference.

(10) There is need for ICP personnel to participate in First Article or similar testing, or provide technical assistance.

(11) A change has been made in the Quality Assurance Provisions since the item was last procured. This can include adding CoQC, Manufacturing Process Control clause, or the Statistical Process Control QAP.

f. Restrictions for use. QALIs shall be issued on a contract-by-contract basis only and shall not be prepared covering the following conditions or containing the following types of information without prior approval of HQ DLA, DLSC-LEQ:

(1) As a substitute for incomplete contract quality requirements.

(2) Where the contract does not impose equal or greater inspection requirements on the contractor.

(3) Encompassing broad or general designations such as "all requirements," "all characteristics," or "all characteristics in the classification of defects."

(4) On routine administrative procedures.

(5) Specifying continued inspection requirements when statistically sound sampling will provide an adequate degree of protection.

(6) On a commodity or FSC basis.

g. Preparation of QALIs. Guidance as to the type of information considered appropriate for inclusion in a QALI is provided below.

(1) Contract Identification. Identify the contract number; name and address of contractor (include name and address of place of manufacturer if different from the prime contractor); item(s) being procured and applicable specification/drawing/part number.

(2) ICP QA Point of Contact. Identify the individual assigned to the specific contract to include his/her organization, telephone number, fax number, and e-mail address.

(3) Postaward QA Conference. Include in the QALI only if it is determined that such a conference is essential and beneficial with respect to a detailed review of the contractual QA/ technical requirements.

(4) Inspection Instructions. Describe in precise terms the type and extent of the inspections (specific product/process characteristics) the CAO is required to verify. Characteristics must be clearly listed and referenced to their respective technical source document such as the specification or drawing. "Type of inspection refers to examination (visual/dimensional) and testing of end items as well as in-process and may apply to First Articles, Production Lots and production quantities." "Extent" should be phrased to clearly define the degree and frequency

of the Government inspection required, e.g., verifying that the listed characteristics conform to technical requirements on "each of the first 50 production quantity items;" "using the contractual sampling plan, sample each lot submitted by the contractor for Government acceptance and verify that paragraph x.x.x of Specification XX complies with contractual requirements;" other similar instructions. Efforts must be made to avoid usage of general terms, such as all characteristics and total requirements. Extreme care must be taken in identifying these mandatory inspections, as excessive or nonessential inspection requirements directed by the Purchasing Office impose a heavy burden on the CAO. The QALI should not include requirements for Government inspection unless the contract imposes similar requirements on the contractor. If such a condition is surfaced, action should be taken to modify the contract. Further, where the specifications require the Government QAR to perform certain identified inspections, these requirements should not be repeated in the QALIs.

(5) Nonconforming Materiel and Services. Specify the CAO authority for accepting nonconforming materiel. The CAO has the authority to accept nonconforming materiel having minor departures unless the Contracting Officer specifically withholds such authority. Minor departures are defined as those which do not involve health, safety, performance, durability, reliability, interchangeability, effective use, operation, weight, or appearance (where a factor). If it is determined that acceptance authority for minor departures should be withheld, the QALI must indicate this requirement and include instructions as to procedures the CAO is to follow in processing contractor requests to the PCO for consideration.

(6) Contractor/Item Quality History. Provide pertinent, factual, and objective information about product problems experienced, possible trouble areas, and contractor past performance, where performance may adversely affect the quality of supplies and services being contracted. There may be instances where the QAR may not be thoroughly familiar with the item under contract; therefore, it is of major benefit to the ICP to impart the experience that has already been gained with the same or similar items. This type of information should be most helpful in assisting the CAO plan and implement in-plant CQA actions taking into account known or potential problem areas.

(7) CAO QA Inspection Records. Product verification records shall not be requested indiscriminately; but where such records are required, forms in use by the CAO's QARs shall be used to satisfy this requirement.

(8) Product-Oriented or Specialized Training and Experience. Specify training or assistance available/required. When it is determined that specialized product-oriented experience and/or training is required to accomplish the job and protect the interests of DLA in obtaining a quality product, details concerning the types of product-oriented training and experience and why it is considered essential should be included in the QALI. DLA personnel may offer technical assistance and request the CAO provide notification of when specific tests/examinations will take place so on-site participation by ICP personnel can be arranged.

(9) Acknowledgment of QALI. Self-explanatory.

h. Approval and Distribution of QALIs. After the completed QALI is signed, two copies of the approved QALI will be forwarded to the cognizant CAO or provided to the Contracting Officer for attachment to the CAO's copies of the contract during contract distribution.

i. Post QALI Actions. After issuance of the QALI, pertinent feedback data, i.e., test results, QSMVs, and user experience, should be analyzed to determine if conditions warrant a change in the type and extent of inspection imposed on the CAO. Such an adjustment may be upward or downward. It is DLA policy to be responsive to CAO requests for reduction of inspection requirements contained in the QALI, provided sufficient data and justification are furnished to substantiate the requested reduction. All requests will be answered and if a request is denied, the reasons will be included in the reply. Telephone inquiries to the ICP's QA point of contact for a specific QALI should be answered promptly as the effectiveness of the QALI is keyed to a full understanding of it by the CAO.

27. DEVIATIONS AND WAIVERS - NONCONFORMING MATERIEL. QA personnel must evaluate and make recommendations to the Contracting Officer on requests for Deviations and Waivers of nonconforming materiel.

a. The following definitions apply:

(1) Requests for Deviations are written requests from the contractor, after contract award and prior to manufacture of an item, to depart from a particular performance, or other design requirement, of a contract specification or referenced document. The request for the deviation must specify the number of units or specific period of time. The written authorization from the Contracting Officer to the contractor is the Deviation.

(2) Requests for Waivers are written requests from the contractor, after contract award and during/after production of the item, for specific items that have been determined to depart from a particular performance or other design requirement of a contract specification or referenced document. The written authorization from the Contracting Officer, accepting the departure, is the Waiver.

(3) Nonconforming materiel is any item, part, product, or packaging of product, with one or more characteristics which depart from the specification, drawing, or product description requirements of the contract.

b. Requests for Waivers/Deviations discussed in this section are for product performance/characteristic nonconformances. The evaluation of "Product" Waiver/Deviation Requests is different from the evaluation of "Contract" Waiver/Deviation Requests. Contract Waiver/Deviation Requests refer to requests for contract clause changes (i.e., removal of First Article requirement, Higher-level contract requirements, testing requirements). Procedures for evaluation of contract waiver requests are provided in paragraph 18.

c. It is DLA policy to accept only that materiel which fully conforms in all respects to the contract requirements. The offer of nonconforming material to the Government for acceptance should be the exception, and contractors should be discouraged from submitting Requests for Deviations and Requests for Waiver.

d. When evaluation of the criteria depicted in a specification indicates a change is required or beneficial to the Government, action should be taken to change the criteria, not waive them. Caution must be exercised to ensure the criteria are not degraded in favor of resolving contractor problems with meeting schedules or contractor inability to meet valid criteria.

e. The contractor prepares Requests for Waivers/ Deviations, in accordance with contractual requirements, and forwards them through the ACO (who adds comments and recommendations on DD Form 1998, Comments on Waivers, Deviations, or Engineering Change Request) to the PCO. The Contracting Officer refers requests for product Waivers/Deviations to the person performing QA functions at the ICP for evaluation and recommendations.

f. The authority for disapproval of requests is as follows:

(1) The Contracting Officer has the authority to reject the Waiver/Deviation request upon receipt of the request or after obtaining recommendations from functional personnel (i.e., Quality Assurance, Technical, Supply) or the Military Services (i.e., ESA, SPA, or technical activity).

(2) Personnel performing quality functions may recommend rejection of Waiver/Deviation requests upon receipt (without need for forwarding the request to any other person for review). They may also recommend rejection after reviewing approval recommendations submitted by other functional elements; however, the Contracting Officer will be responsible for the final determination when conflicting recommendations are involved.

g. The authority for approval of requests is as follows:

(1) Authority to accept minor nonconformances of materiel is delegated by the PCO to the CAO, except when authority for such acceptance is specifically withheld by the PCO. The PCO makes a determination to approve Waiver/Deviation requests, upon receipt of the request or after obtaining recommendations from functional personnel, but all Contracting Officer's approval determinations, for minor nonconformances, must be submitted to higher authority at the ICP for approval.

(2) For materiel having major nonconformances, the determination as to suitability for use "as is," or with repair, is the responsibility of the technical activity responsible for technical requirements. Each Contracting Officer's approval determination, for a major nonconformance, must be submitted to higher authority for approval.

h. Personnel performing quality functions will:

(1) Receive product Waiver/Deviation Requests from the PCO. If the request does not contain comments/recommendations from the CAO, the PCO will be so informed. Contractor requests will be controlled and processed expeditiously to avoid production delays and possible claims against the Government.

(2) Perform an initial evaluation of the request. The initial evaluation will, as a minimum, consider the following factors:

- (a) Classification of nonconformance (major or minor). (The determination to accept a major nonconformance must be made by the activity responsible for technical requirements and will be forwarded to the ICP's technical element for evaluation and submission to the appropriate activity.)
- (b) Comments and recommendations of a quality/technical nature made by the CAO or other activity providing inspection services.
- (c) The effect of the nonconformance/deviation on performance, durability, reliability, interchangeability, maintainability, effective use or operation, weight or appearance (where a factor), and health or safety.
- (d) The practicability and cost of rework or repair.
- (e) Previous request(s) for Waiver(s)/Deviation(s) from the same contractor.
- (f) Previous request(s) of the same nonconforming characteristics/deviations from the same contractor and/or other contractors.
- (g) Criticality of application, quality history of the item/contractor, commercial nature of the item, unit cost of the item, and similar criteria.
- (h) Concurrent requests for minor nonconformances from same contractor. Evaluation is necessary to determine if the cumulative effect is a major nonconformance.

(3) Forward a written recommendation to the PCO, supported by justification, to disapprove the Waiver/Deviation Request if the initial evaluation indicates that the request should be disapproved. A recommendation to disapprove should be provided when the Waiver/Deviation is repetitive, the request is not fully justified, or it is determined that approval is not in the best interest of the Government.

(4) If the initial evaluation indicates approval may be warranted, the request will be forwarded to the responsible technical personnel for evaluation/submission to the Military Service/Agency responsible for technical requirements (i.e., the ESA, SPA).

(5) Forward requests for input/assistance to other functional personnel at the ICP, if the determination cannot be made without assistance.

(6) Upon receipt of input from the ICP person/activity responsible for technical requirements, perform a thorough analysis of the input. Acceptance recommendations should be limited, and provided only in those cases where the evaluation fully justifies the recommendation and it has been determined to be in the best interest of the Government. Repetitive waivers should not be accepted.

(7) Upon completion of the evaluation:

- (a) Provide a written recommendation to the PCO. A comprehensive technical evaluation and economic analysis, as required, will support this recommendation. Conflicting recommendations from other functional personnel should be included for the PCO's final

determination. For Requests concerning major nonconformances, include the concurrence/nonconcurrence of the technical activity.

(b) Notify the PCO in writing when repetitive requests have been referred for evaluation so the PCO can consider this as a factor when making determinations of a prospective contractor's responsibility.

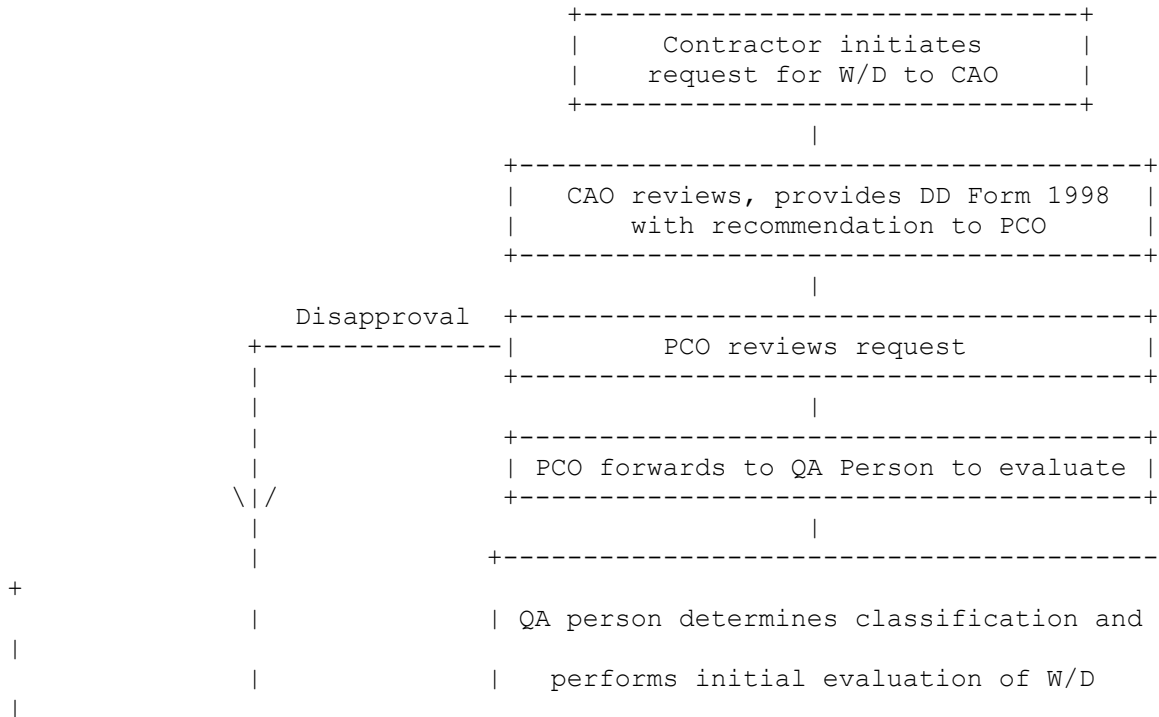
(c) Assure coordination with ESAs/SPAs through appropriate channels when evaluated Waivers/Deviations indicate a specification/drawing change is required or beneficial to the Government. Treat repetitive requests from different manufacturers as evidence of the need for specification revision.

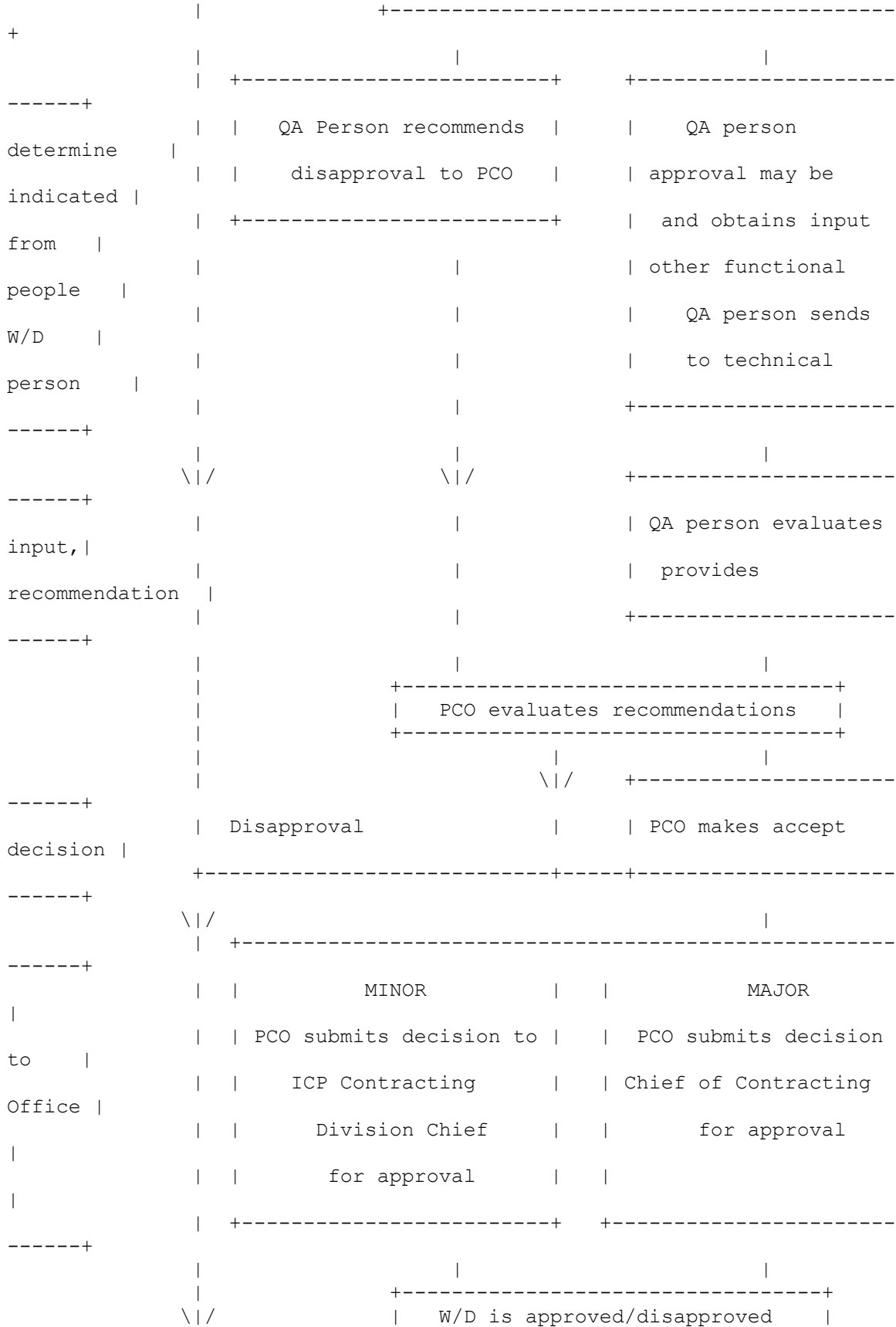
(d) Assure action is initiated as necessary to update the CTDF to prevent recurrence of the same request for a Waiver/Deviation.

