



USMC PQDR Program Standard Procedures

PQDR Users Guide



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Preface

The PQDR Screening Point, Marine Corps Logistics Command, Albany GA, manages the USMC PQDR Program and is responsible for providing guidance, technical assistance, and training on the PQDR Program and the Product Data Reporting and Evaluation Program (PDREP) system.

This document was developed to assist Marines, Government employees and Government's contractors in understanding and participating in the PQDR Program. The Originator and Originating, Screening, Action, and Support Point responsibilities are derived from the PQDR Program Joint Order, SecNavInst 4855.5B; the responsibilities were modified/amplified to ensure the Users Guide is relevant to the USMC PQDR process. This Standard Procedure supersedes the USMC PQDR Program Users Manual, revision January 2004.

Point of Contact phone numbers, additional information, and the current version of this document are provided on the USMC PQDR Screening Point website, www.logcom.usmc.mil/pqdr.

Recommendations for changes and improvements to this document are encouraged. Email recommendations to smblogcompqdrstracking@usmc.mil.

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Policy

The Product Quality Deficiency Report (PQDR) Program is the cross-Component process that provides quality deficiency data to activities responsible for design, development, purchasing, production, supply, maintenance, and contract administration so that action may be initiated to determine cause, take corrective action, and prevent recurring deficiencies.

The PQDR will be used to report deficiencies occurring in major weapon systems, secondary/consumable/repairable items, spare and repair parts, Government-owned products used during development and test, and items supplied as Government-furnished property, to include warranted, Contractor Logistics Support, commercial off-the-shelf, and Marine Corps Common Hardware Suite items.

Any individual may report a product quality deficiency. An individual/Activity that discovers defective materiel and submits a PQDR is known as the Originator/Originating Point. Even if a deficient item is useable, the deficiency must still be reported.

Applicability and Scope

This Users Guide applies to product quality deficiencies detected on new or newly reworked Government-owned products for premature equipment failures, and products that do not fulfill their expected purpose, operation or service due to deficiencies in design, specification, materiel, manufacturing, or workmanship. It applies to products inspected and accepted at source, inspected at source and accepted at destination, or inspected and accepted at destination.

Glossary

Action Point. Designated Service or Agency that investigates and resolves a reported deficiency. An Action Point often collaborates with a Support Point.

Category I PQDR. A critical defect that could cause death, injury, severe occupational illness, major damage to a weapon system, loss of combat readiness, or depot production-line stoppage. Category 1 PQDRs will not be used to expedite receipt of replacement material. (Ref: MCO 4855.10B App A)

Category II PQDR. A major or minor defect not meeting the Category 1 criteria as defined above.

Closure. PQDRs are closed when the investigation into the assignable cause is determined, corrective and preventive action is initiated, credit and disposition instructions for the materiel are provided, and exhibit disposition is initiated.

Corrective Action. Those actions taken to correct the reported deficient item, all other defective stocked items, and those items in the supply pipeline. Corrective Action includes repair, replacement, alert notification, and segregation/screening/disposition of existing materiel. Also included are restitution actions for the defective items, e.g. full/partial credit, substitution of a like product.

Exhibit. The defective item, or a sample item representing the deficiency, that can be analyzed to determine probable cause of the deficiency.

Exhibit Control. Often it is imperative that the actual deficient item in its failed condition be available for investigation. In these cases, take action to protect the item in its failed state. Control of the exhibit is necessary to ensure its availability if needed by the Action or Support Point.

Information Only PQDR. A PQDR written to report and document a deficiency that was corrected on-site and no further corrective action is required. Submit the PQDR even if the item was repaired and placed in service, because the PQDR establishes an historical record and, in some cases, may still result in corrective/preventive actions, to include reimbursement/credit. Information Only Reports are sent to the Action Point as a "copy furnished"; however, an investigative response is not required. Assuring corrective/preventive actions and verifying contractor compliance may require local action.

Interim Reply. Correspondence used to advise the Originator that response time frames will not be met. Interim replies will include current status and preliminary findings of the investigation, anticipated completion date of the investigation or due date of the next update. If the PQDR was forwarded to a Support Point for assistance, the interim response will also provide status of follow-up action with the Support Point.