(e) Provide information as necessary to appropriate ICP personnel who maintain the Waiver/Deviation register. Per the Waiver/Deviation Status Report (RCS DLA(Q)2428(E-AQ)), each DLA ICP shall collect Waiver/Deviation data for each Waiver/Deviation that is processed. This data focuses continued emphasis on repeat requests for, and repeat approvals of, Waivers and Deviations for nonconforming supplies and the need for Military Services to change Technical Data Package requirements based on these repeat Waivers/Deviations. The data to be collected, and the format for reporting, are identified in the Waivers and Deviations System Users Manual.

(f) Update appropriate quality history files and use Waiver/Deviation history as a basis for determining the need to issue a QALI on current, pending, or future contracts.

WAIVER/DEVIATION (W/D) PROCESSING





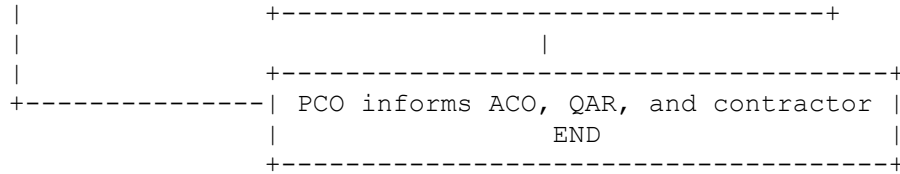


Figure 27-1

28. Product Quality Deficiency Reports (PQDRs) and other Customer Depot Complaints

a. Complaints of product/packaging quality deficiencies are sent to the ICP Focal Point, which will:

- (1) Provide a single face to customers/depots for receipt and system entry of PQDRs and CDCs. See paragraph 30 for CDCS procedures.
- (2) Distribute PQDRs and CDCs to appropriate ICP person for resolution and response.

(a) Product/Packaging quality CDCs should be assigned to the person assigned to perform quality functions on the item.

(b) The remaining CDCs will be distributed to other ICP personnel for action commensurate with the type of deficiency reported. b. The following procedures apply specifically to PQDRs. The same logic will be used for investigation and resolution of other types of CDCs that involve product/packaging quality, such as Supply Discrepancy Reports (SDRs) (formerly known as Reports of Discrepancies (RODs), FMS RODs reporting quality defects, and Storage Quality Control Reports (DD Form 1225).

- (1) Redirect complaints that are the responsibility of another activity or ICP functional element. Advise the screening point, and ICP focal point, as appropriate. Complaints submitted on the wrong form will not be returned to the screening point but will be worked as if it arrived in the right format.
- (2) Determine if the item was procured under a Military Service Contract (sometimes referred to as "local" procurement). If the date of the Military Service Contract is after the date that item management was transferred to DLA, the PQDR shall be determined to be invalid and returned to the screening point. If the Military Service contract date precedes the item transfer date, the PQDR should be resolved using all available means.
- (3) Validate the PQDR categorization.

(a) An initial review of the discrepancy should be made to verify that the PQDR has been accurately categorized by the screening point in accordance with DLAD 4155.24 criteria. If there is reason to believe that a Category I designation is not appropriate, the Military Service screening point shall be contacted for authorization to change the Category I designation. In no case will Category I PQDRs be downgraded to Category II without authorization from the screening point.

(b) Categorize PQDRs not categorized by the Military Service/Agency screening point. When appropriate, request assistance of the reporting activity in assigning a category. PQDRs involving applications that may cause death, injury, severe occupational illness, loss or major damage to a weapon system, critically restricts combat readiness, or would result in a production line stoppage should be placed into Category I status. Category II PQDRs that report critical application items, and/or safety conditions, should be handled as expeditiously as a Category I PQDR, with immediate consideration of a system freeze and alert notifications, and telephone and message communications should be used to the maximum practical extent.

(4) Acknowledge receipt of Category I PQDRs within 24 hours.
Acknowledge receipt of Category II PQDRs.

(5) Review the PQDR for completeness. If essential information is missing which precludes processing of the complaint, note the information needed from the originator/screening activity or perform research to gain additional insight into the problem.

(6) Start the 24-Hour Replacement procedures as follows: Call the originator, acknowledging receipt of the PQDR and inquire if credit or replacement item, if available, is required. (If the customer specifies their desires in the complaint, calling them is unnecessary; however, Action Office/QAS should contact customer with information pertaining to replacements). If the PQDR is for low-dollar/low significance items, or if it does not make sense to call the customer, the 24-Hour procedure does not apply.

(a) If credit is desired, initiate local credit procedures and annotate the PQDR CDCS record. If partial replacement can only be offered, credit procedures will be followed for difference.

(b) If replacement is desired and assets are available, notify Product Verification Program (PVP) office to immediately check stock. If deficiency is one the Depot is capable of detecting, they will ask the Depot to check stock.

(c) If conforming materiel is found: [1] Annotate the CDCS record of PQDR with disposition instructions in work center comment page with exact ship-to-address and attention line. [2] If requesting return of deficient stock, annotate PQDR notifying customer which depot/test site to return stock to and reminding customer to ship back under original document number. FAX a copy of PQDR to customer for inclusion with shipment so that the depot/test site can receipt in Condition Code K. Follow-up with the customer until depot/test site receives deficient stock. [3] Forward the complaint to the appropriate requisition processing personnel and charge the CDCS record to that code. [4] Requisition processing personnel will input an exception Material Release Order (MRO), using Priority Code 01 and Project Code "QDR". If the requisition number is in the Active Requisition Control and Status File (ARCSF), they will use an assigned SCO number. Signal Code "M" will be input and the requisitioner's ship-to DODAAC will be provided in the supplementary address. If the requisition number is not in the ARCSF, the original requisition number will be used to initiate the replacement shipment. Signal Code "D" will be used if shipment is to go to the requisitioner, while Signal Code "M" is

used if the shipment is to go to the supplementary address. In all cases, the Directed Action Code "7" will be used in card column 77 which allows the requisition to process as a free issue. Requisition processing personnel will FAX a message/form letter and a copy of the PQDR CDCS record to the depot with shipping instructions with the appropriate document number. After actions are completed, requisition processing personnel will charge the PQDR back to the Action Office for further review/action. [5] Depot personnel will ship MRO, using assigned document number and specific address and POC provided by Action Office. Copy of the PQDR CDCS record will be included in each shipment and depot personnel will provide all appropriate shipping confirmation data to SAMMS.

(d) If the materiel is found nonconforming by the Depot: [1] Depot personnel will notify PVP office. [2] The PVP office will notify the Action Office. [3] Normal suspension procedures will be followed. [4] The Action Office will notify the customer and initiate credit.

(e) If the deficiency is one which cannot be detected by depot personnel, the PVP office will initiate redistribution of either samples or entire PQDR replacement quantity to appropriate test lab. [1] Lab personnel will notify PVP office of test results. [2] The PVP office will notify the Action office.

(f) If the test lab finds the assets conforming and if enough assets are at test lab: [1] Annotate the CDCS record of PQDR with disposition instructions in work center comment page with exact ship-to-address and attention line. [2] If requesting return of deficient stock, annotate PQDR notifying customer which depot/test site to return stock to and reminding customer to ship back under original document number. FAX a copy of PQDR to customer for inclusion with shipment so that the depot/test site can receipt in Condition Code K. Follow-up with the customer until depot/test site receives deficient stock. [3] Forward the complaint to the appropriate requisition processing personnel and charge the CDCS record to that code. [4] Requisition processing personnel will input an exception Material Release Order (MRO), using Priority Code 01 and Project Code "QDR". If the requisition number is in the Active Requisition Control and Status File (ARCSF), they will use an assigned SCO number. Signal Code "M" will be input and the requisitioner's ship-to DODAAC will be provided in the supplementary address. If the requisition number is not in the ARCSF, the original requisition number will be used to initiate the replacement shipment. Signal Code "D" will be used if shipment is to go to the requisitioner, while Signal Code "M" is used if the shipment is to go to the supplementary address. In all cases, the Directed Action Code "7" will be used in card column 77 which allows the requisition to process as a free issue. Requisition processing personnel will FAX a message/form letter and a copy of the PQDR CDCS record to the test lab with shipping instructions with the appropriate document number. After actions are completed, requisition processing personnel will charge the PQDR back to the Action Office for further review/action. [5] Test Lab personnel will ship MRO, using assigned document number and specific address and POC provided by Action Office. Copy of the PQDR CDCS record will be included in each shipment and lab personnel will provide all appropriate shipping confirmation data to SAMMS.

(g) If not enough conforming assets are at test lab: [1] To satisfy total quantity, Action office will determine shipping location (Depot and Test Lab, or Depot only) [2] Annotate the CDCS record of PQDR with disposition instructions in work center comment page with exact ship-to-address and attention line. [3] If requesting return of deficient stock, annotate PQDR notifying customer which depot/test site to return stock to and reminding customer to ship back under original document number. FAX a copy of PQDR to customer for inclusion with shipment so that the depot/test site can receipt in Condition Code K. Follow-up with the customer until depot/test site receives deficient stock. [4] Forward the complaint to the appropriate requisition processing personnel and charge the CDCS record to that code. [5] Requisition processing personnel will input an exception Material Release Order (MRO), using Priority Code 01 and Project Code "QDR". If the requisition number is in the Active Requisition Control and Status File (ARCSF), they will use an assigned SCO number. Signal Code "M" will be input and the requisitioner's ship-to DODAAC will be provided in the supplementary address. If the requisition number is not in the ARCSF, the original requisition number will be used to initiate the replacement shipment. Signal Code "D" will be used if shipment is to go to the requisitioner, while Signal Code "M" is used if the shipment is to go to the supplementary address. In all cases, the Directed Action Code "7" will be used in card column 77 which allows the requisition to process as a free issue. Requisition processing personnel will FAX a message/form letter and a copy of the PQDR CDCS record to the depot/lab with shipping instructions with the appropriate document number. After actions are completed, requisition processing personnel will charge the PQDR back to the Action Office for further review/action. [6] Depot/Test Lab personnel will ship MRO, using assigned document number and specific address and POC provided by Action Office. Copy of the PQDR CDCS record will be included in each shipment and lab personnel will provide all appropriate shipping confirmation data to SAMMS.

(h) If assets are found to be nonconforming at the test site: [1] Test site personnel will notify PVP office. [2] The PVP office will notify the Action Office. [3] The Action Office will notify lab personnel with disposition, either transfer materiel to Condition Code H (DAC) or suspend materiel for further review. [4] The Action Office will notify the customer and initiate credit.

(i) If Action Office ultimately determines that the PQDR was invalid and a replacement item has been shipped, the action office will advise the customer and ascertain if the customer wants to return the original parts or be billed. DFAS personnel must be notified to perform billing action or establish a due-in.

(7) Establish an appropriate suspense for responding to complaints. Suspenses for PQDRs will be established in accordance with DLAD/DLAI 4155.24. Suspenses for responding to a DD 1225 is as specified in DLAM 4140.2, Vol. III, Part I, ch 70. Suspense dates for complaints other than DD 1225s, Storage Quality Control Reports, and PQDRs will be as specified in applicable regulations. Establish an effective system to ensure that suspense dates are met. If the suspense date cannot be met, assure that interim replies, including subsequent interim replies, are sent prior to the expiration of the established suspense date.

(a) For CATEGORY I PQDRs, an interim or final reply will be sent to the component screening point within 20 calendar days after the date the PQDR was received from the screening point/originator. If an interim reply (including subsequent interim replies) is sent, include status to date and a projected final reply date.

(b) For CATEGORY II PQDRs, an interim or final reply will be sent to the component screening point within 30 calendar days (investigations not requiring exhibits) after the date the PQDR was originally received from the screening point/originator. If an interim reply (including subsequent interim replies) is sent, status to date and a projected date for the final reply will be given.

(8) Review PQDR files (CDCS) and determine if the same deficiency is currently under investigation or has been investigated and resolved recently.

(a) If there is an ongoing investigation, a separate investigation should not be initiated; any new information contained in the PQDR will be used to ensure that the deficiency is properly resolved.

(b) If the same deficiency has been investigated and resolved, a new investigation should only be initiated if there is reason to suspect that the case needs reconsideration. Otherwise, the previous investigation results may be used to reply to the screening point.

(c) If a support point was involved, send them an information copy of the PQDR.

(d) Send an information copy of the PQDR to the contractor if the CDCS cause code is CN.

(9) Determine if you need to conduct an investigation. The item complexity, 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. Considerations are:

(a) Severity of Defect: When the defect is very minor in nature (for example, a scratch) that doesn't affect form, fit, or function, and the benefit of correction is small, close out per the "simplified or no-investigation" procedure below.

(b) Criticality of item: When the item is insignificant (for example, a common/simple item that is not used in any critical or weapon systems) and you determine that it is not wide-spread (not many items are affected), close out per the "simplified or no-investigation" procedure below.

(c) Isolated instance: When the complaint is one that is a sole occurrence, unsupported by the existence of any additional quality defects, close out per the "simplified or no-investigation" procedure below.

(d) Information only: When the complaint originator indicates that they sent the complaint "for information only" and you determine that the originator only wants credit

and/or disposition instructions, close out per the "simplified or no-investigation" procedure below.

(e) Insufficient information: When you don't have vital information (For example, it is a code and part number buy, or you know you don't have a contract number) to allow you to sufficiently investigate, close out per the "simplified or no-investigation" procedure below.

(f) Cost-factors: When there is insignificant or low-dollar values that do not merit an investigation or action, close out per the "simplified or no-investigation" procedure below.

(g) Other reasons: When an investigation would provide minimal information, and the supervisor concurs, close out per the "simplified or no-investigation" procedure below.

(10) Simplified or No-Investigation Procedure: If any of the above in paragraph (8) apply, and there are no opposing considerations, do the following:

- (a) Send a closing response to the screening point with the disposition of the item.
- (b) Send a copy of the complaint to the support point (DCMC OFFICES) as "information only" if the item was source-inspected.
- (c) Send a copy of the complaint to the contractor when the CDCS cause code is CN.
- (d) Close the complaint in CDCS with a cause code of "SI" (Simplified Investigation); put an explanation in the CDCS cause narrative, the final reply, and the PQDR history file, of why you did not investigate or take action. **NOTE: DO NOT USE THE CAUSE CODE OF CN UNLESS YOU ARE CONVINCED THAT THE CONTRACTOR CAUSED THE DEFECT.**

(11) Perform Investigations of PQDRs as follows:

- (a) Determine if you need to review the contract and item/ contractor history. If you are confident that you know the contract requirements and history of the item/contractor sufficiently, you can by-pass the history review. If not, review the contract in question (including any modifications) for warranty, technical and QA requirements, place of inspection/acceptance activity, first article testing, and required delivery dates; review the complaint history, item history, and contractor history. QA personnel should use all available supporting Automated Information Systems (AIS) to accomplish the investigations, including SAMMS, CDCS, QEP, Lab Test data or available Services' deficiency data base.
- (b) Determine if you need to review technical data. If you know that the defect is valid, based upon your knowledge of the item, you can by-pass the technical data review. If not, review technical data and any reports of examination, testing, or laboratory analysis of the item.

(c) Determine if you need to check stock status. If you know there are not significant numbers of items in stock that have this defect, you can by-pass the stock status review. If not, check stock availability, status and locations. Initiate a systems freeze through the Item Manager on all Category I PQDRs.

(d) Request stock screening action, for on-hand and due-in assets as appropriate, at DLA and Military Service Storage locations to separate conforming and nonconforming items. (See segregation and screening guidance in paragraph (13) (b) below). Request suspension of nonconforming materiel.

(e) Determine if you need to request the Product Verification Office (PVP) to perform testing or special inspection. If you can determine the scope of the defect (all items produced/only a specific contract/only this isolated item) you can by-pass the special inspection. Testing and inspection are valuable tools in validating complaints and determining the degree of noncompliance and cause of defects. Therefore, test and inspection shall always be considered when the degree, extent, and cause are unknown. This is especially true for critical and major defects. When testing or inspection is not performed in support of a PQDR investigation, the rationale for this decision shall be documented in the final reply and PQDR history file. If a special inspection is needed, request it immediately. Comply with guidance in paragraph 34 of this manual for special inspections. If the item is already suspended from issue for some other reason, the special inspection will still be performed.

(f) Determine if you need an investigation by Support Points (e.g., DCMC OFFICES, CAO, ESA, SPA). [1] If you are confident that the deficiency is valid, and you know the cause, you don't have to ask a Support Point for an investigation. You may want to send an information copy of the PQDR and the final reply to the DCMC area office. [2] If investigation by a support point is needed, send a written request with a copy of the PQDR, a statement of the support required, a suspense date for a response, and the pertinent background data which may be helpful in the investigation effort. Advance requests by phone are encouraged. [3] If you ask the Support Point for an investigation, maintain a suspense for the Support Point response. Initiate follow-up actions if an interim or final reply is not received within 20 days for a Category I PQDR and 30 days for Category II PQDRs (when no exhibit is required). [4] If the CAO support point is involved in the investigation, advise them to immediately request an exhibit directly from the holding activity. Assist the support point in obtaining exhibits, if necessary. [5] Review support point responses for investigation action, correction of defect, and action as to cause.

(g) Determine if you need an exhibit to evaluate the reported deficiency. If the deficiency is evident from the description, or there are other reasons why an exhibit is not necessary (for example, the contractor never requests an exhibit), release it from the holding activity as soon as possible and by-pass the procedure to hold an exhibit. If you might need an exhibit in the future, request the originator to hold the exhibit. When you know an exhibit is needed, request it immediately (by phone, confirmed in writing) from the holding activity. [1] Advise the holding activity to attach Product Quality Deficiency Report Exhibit Tags, DD Form 2332, to exhibits. [2] If the deficiency can be evaluated by ICP QA personnel, advise the holding activity to send the exhibit to the ICP. [3] If a

Government or commercial laboratory examination/test is required, make arrangements for the test through the Product Verification Program (PVP) office and advise the holding activity on where to send the exhibit.

(h) Determine the need for a QSMV. Visit depot and/or contractor facilities as necessary to investigate and resolve the problem.

(i) Follow-up on delinquent/inadequate requests for exhibits, requests for special inspections, and requests for support point investigations.

(12) Evaluate total investigations results. This includes the results of contract review; complaint, item and contractor history review; technical data package review; stock status review; inspection and test of exhibit results; special inspection results; QSMV findings; and support point investigation results.

(a) Based on the evaluation, the Action Point person responsible for quality functions will determine whether the PQDR is valid or invalid and determine the assignable cause. The causes of defects can be the responsibility of the contractor, Government, the materiel user, or a combination thereof. When limited information precludes the determination of the assignable cause, the Action Point will determine probable cause. Examples of causes of defects are as follows:

[1] Contractor Noncompliance:

Lack of inspection/tests
Process controls not IAW requirements
Personnel/Machines not certified
Shipped without inspection
Acceptance on CoC
Lack of supply/vendor control
Contractor Noncompliance
Lack of packaging control
Substitution of material

[2] Government:

[a] Design

Inadequate design
Modification not depicted
Old material Cited

[b] Contractual - Technical - QA:

Wrong or missing technical data (revision/drawing)
Approved deviations not applied to CTDF
Inadequate or missing QA requirements

[c] Depot/Storage Sites:

Issued wrong item
Substituted item
Shipping/Handling
Inspection of materiel

[d] User

User misuse/abuse
Use of outdated technical manuals
Poor maintenance

NOTE: DO NOT USE THE CAUSE CODE OF CN UNLESS YOU ARE CONVINCED THAT THE CONTRACTOR CAUSED THE DEFECT.

(b) If the PQDR is invalid, prepare and send the final response (see paragraph (16)). The reply need only contain findings of the investigation. Advise the item manager to release frozen stock to an issuable status.

(c) If the PQDR is valid, identify and take corrective action required as to the defect, and corrective action as to cause to preclude recurrence. Based on the determined cause, take the actions in paragraphs (14) and (15) as determined appropriate.

(13) Perform Actions to Correct Existing Deficiencies:

(a) Issue Alert Notification(s), such as safety alerts on critical application items. Alert other users and/or all known requisitioners. Advise Military Service Materiel Screening Points to issue alert notifications.

(b) Perform segregation and screening inspection of existing product (through the Product Verification Program (PVP) office. If you know there is no stock, or if there is low risk of defective items getting out to the user, you can by-pass the stock screening action. If there is stock, segregation shall be initiated in a timely manner to prevent the issuing of nonconforming materiel. [1] Segregation is the action to separate some materiel from the inventory and collect together as a new group, i.e., separation of the materiel from a specific contract from other materiel with the same National Stock Number (NSN). [2] Segregation of product by NSN/contract shall always be required when product is considered to have critical or major defects. [3] Screening inspection is the inspection of each item of product for designated characteristics and removal of nonconforming items. [4] Quality Assurance personnel shall require a response which documents the results of the segregation/screening requests. If a response is not received, follow-up action shall be initiated. The response shall be retained in the PQDR history file. [5] When the number of nonconforming products, or degree of nonconformance, found during a screening inspection indicated that the lot is not acceptable, the lot failure information will be transmitted to the contractor and the ICP Contracting Officer shall be notified concurrently so that the Contracting Officer can effect actions for materiel repair/replacement or recoupment of costs from the contractor. [6] Whenever segregation and/or screening inspection is not requested, the rationale for this decision shall be documented in the final reply and the PQDR history file.

(c) Make recommendations to the Contracting Officer on contractual warranty enforcement. If it would serve no purpose to enforce the warranty (for example, the warranty will expire before you can take actions, small dollar value benefit) you can by-pass the warranty enforcement action. [1] Aggressive action shall be taken to obtain contractor repair or replacement of nonconforming materiel when it is determined that the contractor is responsible. This action is especially important for materiel with critical or major defects. Complete research shall be performed to determine if an express or implied warranty can be invoked. The following actions shall be taken: [a] If the materiel was procured with a contract that contained a warranty clause, this clause shall be invoked to obtain recoupment. [b] If there is no explicit warranty clause, but it is known that the contractor provides limited or lifetime warranties on their products, this warranty shall be used. One example of this is the lifetime warranty provided by the Federal Prison Industries (UNICOR) on all items they supply. [c] The Contracting Officer shall be

apprised of the nonconformance and subsequent Government activity. [2] When no warranty remedy can be used, the Action Point person investigating the deficiency shall notify the Contracting Officer to request the contractor repair/replace the materiel at no cost to the Government or that the Contracting Officer accept monetary consideration. [3] If the contractor does not respond favorably to the above request, DLA ICP personnel shall consider obtaining recoupment through legal means based upon contract clauses that refer to latent defects, fraud, and gross mistakes amounting to fraud. Latent defects are considered to be those that exist at the time of acceptance but cannot be discovered by a reasonable inspection. They are not patent or observable. [4] All recoupment actions, as well as determinations not to seek recoupment, shall be documented in the final reply and the PQDR history file.

(d) Determine what the risks are for non-reclassification of stock. If there is no benefit, the user will not receive defective items, and there will be no severe consequences to DLA, you can by-pass this action. If there is benefit, recommend reclassification of stock into appropriate condition code (i.e., downgrade of Type II shelf life item from condition code A to condition code B).

(e) Determine if a QALI should be issued. If there is limited benefit to this action (for example, if the contracted item is near completion and cannot be corrected before a QALI is received), you can by-pass this action. If there is benefit, issue a QALI to inspection activity on items currently being produced or to be produced on active contracts. Advance phone calls are encouraged.

(f) Determine the need for current/future contract modification. If there is limited benefit to this action (small numbers, small probability of defects), you can by-pass this action. If there is benefit, request the Contracting Officer to modify active contracts and active/pending/future solicitations.

(g) Obtain appropriate disposition instructions on the item from the item manager (appropriate supply operations element) or the Contracting Officer. Disposition instructions for the deficient item are usually always necessary. However, if you do not believe there is a benefit to this, and your Branch Chief concurs with this determination, you can by-pass this action. [1] If the decision is made that the customers must dispose of nonserviceable materiel, an evaluation must be made regarding whether the item must be demilitarized or mutilated. If the defect is severe enough that it is desired that the materiel not be reutilized by Government activities or sold to private industry, mutilization instructions must be given to the Screening Point for transmittal to the originator. When giving mutilization instructions, specify how the items are to be mutilated. If the originator does not have equipment or capability to perform required mutilization, alternate instructions must be given for shipment to a place that can perform mutilization and/or contracting for such mutilization with a Contractor. [2] On a stocked item(s) customers are to be furnished disposition instructions authorizing turn-in (i.e., local DRMO or return to DLA depot for contractor rework consolidation) of the deficient stocked material and credit recommended as soon as the PQDR is validated. Customers will not be expected to shoulder the burden for nonserviceable stocked materiel once the discrepancy has been validated. Stocked materiel shipped by the Depots/Storage Sites to defense contractors for repair will be returned to the Depot/Storage Site and not to the

customer. Materiel identified for disposal will not be returned to a Depot/Storage Site, but will be disposed of locally by the customer. [3] On a nonstocked item (i.e., Direct Vendor Delivery), customers are to be furnished disposition instructions which include an accurate estimate (date, usually not to exceed 60 days from date of contractor receipt of deficient material) of when nonstocked material, being shipped to a contractor facility for repair/ replacement, may be returned to the customer. Credit will be authorized for this material if it is not returned to the customer. ICP contracting personnel have been instructed to carefully compare anticipated procurement lead-time to contractor replacement turnaround time before providing disposition instructions on nonstocked material. Customers may be instructed to return nonstocked items to contractors for repair; however, better postaward visibility will be maintained and conveyed to the customer through interim follow-up reports.

(h) Provide a copy of the PQDR to DFAS element for appropriate billing adjustment. If there is no benefit to this action (for example, the user stated that they do not desire credit), you can by-pass this action. You must still make a recommendation on credit in the response letter.

(14) Perform Actions to Preclude Recurrence:

(a) Recommend specification/drawing changes to ESA/SPA as necessary. However, if there is no benefit to this action (for example, the item will soon be obsolete), you can by-pass this action.

(b) Change the ICP CTDF, for future buys, if it is determined that a change is necessary. If there is no benefit to this, you can by-pass this action.

(c) Issue a QALI to Inspection Activities or Depot/Storage Sites if it is determined that instructions are necessary.

(d) DLA Supply ICP personnel responsible for PQDR investigations shall provide copies of contractor-caused PQDRs to the contractors. When the contractor is considered responsible for the cause of the nonconformance, the investigator shall request the contractor to provide, at no cost to the Government, confirmation of the cause and identify the corrective action taken to prevent recurrence. To obtain repair/replacement of contractor-caused defective materiel, the PQDR investigator shall request the Contracting Officer to notify the contractor of the PQDR and request corrective action. The investigator, to assure that action is taken, should perform follow-up. Corrective actions taken, by DLA and the contractor, shall always be documented in the final reply and the PQDR history file.

(e) Advise Contracting Officer of adverse contractor quality history.

(f) Notify and provide assistance to the GIDEP representative for use in preparation of a GIDEP ALERT when deficiencies are traced to inadequate controls or use of improper materials or processes during manufacturing and the material has both Government and industrial application. Issuance of a GIDEP Alert is to be done in addition to alerting the DoD customers. GIDEP Alerts are not a substitute for notifying customers. (15). A PQDR shall be considered completed when investigation findings, disposition

instructions (provided by contracting/supply), field fix information, allowance for credit or no credit have been determined, actions are taken to correct the deficiency, and actions have been initiated to preclude recurrence. Upon this completion, a final reply shall be sent to the complaint originator. Any further related actions, such as sending the PQDR to contracting or counsel for action/litigation to be completed with the contractor, sending the PQDR to DFAS for credit action to be completed, or sending the PQDR to an Engineering Support Activity for a design change to be made, shall be performed after final response completion.

(16) Prepare a final reply to the PQDR following guidance in DLAD/DLAI 4155.24, Product Quality Deficiency Report Program. Enclose a copy of the support point's DLA Form 1227, Product Quality Deficiency Investigation Report, (when available/pertinent).

(17) Send final replies to the appropriate component screening point [EXCEPTION: Responses to SF 368 forms/messages received from Army Depots for Army materiel will be sent directly to the Depot, with a copy furnished to the Army screening point]. Category I PQDR responses will 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 re-delegation. Category II PQDR responses will be signed, as a minimum, by the supervisor (or acting supervisor). Signatures on final replies constitute management's documentation of the determination that the PQDR process was correctly implemented and sound technical decisions were achieved.

(18) After final response has been provided to the screening point, monitor all actions initiated to assure they are completed (e.g., specification or drawing change, stock screening, return/disposal of exhibits, review of new solicitations/contracts for inclusion of CTDF changes). Establish control to assure follow-up actions are completed.

(19) Update quality history files. The establishment of a proper audit trail for all pertinent actions and decisions related to the processing of each deficiency report and related materiel is essential and all actions must be properly documented. 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. See paragraph 43.

29. CUSTOMER/DEPOT COMPLAINT E-MAIL PROCEDURES. The Military Services, DLA ICPs, and Defense Contract Management Command (DCMC) have the capability to send and receive Electronic Mail (e-mail) messages that report complaints on DLA materiel. DLA elements (both ICPs and DCMC) will use e-mail to the maximum extent, in sending and receiving e-mail messages that transmit complaints, information about complaints, complaint investigation results, and responses to complaints.

a. The ICP Focal Point is responsible for receiving and controlling e-mail complaints transmitted to them through the e-mail system and forwarding them to the appropriate Action Points. The ICP Focal Point will:

- (1) Establish and maintain a e-mail mailbox address that will serve as the ICP's central point for the receipt of e-mail complaints that are originated by DLA's Military Service customers.
- (2) Receive e-mail complaints that are transmitted to the ICP and maintain archival files of complaints that are received. E-mail mailboxes should be checked at least once per day for incoming complaint messages.
- (3) Use the e-mail complaints that are received as basic source documents for entry of complaint information into the Customer Depot Complaint System (or other complaint computer systems as applicable).
- (4) Transmit the e-mail complaint to the appropriate action office.
- (5) On an exception and as-needed basis, provide hard-copy printouts of complaints (or re-transmit e-mail documents) to replace lost documents, or to provide evidence of receipt times.
- (6) The ICP Focal Point will not be required to transmit complaints via e-mail to Support Points. If the ICP Focal Point receives investigation results from Support Points, the messages received will be forwarded to the appropriate Action Point without need for entry into the CDCS system.
- (7) The ICP Focal Point will not be required to transmit complaints via e-mail to Screening Points/Originating Points unless an agreement between organizations is made to allow this. This agreement shall be in writing.

b. The ICP Action Points will:

- (1) Receive e-mail complaints that are transmitted to their address from the ICP Focal Point. Complaints received directly from originators will be transferred to the ICP Focal Point. E-mail mailboxes should be checked at least once per day for incoming complaint messages.
- (2) Send complaints to Support Points, as needed for investigation, and e-mail formatted complaints, as necessary, to the appropriate Support Points (i.e., Deficiency Report Program Managers at DCMC offices). E-mail addresses for Deficiency Report Program Managers can be found through the Internet at: <http://www.dcmc.dla.mil>. All complaints will be sent with a message that includes: a statement of the support required (e.g., investigation or information only), a suspense date for the response (normally 30 days for a Category II Product Quality Deficiency Report (PQDR)), and the pertinent background data which may be helpful in the investigation effort.
- (3) Receive complaint investigation responses, and requests for additional information, via e-mail. E-mail mailboxes should be checked at least once per day for e-mail correspondence.

(4) Complaints should be sent "(R)registered" with a return receipt requested. The Action Point that sends the complaint will monitor the system to assure that the addressee received the complaint.

(5) The ICP Action Points will send complaint responses to Screening Points/Originating Points. The e-mail address of the Point that sent the original e-mail complaint will be used unless other arrangements are made with the Screening Point/Originating Point. The e-mail responses will be accompanied by an attachment of the Support Point's DLA Form 1227 Format and will include all information required in paragraph 27 of this manual.

c. The ICP Control Point is responsible for periodically analyzing the processes and results of e-mail complaint transmission, to assure the e-mail system is operating satisfactorily, and taking appropriate action as necessary.

30. CUSTOMER DEPOT COMPLAINT SYSTEM (CDCS)

a. The CDCS is designed to:

(1) Automate the routine tasks involved with the processing of complaints at ICPs. These routine tasks include capability to:

- (a) Generate a control number for the complaint.
- (b) Search and extract information from existing data files.
- (c) Generate an acknowledgment to be sent to the complaint originator or screening point.
- (d) Collect and retain complaint, investigation, and resolution information.

(2) Control the status and aging of complaints. The CDCS will:

- (a) Provide information, track the complaint's progress and status, including sequential assignment within ICP, date transferred, length of stay, and new location.
- (b) Establish suspense dates for aging control.

(3) Provide information to aid in investigation of complaints, which includes the capability to:

- (a) Notify Supply and Contracting personnel of complaint assignment.
- (b) Generate a notification to a Depot that investigation or coordination is required and transmit the report for Depot action.

(4) Provide notification to contracting personnel on the number and type of complaints.

(5) Provide input to a contractor performance history report for Contracting Officers, Quality Assurance personnel, and other interested parties.

(6) Provide reports to Business Office/DFAS personnel of all credits granted to assist them in maintaining and analyzing accounts and claims receivable. Each ICP that has implemented the CDCS has a

focal point for receipt and processing of all CDCs, action points which investigate, resolve, and respond to complaints, and a control point which analyzes and controls the CDCS at the ICP. b. Focal Point personnel will:

1. Receive and perform initial entry of customer depot complaints into CDCS.

(a) All copies of the complaints will be dated with date of receipt on the top right corner of the form or document immediately upon receipt.

(b) Complaints received on forms or message format will be entered directly into the CDCS system.

(c) Receive complaints from users by Phone. Phone complaints will usually not be made to the focal point. However, if they are, the complaints received by phone at the focal point will be put on the form to which the complaint refers (e.g., product quality complaint information will be put on an SF-368). The information on these forms will be entered directly into the CDCS system.

(d) Check for basic information. If basic information (NSN, Condition Code, Contract, Delivery Number, Prime, Quantity, Dollar Value, and Discrepancy) is not on form/message document, the receiving clerk will attempt to contact the originator for the information. If originator is unavailable, or information is not quickly retrievable, the clerk will not pursue the missing information.

(e) Evaluate complaints to determine if the complaint is a new complaint or a follow-up. If it is determined to be a new complaint, it will be evaluated to determine if it requires research/resolution or if it is for information only. [1] Follow-ups will be entered as a maintenance action using published terminal procedure. [2] Complaints determined to be information only will be closed at the time of new complaint entry with the hard copy forwarded to the appropriate office conspicuously marked "Information Only." [3] The data entry personnel will enter all available data into the system, including mandatory and optional data. [4] If optional data (all except NSN & screening point) is not available or is unobtainable, the field will be left blank. Under no circumstances will dummy or nonstandard codes be used. [5] The focal point creates a new record. [a] Data entry clerks will prioritize complaints in the following order for processing:

PRIORITY	TYPE OF DOCUMENT
1	Category I PQDRs (SF-368/message/phone)
2	Category II PQDRs (SF-368)
3	Audit Substandards
4	Contract receipt SDRs (SF-364)
5	Packaging SDRs (SF-364)
6	DISREPs (SF-361)
7	Depot Complaints (DD-1225)
8	Field SDRs (SF-364)
9	Customer Returns (SF-364)/
10	Any other

[b] Use published terminal procedure for entering data elements. [c] Initial status will be entered using the code for the action office that has responsibility. [d] Data element

"Discrepancy" will be put into abbreviated English as much as possible to fit maximum information in the 64 spaces.

(6) The control number that is assigned by the computer will be put on original document/form in the top right corner.

(f) Process rejects per published terminal procedures.

(g) Forward complaint to the proper office. Duplicating and filing a copy of the complaint at the focal point may be performed at the option of the focal point. Category I PQDRs and time sensitive complaints will be hand-carried to the proper office.

(h) Perform deletion, reactivation of records, and changes to the received date.

(1) A copy of the PQDR or data entry request sheet will be provided to the focal point by the requesting office. (Incorrect data entry requests should be resolved before computer entry.)

(2) Enter information required on screen per published procedures.

c. The Control Point will:

(1) Receive, review, analyze, and distribute all ICP internal CDCS reports and mail CDCS external reports.

(2) Use CDCS scheduled product reports to control complaints for the activity. Specifically, report numbers F-477, F-485, F-486, F-488, F-489 will be analyzed to determine the numerical trends. Adverse or significant trends will be reported to management. Trends to be analyzed are as follows:

(a) Report F-485 - total actions and each document/discrepancy type.

(b) Report F-486 - total actions and each category of aging for each status code and discrepancy type.

(c) Report F-477 and F-489 - higher age groups and significant dollar values, for complaints of each element of organizations.

(d) Report F-478 - higher age groups and significant dollar values.

(3) Use CDCS scheduled products in conjunction with sampling techniques, to assure the focal point and all other organizations are entering complete and accurate data into CDCS.

(4) Perform trend analysis.

(a) Trends of NSNs, contractors, shipping activity, CAO, and screening point/originators will be analyzed separately using CDCS products F-478, F-481, F-487A, F-487B, F-490B, F-491. Minimum analysis will be performed for each area as follows: [1] Most complaints. [2] Fewest complaints. [3] Recurring problems. [4] Significant deviations of report numbers and report quantities.

(b) Report F-488 will be used to analyze increases and decreases in occurrence percentage for each element of discrepancy, cause, disposition, and correction.

(c) Reports to management and reports to action points for correction/preventive action will be provided.

(d) Collect information on the effectiveness and efficiency of CDCS and propose changes/take action as necessary.

d. The Quality Assurance Action Points are the personnel in the ICP's Commodity Business Units (CBUs)/Product Centers who are responsible for receiving, investigating, resolving, and responding to complaints. They will:

(1) Receive complaints from the focal point. The forms/documents will have a date and a control number in the upper right corner of the document. Forms/documents/messages received without a date and control number will be transmitted to the focal point.

(2) Review the complaint for completeness to perform the investigation/resolution and contact the originator (or perform research) to obtain missing or additional information as necessary. If additional information is obtained or information correction is necessary, the additional data will be entered into the CDCS by the Action Officer.

(3) Receive phone complaints.

(a) Information received by phone will be put on the form to which the complaint refers (e.g., product quality complaints will be put on an SF-368).

(b) The form will be transmitted to the focal point for processing. If the report is a Category I PQDR or a time sensitive complaint, a duplicate of the report will be made and retained to begin immediate resolution action and the original form will be hand-carried to the focal point for processing.

(4) Control complaints in its area.

(a) A listing of new complaints (i.e., CDCS Report F477A, F477B, F479A, or F479B) assigned to the action point will be obtained periodically, but at least monthly, and annotated with the assigned Action Officer's name to assure that all complaints entered into the CDCS have been received from the focal point and assigned for action.

(b) Scheduled products and reports will be obtained and reviewed by supervisor personnel and the Action Officer, as required but at least monthly, to maintain cognizance over workload, open actions, near due, and past due suspense of complaints.

(5) Use complaint history information for investigation of complaints.

(a) The action office will check the CDCS records using the CDCS terminal and, if necessary, will check Report F-480, Product Quality Deficiency report, and Report F-499, Closed Item by NSN (on microfiche), to assure that:

(b) Check that the complaint is not a duplicate of a previously entered report. Duplicates will be returned to the focal point with a request for the complaint to be removed from CDCS.

(c) Check that the complaint is not related to a complaint resolution that has been made previously. The action of the resolution will be performed, if appropriate, and closing actions will be made.

(d) Check that the complaint is not similar to a previous complaint that has been resolved. The action point will determine the applicability of performing a similar resolution or increasing corrective action measures due to the recurring nature of the complaint.

(e) Check that a trend is not developing that would indicate contractor, NSN, CAO, or shipping activity problems are occurring.

(6) Enter interim action and status information as soon as it is known and provide the hard copy to the new action point. At this time, the discrepancy code should be entered if known.

(7) Enter closing action information into the CDCS as follows:

(a) Additional basic information that assures a complete record.

(b) Closing action code information. CDCS codes to be used by Quality Assurance personnel are listed on figure 30-1.

(c) Final Discrepancy narrative.

(d) Closing narratives. The final discrepancy and closing narratives will be written in abbreviated English to assure maximum information is provided in the space provided.

Examples: (Cause) KTR at fault-Worn fixture in Mach Oper-only KR 81-C-XXX involved (Disposition) KTR repaired-no cost to Govt-screened stoks-rtrnd mat to DDSP as CCA (Correction) KTR replaced fixture & dev new Mach Oper proced-DCMC to monitor

(8) Prepare and mail responses, as necessary, to the originator or screening point.

(9) Enter "Completion" date into the CDCS.

(10) Maintain a copy of the complaint and the response.

(11) If there are additional action points where the complaint is to be processed (i.e., to the Comptroller for credit) enter the appropriate status code and provide a copy of the complaint to the new action point. If no further action points are required, the Action Officer will enter the closure date into the system and close the record.

CDC CODES

Cause Codes

CODE

EXPLANATION

CA	Catalog
Incompatibility/Error	
CE	Contracting Error
CN	Contractor
Noncompliance	
CP	Contractor
Noncompliance (Packaging Contractor)	
CR	Carrier
Responsibility	
CS	Contractor
Noncompliance (Subcontractor)	
DE	Contract
Administration Services QA Error	
EE	Engineering Error
EL	Customer Alert
FD	Multiple
Requisitions (DFAS processing)	
ID	Inadequate
Contract Technical Data Error	
IE	Item/Equipment
Incompatibility	
IS	Inadequate
Specifications	
MA	Misapplication by
Customer (User Error)	
ME	Maintenance Error
MM	Misidentified
Material	
OA	Invalid Complaint
Use Only	
OT	Other/Does Not
Apply	
QA	Inadequate
Contractual Quality Assurance Requirements	
RE	Requisitioner
error	
SA	Screening
Activity Error	
SE	Engineering
Support Activity/Specification Preparing Activity/Service	User Error
	Simplified
SI	
Investigation - cause not determined	
SL	Expired Shelf-
Life	
SR	Shipper
Responsibility	
SU	Supply Operations
Error	
TR	Transshipper
Activity/Other Responsibility	
UA	Unapproved Source
US	Unapproved
Substitute	
WE	Storage Site Error

FIGURE 30-1
Correction to Cause Code

CODE	EXPLANATION
AA	Advise Screening
Activity	
AC	Advise Contracting
AO	Advise Supply
Operations	
AQ	Advise Quality
Assurance	
AR	Advise
Requisitioner as to their Appropriate Action	
AS	Advise Technical
Support	
AT	Advise Storage &
Transportation	
CA	Correspondence
with Contract Administration Service	
CC	Correspondence
with Contractor	
CT	Correspondence
with Cognizant Transportation Officer	
IS	Issue Quality
Assurance Letter Of Instruction (QALI) by NSN or	
	Contractor
NO	No Action Required
RA	Request Contract
Administration Services QA Support	
RB	Review Operational
Procedures for Adequacy	
RC	Request Center-
Wide Consolidated Position	
RD	Request Depot QA
Support	
RE	Review Policy
RF	Review Storage
Serviceability Standards for Shelf-Life Requirements	
RH	Request HQ-DLA
Assistance	
RI	Invalid Complaint
RJ	Request Joint
Quality System Review	
RM	Recommend Contract
Modification	
RO	Request PostAward
on Current Contracts	
RP	Request PreAward
Survey Prior To Future Contracts	
RQ	Request Special
Inspections	
RR	Review Item to
Determine Appropriate Inspection Point and/or Quality	Requirement

RS	Recommend
Specification/Standard/Drawing Review	
RT	Request Testing
RU	Recommend Carrier
Disqualification	
SQ	Schedule Quality
Systems Management Visit	
UC	Update Catalog
Description	
UT	Update Contract
Technical Data File	

FIGURE 30-1

Discrepancy Code

CODE
EXPLANATION

Stored Material

A1	Condition of
Stored Material Changed because of Damage	
A2	Condition of
Stored Material Changed Because of Deterioration	
A3	Stored Material
is Misidentified	
A4	Stored Material
is Incomplete	
A5	Stored Material
Requires Repair	

Condition of Material

C1	In Condition
Other Than That Indicated on Release/Receipt Document	
C2	Expired Shelf-
Life	
C3	Damaged Parcel
Post Shipment	
C4	Exceeded Delivery
Age Control	
C5	Damaged Freight
Shipment	
C6	Damage Caused by
Pilferage, Vandalism or Theft	

Documentation

D1	Supply
Documentation Not Received	
D2	Supply
Documentation Illegible or Mutilated	
D3	Supply
Documentation Incomplete, Improper or Without Authority	

Wood Products unique discrepancies)	(Can be redefined by centers to reflect
L1 Allowable Percentage	Moisture Exceeds
L2 Accordance With Specifications	Not Treated In
L3	Product Off Grade
L4	Improper Size
L5	Improper Tally
L6 Grademark On Product	Improper or No
L7	Rotten Product
L8 Wane, Scant, or Not End Trimmed (One or All)	Splits, Excessive
Misdirected Problems)	(Redefined temporarily for Year 2000
M1	Y2K Problem
Overage	
O1 More Than Quantify on Receipt Document	Quantity Received
O2 More than Quantity Requested Plus Variance, If	Quantity Received
O3 Duplicates Shipment	Applicable Quantity Received
O4 More Than Quantity on Transportation Document	Quantity Received (SF361)
Packaging	
P0 Packaging	Improper
P1 Preservation	Improper
P2	Improper Packing
P3	Improper Marking
P4 Unitization	Improper
P5	Improper LOGMARS
P6 Life Markings	Improper Shelf-
P7 Number of Container	Missing Part
P8 Deficiency Which has been Corrected / Is Being	PPP Contract
the Depot.	Corrected by
Product Quality Deficiencies	

Q1	Deficient
Material (Grant Aid and FMS Only)	
Q2	Quality
Deficiency	
Q3	Customer Return &
Improvement Initiative	
Q4	Multiple
Requisitions	
Q5	Invalid
Q6	Item Failed
Under Use	
Q7	Safety Hazard
Shortage of Material	
S1	Quantity Less
Than Quantity on Receipt Document	
S2	Quantity Less
Than Quantity Requested Minus Variances, if Applicable	
S3	Parcel Post not
Received	
S4	Material Not
Received but Billed	
S5	Quantity Less
Than Quantity on Transportation Document (SF361)	
Technical Data	
T1	Missing
T2	Illegible or
Mutilated	
T3	Precautionary
Operational Markings Missing	
T4	Inspection Data
Missing	
T5	Serviceability
Operating Data Missing or Incomplete	
T6	Warranty
Wrong Item	
W0	Unidentifiable
W1	Incorrect Item
Received	
W2	Unacceptable
Substitute	
W3	Unit of Issue
Incompatibility	
W4	Incorrect Part
Number	
W5	Missing Part
Number on Bare Item	
W6	Mixed Stock
W7	Wrong Item
Purchased	
W8	Wrong Item of
Issue Shown on Procurement Instrument	

W9 Incomplete Item

Damage

X1 Received in

Damaged/Unserviceable Condition

XL Hazardous

Material

FIGURE 30-1

Disposition Codes

CODE

EXPLANATION

AB	Return to Depot
AD	Disposal
Requested/Authorized	
CC	Corrective Action
Made by Government with Reimbursement Made by	Contractor
Under a Recovery Program	
CG	Corrective Action
Made by Government without Reimbursement	
CH	Change Condition
Code and Re-Submit	
CL	Claim Less Than
Minimum Allowance - Administrative Allowance	
DA	Damage Attributed
to DLA - Disposed Previously	
DC	Deleted Complaint
(*See Note*)	
DD	Damage Attributed
to DLA - Dispose	
DF	Damage Attributed
to DLA - Repair Order to Follow	
DR	Damage Attributed
to DLA - Depot Repair Authorized	
FA	Material Damaged
in Transit, Carrier Responsibility	
FB	Material Damaged
in Transit, Carrier Responsibility, Depot Repair	
IC	Invalid
Complaint	
ID	Insufficient
Data for Investigation or Report. Further Data Needed	
IM	Items Unusable,
Return to Depot	
IR	Items
Redirected By Government with Recovery from Contractor	
IS	Items
Redirected By Government without Recovery from Contractor	
IT	Items Replaced
or Repaired by Contractor under a Recovery Program	
IU	Items Retained
with Consideration from Contractor	

IV	Items Retained
without Consideration from Contractor	
IW	Items Retained
without Cost	
IX	Items Returned
to Contractor for Redirection	
IY	Items
Unsuitable, Destroy	
IZ	Items
Unsuitable, Dispose	
MC	Material
Components Furnished	
MD	Multiple
Disposition Instructions Provided Off-Line	
NM	Not Managed by
Center, Referred to Proper Item Manager	
OA	Documentation
Furnished	
OB	Overage/Shortage
with Contract Variation Clause	
OC	Contractor
Abandoned Property, Dispose	
OF	Contract
Shortage, Contractor to Replace	
OG	Information Only,
No Action Necessary	
OH	Substitute
Acceptable	
OI	Contractor
Abandoned Property, Return to Stock	
OM	Overage/Shortage
Not due to Packaging/Duplicate Shipment	
OS	Contract Overage,
Off-Line Instructions to Follow	
OT	Other/Does Not
Apply	
RA	Return to Storage
Activity	
RB	Return to Depot -
Transship to Contractor	
RC	Return to
Contractor	
RD	Return of
Contractor without Replacement	
RE	Rights Have
Expired and Recovery Not Made, Inventory Loss	
RF	Retain for Future
Supply Decision	
RG	Replacement
(Repair/Refund) by Contractor Goodwill Gesture	
RH	Use As Is
RM	Remark And Return to
Stock	
RO	Inspect and Return
to Stock	
FIGURE 30-1	
Disposition Codes	

CODE	EXPLANATION
RP	Repackage and
Return to Stock	
RQ	Request for
Information	
RR	Refund for Item(s)
Obtained Under a Special Recovery Program	
RS	Return to Stock
As Is	
RW	Authorization to
Rework	
SD	Safety Hazard,
Destroy	
SH	Safety Hazard,
Dispose	
SM	Shipment Status to
Customer	
SN	Not Traceable
SP	Shipment Lost or
Insufficient, Proof of Shipment Obtained From	
	Contractor
SQ	Decentralized
Issue	
SS	Contract Shortage
- Additional Stock not Expected	
TA	Tracer Action Via
SF 361	
TC	Test Confirms
Report	
TE	Classified,
Sensitive, or Technical Material, Release to Carrier for	Repair or
Salvage Prohibited	
TG	Technical
Evaluation of Damaged Items Provided Directing Disposal	or Delivery to
Carrier for Salvage	
TL	Time Limit Expired
TN	Test Does Not
Confirm Report	
W1	Customer to Submit
FTE	

* NOTE: DC can not be input by user. It is automatically assigned when a delete action is taken by the focal point.

FIGURE 30-1

31. QUALITY SYSTEMS MANAGEMENT VISITS (QSMVs)

- a. QSMVs are quality assurance visits to contractor facilities, Engineering Support Activities (ESAs), SPA Activities, contractor or Government laboratories, contractor-operated 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. Examples of situations when QSMVs may be advantageous are:

- (1) The contracting, storage, or issuance of a new item or contracting with a new contractor.
- (2) Repetitive noncompliance by a contractor.
- (3) Examination of first article/first lot.
- (4) Receipt of DD Form 1716, Contract Data Package Recommendation/ Deficiency Report.
- (5) Investigation of customer or depot generated quality complaints or allegations of adverse quality involving DLA contracts.
- (6) Investigation as to cause of defective stock/shipments reported by Product Verification.
- (7) When a specific depot or customer has a quality problem; when assistance is required by a contractor; when requested by the CAO; when requested by HQ DLA.
- (8) Request for approval of nonstandard sampling plan.
- (9) Review and clarification of quality, reliability/maintainability requirements.
- (10) Need to participate in Preaward Surveys and Postaward Conferences.
- (11) Review of special preshipment inspections for Foreign Military Sales.
- (12) Performance of economic analysis of repairable/nonconforming material or quality evaluation studies for commodities managed.
- (13) Development of, and providing, commodity-oriented training.
- (14) Review of equipment calibration controls and calibration system implementation consistent with requirements of DLAR 4155.21, DLA Metrology and Calibration Program.
- (15) Survey QSL/QML applicants.

b. Personnel performing Quality functions should perform the following procedures:

- (1) Perform advance planning of needed travel, this includes: preparation of estimates of proposed travel for the coming fiscal year and making subsequent revisions of budget needs for planned visits.
- (2) Plan, schedule and perform QSMVs to ensure optimum use of technical expertise and available travel funds, and to ease administrative burden of facilities visited.
- (3) Schedule and perform QSMVs to the maximum extent in conjunction with Preaward Surveys, Postaward Conferences, First

Article inspections, or QSRs conducted by cognizant CAS components; with quality audits or surveillance inspections performed at storage and maintenance activities; and, for resolution of special contracting or product problems that arise.

(4) Preliminary Planning of a visit:

(a) Personnel planning a QSMV will review applicable contractor, item, and specification quality history files, PQDRs, storage discrepancy reports, Preaward Surveys, product waiver/deviation requests, and other quality data before making the visit. This review will enable QA personnel to become familiar with likely problem areas at contractor and Government activities to be visited and enable the specialists to concentrate their efforts in such problem areas.

(b) QA personnel will coordinate, as appropriate, with other ICP personnel, such as contracting, supply and technical to fully prepare for the visit. It may also be necessary to communicate with other DLA and Military Service components to obtain data/information required for the visit. (c) Activities to be visited will be contacted for notification/ coordination in advance of the visit.

(d) Ensure surveys or reviews performed during QSMVs are product or commodity-oriented and tailored to the type of facility to be visited.

(e) Advise and request participation of the cognizant CAS component, to include USDA, USDC and FDA, for QSMVs at a contractor's facility.

(f) Request DLSC-LEQ participation in a specific QSMV when support/assistance is needed.

(5) Performance of QSMVs to contractor facilities will be accomplished: to participate in Preaward Surveys and Postaward Conferences; inspect first article and first lots; perform QSRs; investigate contracting or product problems; determine the adequacy of specification requirements, and product conformance to technical requirements; and/or to provide technical support/assistance. Visits to Contractor Facilities will include considerations to:

(a) Hold an advance meeting with responsible Government personnel to discuss purpose of visit and working arrangements during the visit.

(b) Upon arrival at the plant, ICP personnel will hold an entrance meeting with available Government personnel to review the purpose of the visit, needed assistance, extent of participation, work assignments and arrangements for a meeting with the contractor's responsible personnel.

(c) Depending on the nature of the visit, ICP personnel will: [1] Review the contractual quality and technical requirements with contractor personnel and the QAR to determine if the requirements are adequate and properly interpreted. [2] Inspect the product to assure conformance to specified requirements. [3] Review QALIs, if applicable, for necessity and effectiveness. [4] Assist in problem resolution with emphasis on cause. [5] Provide technical support to the contractor and QAR.

(d) ICP personnel performing QSMVs shall recognize the contractor, PCO, and CAO relationship at all times. To prevent misinterpretation, constructive changes to contracts or inappropriate Government actions, verbal instructions will not be provided to QARs through channels outside of the CAO. A Contracting Officer letter, message, or contractual instrument must formally document all such instructions. If the QAR is requested to follow verbal instructions due to urgency, QA personnel/Contracting Officers shall process the request through the ACO, who will inform the QAR of actions to be taken. Actions that necessitate modification of existing contract requirements will not be imposed on the contractor prior to official contract modification by the Contracting Officer. Changes to QALIs previously issued to QARs will be in writing (message permitted).

(e) ICP personnel will hold an exit interview with the QAR and other Government personnel upon departure. Problems encountered and observations made during the visit will be fully discussed and agreements reached for resolution or further action.

(f) Forward the findings of the QSMV by letter to all interested personnel (i.e., the PCO, ESA/SPA, and the CAO and QAR of the cognizant CAS component, to include USDA, USDC and FDA). Where HQ DLA/DLSC action is required, a copy also will be furnished to HQ DLA, ATTN: DLSC-LEQ with appropriate comments and recommendations.

(6) Visits to Storage and Maintenance Activities. Commensurate with the type of activity to be visited and the purpose of the visit, ICP personnel performing quality assurance functions will:

(a) Review quality and technical requirements in contracts assigned for technical inspection and acceptance at destination with storage quality control personnel to determine if the requirements are adequate and properly interpreted. If required, inspection of the product may be made to assure conformance to the technical requirements.

(b) Review instructions issued by the ICP, such as storage standards, maintenance standards, shelf life inspection criteria, and special inspection guidelines, with storage and maintenance personnel to assure that they are adequate and understood in the areas of special handling, storage, transportation, packaging, marking, repair, rebuild, and assembly.

(c) Determine whether work is being accomplished at maintenance activities in accordance with instructions in project orders, adequacy of quality control functions, adequacy of technical quality requirements and technical maintenance standards or maintenance instructions provided with project orders, and need for additional technical assistance.

(d) Assist DLA Product Verification Program implementation; provide training; assist in performance of PVP inspections/tests; validate PVP test failures.

(e) Assist in problem resolution with emphasis on cause.

(f) Provide support to storage and maintenance quality control personnel and Product Testing Center personnel.

(g) Develop and provide commodity oriented training.

(7) Visits to Other Government Activities. In addition to contractor plants and storage/maintenance sites, QSMVs to other Government activities are essential to obtain, develop, and/or disseminate quality-related data for effective QA. For this reason visits may be scheduled to:

(a) ESAs and SPAs to coordinate quality data and provide recommendations for specification development, changes or revisions. The contracting history and user feedback data accumulated at the ICPs are important factors to be considered for specification requirements.

(b) CAS components and other Government activities to provide commodity training and expertise, and effect coordination for contracting actions and related quality matters.

(c) Customer activities to resolve quality problems and advise customers of the proper procedures to report such problems, obtain data to assist in development of effective quality requirements for materiel purchased, review requirements on contracts assigned for destination inspection on direct shipments from contractor facilities for adequacy and proper interpretation; and/or provide technical assistance.

(d) Government or private laboratories to: resolve quality problems, investigate disparities between Government and contractor test results, investigate causes for testing delays, review in-house quality control procedures, review in-house test procedures and methods, and review in-house currency of specifications and procedures.

(8) Enter QSMV data into the quality history system (i.e., QEP) to include a summary of findings, corrective actions taken and estimated dates for completion of action. A separate entry should be made for each contract NSN, and CAGE, applicable to the trip. If there are too many separate NSNs and contracts for each CAGE code, one entry should be made for each CAGE code with the NSNs and contracts identified in the comment field.

32. ALLEGATION OF ADVERSE QUALITY AND RELIABILITY INVOLVING DLA CONTRACTS

a. Allegations may be received through many sources including congressional inquiry, Hotline reports, DoD Inspector General/GAO/DCIS investigations, and letters sent directly to Headquarters DLA, or to a Defense ICP. Personnel assigned Quality functions should perform thorough and impartial inquiry to investigate and reply to adverse quality and reliability allegations.

b. Allegations usually arise from, but are not limited to, unsuccessful bidders, competitors, subcontractors, public-spirited citizens, company employees, and/or the news media, who have developed or received information that has led them to conclude that a successful contractor intends to provide, or has provided (intentionally or unintentionally) substandard materiel or service. This conclusion is usually based on the

fact that the successful contractor has contracted to provide materiel or a service at a price below what the party making the allegation considers to be reasonable, or below the summary of costs that the complaining party has experienced or estimated.

c. The allegation may or may not be made with supporting evidence. The lack of evidence, however, does not necessarily diminish credibility of the allegation. All allegations must be given due care and consideration.

d. FAR, DFARS, and DLAD 4105.1, Part 9, Subpart 9.1, Responsible Prospective Contractors, provide the Contracting Officer with criteria by which a prospective contractor can be determined responsible (capable of providing material or service to the requisite quality at the lowest cost to DoD). A determination of contractor responsibility, however, does not necessarily guarantee conformance of the materiel or service provided. From this possibility of nonconformance arises the potential for an allegation of adverse quality and reliability.

e. Allegations as discussed in this section, do not include disclosures of counterfeit materiel or unauthorized product substitution, which are covered in paragraph 33 of this instruction.

f. Personnel performing quality functions will:

(1) Any time fraud or any intentional nonconformance is suspected, report the matter to the local Fraud Counsel in accordance with DLAR 5500.10, Combating Fraud in DLA Operations.

(2) Upon receipt of an allegation, determine scope of inquiry necessary to judge it thoroughly and impartially. Some aspects that will be considered are:

(a) Prior experience in production of an item.

(b) The quality performance history to include user feedback, and allegations made against the contractor in question. Quality history data includes both positive and negative performance information. Lack of data in a file should not be assumed to mean past satisfactory performance.

(c) The contracting actions for the materiel or service under inquiry.

(d) The adequacy of inspection records available in light of the criticality/sensitivity of materiel or service. Deficiencies in this area and in quality history files should be corrected even if the immediate inquiry does not show specific allegations to be true.

(e) Need for inspection or reliability testing, if required, as arranged through the Product Verification Program office. This re-inspection/testing should be made by qualified, responsible personnel other than those who initially inspected and accepted the materiel or service.

(3) Consider assignment of investigation to personnel that have not been directly involved with the materiel or service under inquiry.

(4) Prepare the reply to the allegation in a timely and appropriate manner and coordinate the reply with other ICP elements having a collateral interest, and with the local Fraud Counsel, if applicable.

(5) When appropriate, conduct inquiry of quality and reliability allegations beyond the scope of information already available to the ICP. This may include re-inspection of other lots on the same contract and/or concurrent contract(s) (at contractor's plants, storage points, or at final destinations), as applicable.

(6) Make recommendations for corrective action, policy or procedural changes, and updating of contracting systems (i.e., CTDF), when applicable. Provide complete data on any nonconformances for inclusion in the contractor quality history file and for institution of warranty action, as appropriate.

(7) All of the actions described above shall be closely coordinated with applicable contracting personnel. Contracting personnel shall be notified of the receipt of the allegations, shall furnish assistance as requested, and shall be apprised of the conclusion, recommendations, and/or actions taken, based on the review of the allegation.

33. COUNTERFEIT MATERIEL/UNAUTHORIZED PRODUCT SUBSTITUTION (CM/UPS). The need for an active program to prevent counterfeiting was established by HQ DLA to improve the quality of DLA managed items and to prevent entry of CM/UPS into the DoD Supply System. ICPs should screen, investigate, process, and resolve written or verbal disclosures of suspected CM/UPS. While each ICP handles CM/UPS processing in different ways, typical procedures are as follows:

a. Any time fraud or any intentional nonconformance is suspected, report the matter to the local Fraud Counsel in accordance with DLAR 5500.10, Combating Fraud in DLA Operations.

b. Specific allegations of counterfeiting or substitutions of materiel that are received should be provided to personnel within the ICP assigned responsibility for CM/UPS.

c. PQDRs that suggest counterfeiting or substitutions are not immediately CM/UPS cases. The ICP person assigned to work the PQDR should perform a full investigation and take appropriate corrective and preventive action on the PQDR. If the findings indicate that counterfeiting and product substitutions are routinely taking place, at the time of the PQDR completion, the information should be provided to personnel within the ICP that is assigned responsibility for CM/UPS.

d. QA aspects of CM/UPS cases include reviewing item and contractor quality history to include review of previous PQDR investigation findings and results, and, as applicable, to request special inspection actions, initiate inventory screening actions, determine testing requirements, obtain samples, arrange for testing, obtain test results, and interpret test results. CM/UPS personnel may need to collaborate with ICP product quality and technical personnel as necessary.

34. CONTRACT DATA PACKAGE RECOMMENDATION/DEFICIENCY REPORTS (DD FORM 1716). FAR establishes the requirement for the CAO to report to the PCO any observed deficiencies in design or technical requirements, including contract quality requirements, and recommend necessary changes to the contract, specifications, or other requirements which will provide more effective operations or eliminate unnecessary costs. When a DD Form 1716 is referred by the PCO, personnel responsible for quality functions will:

- a. Evaluate the recommendation/deficiency for validity and its impact on the quality of current and future contracts. The recommendation/deficiency should be evaluated to determine the degree of significance and the appropriate course of action.
- b. The DD Form 1716 shall not be used as a vehicle to accept nonconforming materiel. Such requests shall not be approved. The response should indicate to the originator that acceptance of nonconforming materiel may only be accomplished through the contractual waiver/deviation procedures.
- c. The DD Form 1716 shall not be used to reduce, as a matter of expediency, contract quality requirements. If the originator indicates that the current contractor is unable (intentionally or unintentionally) to perform to the quality requirements for the item, and, after a review of the item, it is determined that the requirements are appropriate for the item, the quality requirements shall not be diminished. The response should indicate that the requirements are correct.
- d. If evaluation has revealed a technical requirement/specification change is necessary, coordinate with the ESA, SPA or other Military Service activities.
- e. Determine an appropriate course of action. Based on this course of action, determine if suspense date can be met. If resolution will require additional time, inform the Contracting Officer and recommend the submitter be informed.
- f. Recommend to the Contracting Officer a course of action or proposed response back to the originator to resolve the recommendation/deficiency.
 - (1) In the event of a specification/technical requirement change, the person responsible for Quality functions, in conjunction with Technical personnel, will determine if the change is significant.
 - (2) If the change is significant, and delivery and payment have not been completed, recommend to the Contracting Officer that current contracts be modified and data incorporated into the CTDF/PID.
 - (3) If the change is not significant, include the change in the CTDF/PID for future contracts.

35. SUPPLY, STORAGE, AND MAINTENANCE SUPPORT. It is essential that adequate quality and reliability support be provided to the ICP supply mission. QA support to the supply mission is needed throughout the preaward, contracting, storage, distribution, and disposal cycles. The quality assurance support should be provided on assigned items to item managers, supply officers, and storage and maintenance activities (including Military Service activities who receive, store, maintain, and issue DLA-owned materiel under the direction of the ICPs, as well as other activities in the DLA materiel distribution system). Personnel performing Quality functions will perform actions in the following areas:

- a. Provisioning conferences
 - (1) Prepare for provisioning conferences by researching the quality history of similar items and determining the quality aspects of the materiel that may affect the management, storage, and maintenance of items.
 - (2) Provide recommendations regarding quality to Supply personnel for their participation in provisioning conference.

(3) Participate in provisioning conferences when requested by Supply personnel.

b. Quality history and discrepancy information

(1) For determination of Method of Support and logistics management, determine and provide information to item managers regarding quality aspects that have an effect upon the quantity of items to be purchased and stocked. This can include such information as the number of items that must be destructively tested for each buy, the durability and reliability of items, identification of items that require tests and evaluations that may increase the procurement lead time, items that have had quality problems and resultant large numbers of unissuable stock.

(2) For Backorders, review items held in unissuable status due to quality deficiencies. If items are serviceable for issue, and are not needed for exhibits or for return to the contractor for repair, replacement, or reimbursement, inform the item manager of quantities that can be placed in issuable status. Under no circumstances will recommendations condone the placing of known unserviceable materiel in ready-for-issue stock.

c. Destination inspection

(1) Instructions must be provided to the depot if inspection and acceptance of contracted materiel at destination requires more than a type and kind, quantity and condition inspection. These instructions should be placed in a Quality Assurance Letter of Instruction (QALI) (see chapter 26).

(2) Commodity training. Participate in the development and the conduct of commodity training given Depot inspection and Product Testing Center personnel. The training will be tailored to the specific situation or individuals involved.

d. Storage Standards

(1) Develop depot storage standards in accordance with DoD 4140.27-M, Shelf Life Management Manual, and DLAD 4155.37, Materiel Quality Control Storage Standards, to provide storage inspection instructions for assigned items.

(2) Review requests for waiver of storage quality requirements. The review shall be based upon item history and will consider the circumstances of each case. When requests are repetitive, consideration should be given to revising the storage standards and recommending shelf life code changes. Recommendations will be provided to the item manager and/or Technical personnel as appropriate. Each request shall be documented with the reasons for the original requirement and the reasons for changing that requirement.

e. Maintenance Support

(1) Provide quality assurance support to the ICP maintenance program. This includes support for maintenance performed by Government-owned maintenance facilities and commercial contractors.

(2) Evaluate items coded for repair and items proposed for repair, to determine if repair is technically and economically feasible.

(3) Ensure that project orders, work requests, and contracts for maintenance prescribe adequate QA requirements and instructions to accomplish the required maintenance, either by reference or direct incorporation, which includes:

(a) Determining the availability and adequacy of technical data to support the ICP maintenance program. When technical data is determined to be inadequate, or is not available, the necessary technical data will be requested from the appropriate Military Service or commercial sources via appropriate ICP technical data channels.

(b) Developing maintenance instructions or TMSs to identify QA maintenance requirements in sufficient detail to assure the required level of quality will be obtained.

(4) Provide assistance to Government personnel performing in-house and in-plant maintenance functions.

(5) Provide QA requirements for packaging in instructions and information to Government maintenance facilities and maintenance contractors. The "how-to" packaging requirements will be obtained from the ICP technical person responsible for technical requirements.

(6) Review requests for waiver of maintenance quality requirements. The review shall be based upon item history and will consider the circumstances of each case. When requests are repetitive, consideration should be given to revising the requirements.

(7) Maintain working communications with maintenance activities to obtain feedback data generated as a result of maintenance operations, enter this information into the QEP, and utilize the information to improve QA operations.

f. Perform QSMVs to selected DLA Storage and Maintenance activities at least annually to assure the adequacy and understanding of storage standards, maintenance instructions, TMSs, or other technical guidance provided by the ICP, and assist in the solution of quality problems. Military Service storage locations will be visited as necessary.

g. Provide quality information and assistance to Supply operations personnel for the resolution of discrepancies. This includes determination of the quality aspects of wrong items, overages, shortages, damaged items, etc.

h. Provide recommendations for the disposition of materiel when requested.

i. Utilize quality and reliability feedback data from storage and maintenance activities to initiate corrective actions and improvements in shelf life criteria, contract requirements, and specifications.

36. SPECIAL INSPECTION ACTIONS. Special Inspections are requests for inspections/tests of specific characteristics of items. Normally, the need for special inspections of DLA-managed materiel will be determined based on the review and evaluation of customer/depot generated quality complaints, laboratory test results and other quality history data. Special inspections may be initiated at the request of HQ DLA, ICP Contracting Officers, Counsel, technical and quality personnel, engineers, and

inventory managers. They may also be requested by the Military Services and via feedback from QSMVs and QSRs and in the course of investigating allegations of adverse quality and reliability or counterfeit/unauthorized substitutions. When review and evaluation of applicable quality history indicate a need for special inspection actions or requests for special inspection actions have been received, personnel performing quality functions will perform the following procedures:

a. Determine location(s) of all stocks including, when feasible, those in the hands of user activities.

b. Initiate action(s), when determined necessary, to have all stocks suspended from issue. Coordinate with the responsible Supply personnel prior to initiating action to have stocks suspended from issue when analysis of PQDRs or test results justifies such action. Data to be included in the request should be NSN, Contract Number, CLIN, date of pack/expiration/ manufacturer/cure/assembly, lot number, and reference to the PQDR and/or Test Document Number.

c. Initiate requests for special inspection actions of DLA-owned stock that involve technical inspection to the Product Verification Program office. They will contact the appropriate DLA Depot/Contractor/Military Service testing site and arrange for the testing. Due to the resource impact of special inspections, detailed justification must be included in the request. Requests for special inspection actions shall contain complete inspection instructions or other meaningful information needed to adequately perform the inspection, including but not limited to the following, as applicable:

(1) Specification(s), storage standard(s), and other applicable technical data, or in lieu thereof, a detailed list of characteristics to be examined including tests to be performed.

(2) Sampling plan/size.

(3) Reclassification instructions of materiel to be inspected or identified.

(4) Request for samples.

(5) Requested laboratory to which test samples are to be shipped (The PVP office may determine that testing should be done at a different location) and any special shipping instructions.

(6) Contract number.

(7) Manufacturer.

(8) Lot, batch, emulsion, model or serial number.

(9) Required data.

d. For Military Service-owned materiel, DLA ICPs should send requests for retail stock screening or send ALERTS of notifications about defective, or potentially defective, materiel to the Military Service Screening Point (see DLAD 4155.24, Product Quality Deficiency Report Program). For retail stock screening, or when simple visual inspections are required at DLA Depots, request that inspection results be reported as follows: When nonconformances are found as a result of the special inspection, require the results to be reported on a DD Form 1225, Storage Quality Control Report. When the results of the special inspection are:

(a) No nonconformances in the stock were found, or

(b) The inspection could not be performed, (e.g., no stock on-hand), require the correspondence requesting the inspection to be annotated as such and returned directly to the Quality Assurance specialist/professional who requested the inspection.

e. Review and evaluate special inspection action results and provide the appropriate action personnel (e.g., Contracting, Stock Control, storage activity, or discrepancy report originator, as applicable) with comprehensive usage or disposition instructions.

f. Update technical data, CTDF, and item and contractor quality history file with intelligence gained through special inspection actions.

g. Update applicable storage standards where necessary, based on intelligence gained through special inspection actions.

h. When inspection results indicate a need for specification revision, forward copies of all pertinent information to the SPA, through the applicable ICP review activity, with a request for revision of the specification as needed or indicated.

37. QUALITY AUDIT. These are technical inspections of DLA-materiel that 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. Where special inspections typically involve only one or two characteristics, Quality Audits usually involve many or all characteristics of an item. To have a quality audit performed, ICP personnel responsible for quality should request the ICP Product Verification Office to arrange for the inspection/testing.

a. Before requesting a quality audit, personnel responsible for quality should perform the following:

(1) Review the contract documents including all modifications affecting the product and technical data.

(2) Obtain and review referenced data not in the official contract folder. Use local procedures for requesting data from the ICP technical personnel, or from automated systems.

(3) Review the complete package of contract documents and technical data for adequacy in accordance with FAR, DFARS, DLAD 4105.1, and DLAD 4155.2 provisions to assure descriptions of purchased products are adequate for technical inspection of the item purchased. FAR, DFARS, and DLAR 4105.1, section 46.202 provide criteria for appropriate contract quality requirements. Other factors for consideration, where appropriate, include the criticality of item application, destination of shipments, specified place of inspection and acceptance, and requirements for verification testing. When contractor sampling inspection is authorized, contracts must include appropriate sampling criteria such as sample size and inspection level. The availability of only manufacturer's name and part number will be reported to the ICP technical personnel for potential technical data acquisition. Pay particular attention to contract quality requirements and packaging instructions to assure that requirements are appropriate for the products being procured.

(4) Approved waivers and deviations will be noted and, if repetitive, recommend appropriate specification changes to the cognizant technical personnel and annotate quality history files.

(5) When needed, select product characteristics to be inspected by the auditor. Instruct the auditors concerning the technical inspection characteristics and quantity of items to be inspected.

b. Evaluate the audit inspection results. Ambiguities concerning inspection results will be resolved through the PVP Office.

(1) Changes to technical packaging requirements, suspected duplicate NSNs, and unreasonable pricing suggested by the audit will be evaluated and forwarded to the applicable technical personnel.

(2) Evaluate any substandard items and validate them if necessary.

(3) If the audit activity did not do so, prepare a PQDR on the substandard and forward a copy to the ICP Focal Point to be entered into the CDCS as a document-type 5. Investigate the PQDR in accordance with chapter 28 of this instruction.

(4) Responses on completed PQDRs, will be provided to the Product Verification Office and the Depot Quality elements who reported the substandard.

38. TECHNICAL SUPPORT. The ICPs' Quality Assurance and Technical Operations/Engineering personnel perform support functions for the Supply, Contracting, and Engineering missions. The functional personnel work together closely to assure that consistent and appropriate support is provided.

a. DLAR 3200.1 provides the policy and procedures for DLA to obtain engineering support from the Military Services on DLA managed items. DLA Form 339, Request for Engineering Support, is the vehicle for formally communicating with the ESA.

b. The ICP's technical element is the ICP's focal point for all engineering support requests to the ESA that pertain to the technical requirements of an item.

c. When only Quality Assurance aspects are involved, personnel performing Quality Assurance functions may contact and work directly with the Military Service/ESA for the following:

(1) Requests for input, guidance, clarification, or reconsideration of ESA-identified/requested Quality requirements, i.e., QA provisions in the Technical Data Package, first article and other tests, sampling criteria, mandatory inspections, critical quality characteristics based on application, and classification of quality characteristics.

(2) Discussion of Contractor Requests for Deviations/Waivers of nonconforming materiel.

(3) When Military Service specifications are involved, documentation concerning additions, deletions, or changes must be submitted to the SPA. If the recommended change is applicable to the technical requirement sections of the specification, the request will be submitted to the ICP technical liaison point element for evaluation/action. If the recommended change is applicable only to QA Provisions, personnel

performing Quality Assurance functions shall submit the recommendation directly to the SPA.

d. Personnel performing Quality Assurance functions will:

(1) Provide support to the ICP's technical element and to Military Service ESAs/SPAs, as requested or as needed, on Quality related issues. This includes: Quality history information on items and contractors, information on determinations of contract quality requirements, quality aspects of alternate offers, and recommendations for item technical improvement.

(2) Obtain technical assistance from the ICP technical personnel, whenever assistance is needed. This includes, but is not limited to, review of waivers and deviations for nonconforming materiel and the determination of characteristics for First Article tests.

(3) Submit requests DLA Form 339, to the ICP technical element, when recommending changes to, or requesting engineering support on, item technical requirements. The request will contain sufficient and quantified technical background, inspection data, test results, etc., to provide proper evaluation. Complete information and justification will be provided.

(4) Submit DD Form 1426 directly to the SPA when making recommendations on quality assurance aspects of Military Service specifications. A copy of the recommendation shall be provided to the ICP element responsible for standardization documents.

(5) Submit requests/DD Form 1426 to the ICP element responsible for standardization documents when making recommendations about technical requirements of Military Service specifications.

39. QUALIFIED PRODUCTS LIST (QPL)

a. A QPL is a document that identifies the product specification, manufacturer or distributor, part or model number or trade name, place of manufacture, and the test report number. It should be noted that in cases where a manufacturer has more than one manufacturing plant, the product qualification applies only to the plant which produced the sample examined, tested, and approved.

b. DoD 4120.3-M identifies the purpose of qualification. In part, it states the purpose of qualification is to provide a means of relieving quality conformance inspection of long, complex, or expensive tests prior to and independent of any contracting action. SPAs may issue a QPL requirement when:

(1) Tests to determine conformance of a product to a specification will exceed 30 days.

(2) Quality verification requires special equipment not commonly available.

(3) The specification covers life survival or emergency lifesaving equipment.

(4) The application is critical; failure of the part or equipment would jeopardize successful completion of the mission or pose a significant risk to life or property.

c. In order to retain qualification approval of products, one of the following actions is required:

- (1) Certification by the manufacturer.
- (2) Periodic feedback of test data.
- (3) Complete re-qualification testing.

d. Personnel responsible for Quality functions will review QPL specification requirements as required by DoD 4120.3-M and as required in the course of normal QA support actions. The primary purpose of this review will be to see that the QPL is current and lists only those manufacturers whose quality history indicates the capability to produce a quality product.

(1) When reviewing a QPL requirement, QA personnel will consider the possibility that a QPL may no longer be required as advances in manufacturing techniques and quality control methods or improvements in testing methods and equipment may have eliminated the need for qualification. Review of the need for a QPL should be consistent with DLAD 4125.2 and should include:

- (a) Time required for testing.
- (b) Cost of verification testing.
- (c) Possibility of using first article tests in lieu of qualification tests when specified tests are the same as verification and acceptance tests.
- (d) Improvement in testing methods and techniques enabling the use of alternate tests for verification which do not require special test equipment.

(2) When the person responsible for QA determines that a QPL is no longer required, a recommendation will be prepared with supporting justification for cancellation of the QPL requirement. Recommendations will be forwarded to the SPA. Only the SPA or designated agent can make changes to an existing QPL. The following are examples of conditions that should generate a recommendation for deletion of a manufacturer's product from a QPL.

- (a) Quality history shows the product offered by the manufacturer does not meet specification requirements.
- (b) The manufacturer has discontinued manufacture of the product.
- (c) The manufacturer has requested his product be removed from the QPL.
- (d) The conditions under which qualification was granted have been violated.
- (e) The product is that of a contractor, firm, or individual whose name appears on the Consolidated List of Debarred, Suspended and Ineligible Contractors.

(3) When QA support actions reveal a manufacturer's product should be considered for addition to a QPL, the QA person will provide a recommendation for addition to the SPA with supporting justification. Additions often occur when a manufacturer's product successfully meets first article requirements that duplicate QPL requirements.

(4) Requests for waiver of a qualification requirement can only be approved by the SPA and it should be understood that a waiver of qualification nullifies the requirement for qualification, unless an emergency condition exists. Therefore, all requests for waiver of a qualification requirement will be documented and submitted to the SPA for approval. When this situation arises, a review should be made to determine the need for the QPL requirement and, if appropriate, recommendations forwarded to the SPA to preclude future suspension of purchase requests.

(5) QA personnel must remember that the fact a product has been examined, tested, and placed on a QPL signifies the manufacturer did make a product which met specification requirements at the time of qualification. Inclusion on a QPL does not in any way relieve the supplier of his contractual obligation to deliver items meeting all specification requirements and does not guarantee acceptability under a contract. Qualification does not constitute waiver of the requirement for either in-process or other verification inspection or the requirement for the manufacturer to maintain a QA system acceptable to the Government. On the other hand, Qualification along with a good quality history on the item is an indicator that the Contractor has an adequate quality system and may affect decisions regarding quality requirements and the need for Source inspection.

40. POST AWARD TESTING

a. Laboratory testing/inspection is a fundamental element of an effective quality and reliability program to accomplish the following objectives:

- (1) Verify product compliance with contract technical requirements.
- (2) Validate certificates (i.e., CoC and CoQC) furnished by contractors.
- (3) Verify the accuracy and validity of contractor-furnished test data.
- (4) Monitor the quality of purchased or repaired items entering the DLA supply system.
- (5) Resolve contractual disputes and support legal actions.
- (6) Monitor the quality of materiel in storage to assure that unserviceable items are not continued in issuable stocks and that serviceable items are not disposed of prematurely.
- (7) Determine whether materiel provided is counterfeit or an unauthorized product substitution.
- (8) Support First Article tests.
- (9) Arrange for testing materiel on DCMC administered contracts when requested by DCMC QARs/ICP personnel responsible for quality.

(10) Monitor the quality of customer returns to assure that only serviceable items are returned to stock for issue.

(11) Investigate and resolve CDCs.

(12) Detect manufacturing and design deficiencies. Provide data for evaluation of materiel condition and determination of actions necessary to make items serviceable before they are placed in issuable stock.

(13) Obtain a Metric of the Quality Level of items or classes of items.

b. Each ICP has a Product Verification Program (PVP) office that has been established to support laboratory testing and inspection. The PVP office has the responsibility to arrange for random and directed testing on DLA-owned materiel. It is mandatory for ICP personnel responsible for quality to use the PVP to make testing arrangements of all testing/inspections that occur after acceptance of an item. The PVP office also assists in the arrangements for testing/inspection of items before acceptance. The PVP Office maintains a listing of sources for necessary laboratory testing. They have Blanket Purchase Agreements (BPAs) that can be used for acquiring test services from commercial laboratories and Inter-service Support Agreements that are used for laboratory testing requirements from the Military Services or other Government laboratories.

c. ICP personnel responsible for quality will:

(1) Plan and determine ICP requirements for laboratory testing for their items. (This does not include the determination of random or directed testing that is performed by the PVP office)

(2) Place necessary testing requirements in contracts. See Chapter 13 for contract testing requirements.

(3) Develop Test Plans/Projects. Test Plans should be developed for items that are determined to need laboratory testing. Test Plans will include, as a minimum: Headers with the item nomenclature, project number, NSN, sample quantity, and contract number; the Schedule to include testing to be performed by the test laboratory (i.e., sample verification, visual inspection, plating inspection, and dimensional, physical and chemical tests) (for those items requiring destructive testing, the test which destroys the item will be referenced last on the Test Plan); Supplemental Information will indicate the format for reporting of test results, a point of contact name/phone; and specific notes/instructions for disposition of test samples.

(a) For those items where the PVP Office or Product Testing Centers (PTCs) will develop the Test Plans, the ICPs will provide the necessary technical data to the test plan developer.

(b) The ICPs will review/approve all Test Plans developed by the Depots.

(4) Provide guidance for laboratory testing to storage activities for items designated in DLAR 4155.37, Materiel Quality Control Storage Standards. Guidance will separately identify tests that should be performed by the storage activity and tests that must be performed by a testing laboratory. Laboratory testing guidance will include:

- (a) Criteria for determining the need for tests, testing frequency, and the specific tests to be performed.
- (b) Sampling inspection instructions, e.g., method of sample selection, and AQLs.
- (c) Designated test laboratory(ies) and the method of requesting tests and test reports, when applicable.
- (d) Instructions for distribution of requests for testing.
- (e) Instructions for distribution of test results.
- (f) Other guidance necessary to assure correct submission, processing, and use of laboratory testing, and test results.

(5) Include meaningful laboratory test results in quality history files and use these data in the evaluation of item and contractor performance. Laboratory testing information should be included in the Quality Evaluation Program (QEP) in the "Special QA Data" field. Adjustments to the degree and frequency of laboratory testing will be made as indicated by the quality history files. Adjustments will be made to contract requirements (through recommendation of contract modifications to the PCO), future solicitation requirements, and guidance given to storage activities, as appropriate.

(6) Investigation of testing failures reported to the ICP person responsible for quality by the PVP office (through either random or directed testing) shall be done in accordance with Customer/depot Complaints procedures described in Chapter 28 of this instruction.

41. QUALITY HISTORY

a. Use of Quality history data is a primary tool for QA personnel. It provides the basic source of backup for QA actions. Therefore, it is essential that all quality history data be maintained in a manner which provides for timely, complete, and accurate retrieval. The systematic use of quality history data should provide QA personnel with the necessary information to make equitable and competent decisions.

b. Personnel responsible to perform quality functions must establish an effective system to collect, maintain, analyze, and use quality history in support of the DLA contracting and logistics mission to help assure the material procured by DLA and received by customers is the requisite quality intended. Personnel shall use the Quality Evaluation Program (QEP), if it is available at their ICP, and guidance in paragraph 42 of this manual, to collect, maintain, and access quality history information.

c. Three basic types of Quality history data: by contractor, by item, and by specification, shall be maintained by personnel responsible for quality assurance.

(1) Contractor Quality History Data Files. The data will consist primarily of records of negative/unsatisfactory contractor quality performance. Significant data reflecting satisfactory performance, if available, may also be maintained. There is no need to routinely keep data on all lots (shipments of conforming products), however this option may be used if there is significant reason to do so. The data will be maintained in contractor sequence either alphabetically or by CAGE

Code. As a minimum, the record will reflect contractor and contract/solicitation identity, a description of the quality problem, and a cross-reference by NSN to item quality history data. The data maintained in the contractor quality history data file or indicated as available and cross-referenced in either the item or specification quality history data files will include:

- (a) First articles
- (b) Preaward surveys.
- (c) Postaward conferences, QSRs, and QSMVs.
- (d) Product waivers and deviations (Nonconformances).
- (e) Special QA actions (such as suspensions of CQA actions at contractor plants by CAS organizations, the issuance of the Defense Quality Excellence Award to a contractor, the listings of the ASL, Qualified Products List (QPL), serious Quality Problem Reports, DLA Quality Alert List, or other contractor specific lists).
- (f) QALIs.
- (g) Customer/depot product quality and packaging discrepancies (PQDRs, SDRs, DD Forms 1225 or DLA Quality Audit Reports of Nonconformances).

(2) Item Quality History Data File. These data will be in NSN sequence and include records of negative/unsatisfactory quality history. Pertinent records of positive/satisfactory item quality history data may also be maintained. The data will include a copy of quality complaints, PID, technical data, QAPs, and other data that reflect an unsatisfactory or negative item quality history.

(3) Specification Quality History Data File. The data will be in specification number sequence. A copy of the specification with a cross-reference to the item(s) covered by the specification will be included. The data will include or reference records contained in the item or contractor quality history data files that will enable the QA element to determine necessary improvements, revisions, or modifications to specifications.

(4) Use of Quality History Data. Quality history data are used as sources of intelligence in making contracting QA determination and in the investigation and resolution of quality problems.

(a) Contracting QA Determinations. Item quality history data will be used in the development of contractual documents and guidance to CAS organizations. These may be made more comprehensive or less demanding in scope as a result of a review of the data collected on previous contracting actions. A review of the item quality history data will be useful in supporting recommendations for: [1] Initiating, strengthening, modifying, or eliminating First Article inspection requirements. All recommendations will be coordinated with the responsible ESA/SPA as required. [2] Adjusting the CQA place of performance. [3] Conducting postaward conferences. [4] Conducting preaward surveys.

[5] Developing, modifying, or not using QALIs. [6] Use of verification testing. [7] Performing special inspection actions.

(b) Contractor quality history data are used to aid the Contracting Officer in determinations of responsibility and by the person responsible for Quality functions in evaluating the application of various QA actions to specific contracts. On multiple source items the person responsible for Quality functions will furnish contractor quality history data to contracting or production personnel on an as-requested or as-required basis. The person responsible for Quality functions will respond to requests for contractor quality history data from contracting and production personnel, other ICP functional personnel, and Government activities. Responses should include pertinent facts regarding contractor quality performance with recommendations, as applicable, such as, but not limited to: [1] Need for or waiver of first article inspection requirements. [2] Use or nonuse of CoC clause. [3] Need for postaward conference and special attention areas to be discussed. [4] Need for preaward survey. [5] Need for issuing a QALI and pertinent contents of it. [6] Use of verification testing. [7] Removal or inclusion of contractors on QPLs. [8] Performing Special inspection actions.

(c) Based on contractor and item quality history data, personnel responsible for Quality functions will notify the contracting element and other interested Government activities of unsatisfactory contractor quality conditions as they are generated. 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. Such notification will be accomplished manually or through automated means as existing procedures and the circumstances warrant. Specific recommendations for corrective action should accompany this notification.

(d) Investigation and Resolution of Quality Problems. [1] Quality problems can be identified to either a product deficiency, contractor deficiency, or a logistics system deficiency. A given quality problem may be caused by one or a combination of these reasons. Whatever the cause(s), personnel responsible for quality functions are the focal point(s) for the investigation and resolution of product quality problems. Quality history data provide personnel with documented evidence of the cause(s) of past quality problems and the resolution of these problems. These data can be utilized to improve product quality by assuring adequate contract requirements and to closely monitor those contractors with known quality problems. Evaluation of a contractor's overall performance may require consideration of the total number of purchases from a specific contractor or of the specific problem item from the contractor. Records of total purchases from a specific contractor or item stock number normally are maintained by Contracting Officers for the latest 2-year period and may be obtained when needed. When such data are obtained, copies will be added to the appropriate history data and considered with the negative history in other actions. [2] Personnel responsible for Quality functions will utilize quality history data to accomplish their responsibilities in determining the cause(s) of quality problems and in providing substantiating evidence for guidance/recommendations to initiate corrective action. Use of the quality history data will include, but is not limited to, a source for: [a] Responding to requests for item/contractor intelligence from PCO, CAO, or other appropriate Government activities.

[b] Evaluating QA procedures and techniques utilized for a given item and contractor for adequacy and as supporting evidence for improvements when existing procedures and techniques are determined to be inadequate. [c] Identifying contractors whose quality performance is deteriorating to enable notification to be provided the PCO, CAO, or other appropriate Government activity. Particular attention will be given to these cases where a quality problem developed subsequent to a favorable preaward survey. [d] Identifying those items whose repeated failure to meet operational requirements may indicate needed changes in the specification. Notification and/or recommendations shall be provided to the SPA. [e] Identifying problem areas in procedures throughout the logistics system which have a detrimental effect on quality requiring corrective action to be initiated. [f] Each element of quality history data represents only a part of the overall quality picture of an item or contractor. Therefore, each element, by itself, must be considered incomplete data. It is necessary to consolidate each of these actions into a composite picture to obtain a realistic, verified representation of an item's, contractor's, or specification's quality posture.

(5) Analysis of Contractor History. When performing a quality history review, the following information should be considered:

(a) Contract history. The review should include: [1] A baseline of how many contracts have been awarded to the contractor and how many items produced. The number of contracts and items is needed to compare with the number of: deficiencies the contractor had, waiver/deviation requests, Preawards, QSMVs, etc. For example, the significance of a contractor having 10 deficiencies for 500 contracts is different than the significance of the contractor having 10 deficiencies for 10 contracts. [2] An indication of the Quality requirements to which the contractor is capable of working, e.g., ISO 9002, higher-level requirements, versus standard inspection. [3] Determination of the type of items (item nomenclature) that the contractor has produced in the past for DLA. (A contractor that has produced one type of item in the past may not have the capability to produce a different item).

(b) Preaward Survey Data. This should include a review of each previous preaward survey and the resulting recommendations. [1] Occurrences of negative preaward recommendations for QA capability and the reasons for the recommendations may indicate unresolved problems with the contractor. [2] Specific details of the category for which the preaward was conducted. (A satisfactory preaward indicating capability to produce a specific item should not be interpreted as an indication of the capability to produce a non-similar item.) [3] Determination of whether the contracting officer's action taken was different from the surveyor's recommendation. (Situations of urgent need may override negative recommendations.) [4] The date that previous Preawards were performed; this could indicate whether another preaward should be performed. [5] Unsatisfactory factors that led to unsatisfactory recommendations. These may indicate areas of discussion for postaward conferences or other QSMVs, need for additional contract quality/testing requirements, areas to be covered in a QALI, and problem areas for the contractor that require special action.

(c) First Article Data. This should include a review of each previous requirement for First Article testing and the resulting actions taken. [1] Waivers of the previous First Article

requirement. (Check whether the waiver was given based upon successful production of a similar item.) [2] Any First Article failures, especially subsequent submissions and failures. [3] Dates indicating the time required for resubmission of First Articles. [4] Specific nonconformances which caused the First Article to fail may indicate areas of discussion for QSMVs, need for additional contract quality/testing requirements in future contracts, areas to be covered in a QALI, and problem areas for the contractor that require special action.

(d) Postaward/QSMV Data. The review should include: [1] Any problems that cause the visit or any results/findings that were discovered during the visit that would indicate the quality status of the contractor or the item. [2] Corrective actions requested during the trip and the "get well" date for the corrections. [3] The date that the trips were taken. Recent trips provide a better indication of the current status of the contractor/item.

(e) Quality Assurance Letters of Instructions Data. Each previous QALI should be reviewed. [1] Review the major surveillance actions that were required by the QALI, i.e., mandatory inspections, special testing, and verification of CoQC. [2] Instructions on the withholding of CoC and the reasons. [3] The dates of the QALIs. [4] Changes that were made from one contract to another.

(f) Waiver/Deviation Data. [1] The number of Waiver/Deviations that were requested. Since requests are discouraged, a large number of requests may indicate intentions of the Contractor to perpetually deviate from the requirements or problems with the technical description/design of the item. [2] The specific nonconformances and any repetitive waivers/ deviations. [3] Previous dispositions of the Waivers/Deviations and the ESA/SPA rejections/approvals of the requests.

(f) Special QA Data. [1] Existence of any corrective actions by the QAR, the dates of the corrective action and the dates when the corrections were made. [2] Laboratory test/special inspection/product audit results. [3] Special information that comes from any other sources, i.e., QARs, contracting officers, other purchasing offices, that may indicate the quality status of the contractor or item.

(6) Quality history data will be purged periodically to prevent proliferation. File retention periods of up to 5 years are authorized.

42. QUALITY EVALUATION PROGRAM (QEP)

a. The QEP system is designed to gather data, available through the normal working actions of ICP personnel, enter it into a contractor and item performance history data base, and make the data available to contracting, technical and quality assurance personnel via an easily understood automated format. The QEP system automates the collection, maintenance, and retrieval of quality history information that is required in paragraph 41, Quality History, of this instruction. QEP information on quality, packaging, and shipping discrepancies is printed with the Purchase Request Trailer listings for contracting use in determining contractor responsibility, and for quality assurance use as specified in paragraph 41, Quality History, of this manual. The mechanized and small purchase systems for automated procurement use the QEP data on discrepancies to interrupt the automated generation of solicitations for manual review of the quality history. QEP collected data is retrievable through general computer interrogations to obtain complete information by either item or contractor. Specific

computer interrogations for distinct types of QEP data (i.e., First Article, preaward, nonconformance) by item or contractor are also available. Use of this data is specified in paragraph 41.

b. Personnel responsible for Quality functions perform actual on-line entry into the QEP system to access and maintain the QEP database. They will:

(1) Collect data during or, as soon as possible, after completion of the applicable action that provides quality history data. Data is to be entered as soon as possible after collection. Data topics to be collected are:

(a) Preaward Survey: Personnel responsible for Quality functions shall collect and enter the QA capability data field information whenever information is available, e.g., review of Preaward Survey Report, completion of preaward, QSMV, waiver of preaward survey, report from QAR. The Contracting and Production elements may be entering preaward survey data. A new, separate preaward survey record will be entered for each preaward survey that is performed. The QEP verb "SQEA" should be used for new records and the verb "SQEP" should be used to update existing records. Specific procedures are as follows: [1] When a solicitation number is involved, enter the National Stock Number (NSN), the Commercial and Government Entity (CAGE) code, and the Solicitation Number (SN) in the Procurement Instrument Identification Number (PIIN) field. Enter the 13 character SN and 0001 to register this information as the first PAS. If a second subsequent PAS is performed, enter the same NSN, CAGE, SN and 0002 to register it as the second PAS, and so forth. [2] When a purchase request number is involved, enter the NSN, the CAGE code and the Purchase Request Identification Number (PRIN) in the PIIN field. Enter the 14 character PRIN and 001 to register this information as the first PAS. If a second subsequent PAS is performed, enter the same NSN, CAGE, PRIN, and 002 to register it as the second PAS, and so forth. [3] If a PAS factor was not investigated during the first PAS, but done at a later date, enter this information through the verb SQEP as part of the first PAS record. Enter the date and the organization that performed this PAS factor on the proper factor line, e.g., Financial Capability, Production Capability, and Quality Assurance Capability. [4] When the award is made, and the contract number is input, the system will allow only one input of the PIIN with the same NSN and CAGE code. When the PIIN is input on the first preaward survey record, the additional preaward numbers should be input in the comments section of block 11G, Other, so inquiries to those preaward surveys can be made.

(b) Postaward Conferences/Quality System Review/Quality System Management Reviews: Personnel responsible for Quality functions shall collect and enter all data as specified on the applicable input form/screen upon completion of travel and upon receipt of follow-on information relating to the QSMV. Enter significant results/findings for each postaward or QSMV emphasizing those requiring corrective action; enter "get well date" when known.

(c) First Article Results: Personnel responsible for Quality functions shall collect and enter all data as specified on the applicable input form/screen. The data will normally be collected upon review of the First Article Test Report. However, there may be other opportunities for collecting the data, e.g., completion of a First Article, QSMV,

notification from the QAR. Contracting personnel may be providing subsequent entry if their decision differs in any way from the QA element's status entry. Contracting personnel will also be updating the comments data field to reflect their rationale. For each First Article Test that is conditionally approved or disapproved, enter nonconformances, referencing specific specification/ drawing requirements that the item failed in the First Article test. For each First Article test that is waived, enter the contract number under which the item was previously produced; indicate whether it is the same or similar item; indicate item nomenclature and NSN of similar items.

(d) Nonconformances: Personnel responsible for Quality functions shall collect and enter all data except the PCO Action data. Data will be collected upon review of waiver request, notification of waiver request by the QAR, and any other times that waiver information is available. Contracting personnel may be entering the PCO Action data and will be annotating their rationale in the comments data field if their action differs from the QA element's recommendation. For each waiver/deviation: enter the DoD Activity Address Code (DoDAAC) of the activity coordinating on the waiver/ deviation; enter a brief description of the waiver/deviation, referencing the specific specification/drawing requirement involved; and enter the contractor's preventive corrective action.

(e) Special QA Data: Personnel responsible for Quality functions shall collect and enter all data as specified on the applicable input form/screen. For each special QA data record, enter narrative data that explains the special action. Examples of special QA data are: [1] Corrective actions by the QAR. For each corrective action information item the date the corrective action method was opened and the date the corrective action method was closed. [2] Laboratory testing. [3] Defective Government Furnished Material (GFM) not reported on PQDRs. [4] Product Quality Audit information, i.e., requests for Special Audits, details of audits performed. NOTE: Even though PQDRs that result from Substandards are entered into the CDCS, details of the Substandards may be placed in this section. [5] Report of any information on the item or contractor by the QAR, Military Services, other functional elements, CM/UPS Committee, and HQ DLA/DLSC.

(f) QA Letters of Instruction: Personnel responsible for Quality functions shall collect and enter all data as specified on the applicable input form/screen upon preparation of the QALI, review of challenges, and whenever other reviews/investigations indicate that a QALI is needed for future contracts. For each QALI, enter narrative data that explains the major issue(s) covered in the QALI.

(g) Quality Data: Personnel responsible for Quality functions shall collect and enter all data as specified on the applicable input form/screen. These data shall be collected upon review of the contract and will indicate what actually was required by the contract regardless of what was requested or what appears in the CTFD. As a minimum, quality data shall be collected on all ICP contracts designating performance of Government CQA actions at source. Quality data on contracts designating CQA at destination shall be collected when adverse quality history has been experienced or if quality problems are anticipated.

(2) QEP input forms may be used to collect the data to be entered into the QEP system at a later time.

43. CONTRACTING TECHNICAL DATA FILE (CTDF). The CTDF is the automated system by which item and contracting information is stored and used on DLA items. The system contains areas that are the responsibility of personnel responsible for quality functions to enter and maintain for each item. To the extent possible, information in the CTDF should be predetermined and entered into the system in advance of contracting.

a. Quality Assurance personnel will input the following QA Data in option N (Quality Guidance Data):

- (1) PIC - Place of Inspection (see paragraph 7 of this instruction).
- (2) QCC - Quality Control Code (see paragraph 6 of this instruction).
- (3) QAC - Quality Assurance Review Code.
- (4) IAM/QAP - Interim Amendment/Quality Assurance Provisions Code.
- (5) IAM/QAP Date
- (6) CIC - Critical Item Code

NOTE: It is the responsibility of the Military Service ESA to determine criticality. ICP technical personnel enter this information as it is obtained from the Military Service ESA. Personnel responsible for Quality functions should review this code and recommend changes to the ICP technical element. Changes will not be made to this code unless the change has been coordinated with the ESA.

- (7) CoQC - Certificate of Quality Compliance (See paragraph 9 of this instruction).
- (8) LINE NR - Descriptive data pertinent to Quality Assurance aspects of the item.

b. Personnel responsible for Quality functions will inform other responsible ICP personnel when they observe errors in other codes, or have questions regarding information in the CTDF.

F. RESPONSIBILITIES

1. Quality Assurance (QA) personnel are responsible for:

a. Supporting the contracting and materiel management functions through assuring the items and services procured and delivered to DLA customers are of the requisite quality intended and conform to customer specified requirements. b. Endeavoring to learn other contracting and materiel management functions and use quality assurance tools at their disposal to assist other areas to improve their processes.

2. Career Development and Commodity Training.

a. Supervisors of Quality Assurance personnel are responsible for assuring that an IDP is established for each QA employee that provides training as needed. b. QA personnel are responsible for completing assigned training and developmental assignments as required.

3. Quality Day representatives are responsible for:

- a. Participating in Quality Day and assigned working groups to resolve specific problems.
- b. Hosting meetings when requested and carrying out administrative duties as required.

4. Quality Assurance Provisions (QAPs). QA personnel are responsible for:

- a. Developing QAPs for new items entering the inventory and for items transferred from the Military Services/GSA to DLA for management.
- b. Revising existing QAPs on current DLA managed items whenever they are found to be inadequate.
- c. Providing QAP information to appropriate contracting elements through documents of automated systems.

5. Packaging Quality Assurance Requirements. QA personnel are responsible for:

- a. Developing definitive Quality Assurance requirements for packaging.
- b. Assuring that definitive quality assurance requirements for packaging are included in ICP contracts.

6. Contract Quality Requirements. QA personnel are responsible for:

- a. Selecting or developing appropriate quality assurance requirements and making recommendations for inclusion of specific contract quality clauses in ICP contracts.
- b. Reviewing requests for waiver of contract requirements

7. Place of Performance of Government CQA. QA personnel are responsible for:

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

8. Certificate of Conformance. QA personnel are responsible for assisting the Contracting Officer in determining whether the CoC Clause should be used in ICP contracts involving specific contractors and/or items.

9. Certificate of Quality Conformance (CoQC). QA personnel are responsible for assisting the Contracting Officer in determining whether the CoQC Clause should be used in ICP contracts involving specific contractors and/or items.

10. Manufacturing Process Controls. QA personnel are responsible for assisting the Contracting Officer in determining whether the Manufacturing Process Control Clause should be used in ICP contracts involving specific contractors and/or items.

11. Bid Samples. QA personnel are responsible for:

- a. Determining the requirement for bid samples and including appropriate descriptive requirements for bid samples in ICP contracts.
- b. Determining whether bid samples may be waived for specific contractors or procurements.

12. First Article Requirements. QA personnel are responsible for:

a. Furnishing recommendations and justification to the Contracting Officer for including a First Article requirement in ICP contracts. b. Developing appropriate First Article requirements and provisions. c. Evaluating requests for waiver of First Article requirements. d. Evaluating results of First Article tests and inspections.

13. Testing Requirements. QA personnel are responsible for determining testing requirements and making recommendations for inclusion of specific tests in ICP contracts.

14. Metrology and Calibration. QA personnel are responsible for determining calibration requirements and making recommendations for inclusion of SPC QAPs in ICP contracts.

15. QA personnel are responsible for determining warranty requirements and making recommendations for inclusion of warranties in ICP contracts.

16. Statistical Process Control (SPC). QA personnel are responsible for determining SPC requirements and making recommendations for their inclusion in ICP contracts.

17. QA personnel are responsible for ensuring that ICP contracts contain the necessary sampling procedures to ensure an acceptable product.

18. Preaward Acquisition Support. QA personnel are responsible for supporting the preaward contracting mission by providing support to the Contracting Officer and other Government activities, e.g., DCMC during the preaward process.

19. Military Interdepartmental Purchase Requests (MIPRs) QA personnel are responsible for performing quality assurance functions in the processing of MIPRs.

20. Preaward Surveys. QA personnel are responsible for performing Preaward Survey actions.

21. Acquisition Plans and Associated Solicitations. QA personnel are responsible for providing Quality Assurance support to provisioning planning, acquisition planning and item transfers.

22. Prime Vendor and Performance-based Service Contracting (PBSC). QA personnel are responsible for developing or reviewing quality assurance aspects of Performance Work Statements (PWS) and Quality Assurance Surveillance Plans for ICP service contracts.

23. Postaward Acquisition Support. QA personnel are responsible for 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.

24. Contract Review. QA personnel are responsible for performing contract review.

25. Postaward Orientation Conference. QA personnel are responsible for conducting or attending Postaward conferences as needed.

26. Quality Assurance Letters of Instruction (QALIs). QA personnel are responsible for issuing QALIs that provide quality history and designate specific inspections, verification, or tests, to be conducted by the CAO, or the receiving point.

27. Deviations and Waivers. QA personnel are responsible for evaluating contractor requests for product deviations and product waivers, and recommending approval or disapproval of the request.

28. Product Quality deficiency Reports (PQDRs) and other Customer Depot Complaints. 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., SDRs/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 ESAs, 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.

29. Customer/Depot Complaint E-Mail

a. The ICP Focal Point is responsible for receiving and controlling E-Mail complaints transmitted to them and forwarding them to appropriate Action Points. b. The ICP Control Point is responsible for periodically analyzing the processes and results of E-Mail complaint transmission, to assure the E-Mail system is operating satisfactorily, and taking

appropriate action as necessary. c. The ICP Action Points will receive and transmit E-Mail complaints as needed during their investigation and resolution of complaints.

30. Customer Depot Complaint System (CDCS). ICP Focal Points, Control Points and Action Points will use the CDCS (if available at their ICP) to control and maintain customer complaint records.

31. Quality Systems Management Visits (QSMVs). QA personnel are responsible for performing QSMVs and QSRs to contractor facilities, inspection activities, depots, supply points, prepositioned war reserve sites, laboratories, and customer installations.

32. Allegation of Adverse Quality and Reliability Involving DLA Contracts. QA personnel are responsible for 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.

33. Counterfeit Materiel/Unauthorized Product Substitution (CM/UPS). QA personnel are responsible for supporting Contracting officers and General Counsel personnel in the investigation and resolution of CM/UPS disclosures.

34. Contract Data Package Recommendation/Deficiency Reports (DD Forms 1716). QA personnel are responsible for supporting the Contracting Officer in the evaluation of any reported deficiencies in design or technical requirements.

35. Supply, Storage, and Maintenance Support. QA personnel are responsible for supporting the DLA supply mission by providing support on quality and reliability issues to supply personnel (e.g., the item manager, stock control personnel), Defense Depots, and other Government activities.

36. Special Inspection Actions. QA personnel are responsible for providing inspection criteria, information, and assistance to inspection and acceptance personnel (i.e., Depots) and evaluating results of Special Inspections.

37. Quality Audit. QA personnel are responsible for submitting requests for performance of special product quality audits.

38. Technical Support. QA personnel are responsible for providing Quality Assurance support to the ICP's supply, contracting, and Engineering missions.

39. Qualified Products List (QPL). The ICP shall designate personnel responsible for supporting the QPL program.

40. Post Award Testing. QA personnel are responsible for placing necessary testing requirements in contracts, developing test plans and projects, as required, requesting tests to be arranged by the ICP's Product Verification Manager, and evaluating test results.

41. Quality History. QA personnel are responsible for collecting, maintaining, and providing contractor and item quality performance history to the Contracting Officer and other Government personnel, as required.

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 included in the EIS, and 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 database shall be submitted to reach HQ DLA, ATTN: DCMC-OF, 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 included in the Executive Information System (EIS) and 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 included in the Executive Information System (EIS), and is required to be reported in the RCS DLA(M)26(C-FO-CA)MIN, Management Data Report, data element 279G1).

4. Forms used by ICP personnel performing Quality Assurance functions.

a. Standard Form (SF)368, Product Quality Deficiency Report b. DD Form 448, Military Interdepartmental Purchase Request c. DD Form 1716, Contract Data Package Recommendation/Deficiency Report. d. DD Form 1225, Storage Quality Control Report. e. DD Form 2332, Product Quality Deficiency Report Exhibit Tag f. DLA Form 1227, Product Quality Deficiency Investigation Report. g. DLA Form 339, Request for Engineering Support. h. DD Form 1426, Standardization Document Improvement Proposal

BY ORDER OF THE DIRECTOR

NORMAN B. HODGES III

Colonel, USA

Headquarters Complex Commandant

COORDINATION: CAHS, DLSC-POA, DCMC-OG DSCP, DESC, DISC, DSCR, DSCC