Originator. The individual who discovers the defective materiel and initiates a PQDR.

Originating Point. Usually the Maintenance Management Office (MMO) that has responsibility for the Unit that discovers the deficiency, i.e. the PQDR Originator.

Preventive Actions. Actions taken to prevent the deficiency's recurrence. This may include design/specification/drawing changes, changes to procurement technical data packages for future buys, issuance of Quality Assurance Letters of Instructions, notices to Contractors, and process changes.

Product Quality Deficiency. A defect or nonconforming condition detected on new/newly reworked Government-owned products, premature equipment failures, and products that do not fulfill their expected purpose/operation/service due to deficiencies in design, specification, material, manufacturing, and workmanship.

Product Quality Deficiency Report. The format on which product quality deficiency data is recorded and transmitted; i.e. PDREP PQDR record, EZPQDR web form, or PQDR form sent as an email attachment.

Quality Deficiency Data. Objective evidence that supports unsatisfactory new/newly reworked (Government or contractor) materiel, premature equipment failure, and products that do not fulfill their expected purpose/operation/service. The data may be as simple as the Originating Point's internal report form that initially recorded the deficiency. Of prime importance is direct examination, test, and procedure documentation.

Glossary (cont'd)

Quality Investigation. A comprehensive investigation conducted by the organization responsible for materiel quality within the Action/Support Point. The investigation determines whether the reported materiel was repaired, manufactured, or tested in conformance with required specifications/standards/contractual requirements and whether quality controls are adequate to ensure conformance. Corrective and preventive action will be initiated when inadequacies are identified.

Product Data Reporting and Evaluation (PDREP). PDREP is a web-based system that may be used to create and submit a PQDR. The system is designed to track quality and delivery performance on material/services procured by the Navy, Marine Corps, and Defense Logistics Agencies. PDREP provides on-line access to many different types of deficiency reports and stores quality information on new and newly reworked equipment.

Screening Point. The Quality Assurance Office (Code L15), Marine Corps Logistics Command, Albany GA, is the USMC PQDR Screening Point and manages the Marine Corps PQDR Program. The Screening Point reviews the PQDR for proper categorization, validity, and correctness of data provided by the Originating Point. This Office forwards the PQDR to the proper Action Point, maintains an audit trail for each PQDR, reviews the closing response from the Action Point, and resolves differences with the Action Point.

Support Point. An Activity that assists the Action Point by conducting and providing results of a special analysis or investigation pertinent to the correction and prevention of a reported product quality deficiency.

PQDR Program Objectives

Prevent Recurring Deficiencies
Maximize Mission and Operational Effectiveness
Improve User Satisfaction with Marine Corps Materiel

Reportable Deficiencies

Premature equipment failures
Deficiencies detected on new / newly reworked
Government-owned products
Deficiencies in design, specification, material
Deficiencies in manufacturing and workmanship
Deficiencies in materiel covered by warranty

Results & Benefits of PQDR Program

Improved Readiness, Operating Costs, and Maintenance Procedures
Improved Weapons System Quality, Reliability, and Maintainability
Restitution by Credit, Warranty, Replacement or Repair
Identification of Contractors Providing Defective Items
MIs, ECPs, and Technical and Safety Alerts Initiated
Supply Stock Inspection
TIs and SIs Changed

Exemptions

The following deficiencies are exempt from being reported via PQDR:

- a. Overages, shortages, missing documentation, wrong item, packing, marking, and similar shipment deficiencies, and items in Stock List 3 Master Component Lists. These shall be reported as a Supply Discrepancy Report (SDR), SF 364, per SecNavInst 4355.18_.
- b. Foreign Military Sales items under the Security Assistance (SA) Program after conveyance of the title. Quality deficiency data under the SA Program are properly reported on the SDR, SF 364. These shall be reported per MCO 4140.1_.
- c. Materiel that fails due to inadequate maintenance, improper operation, or normal wear and tear.
- d. Class V (Ammo) deficiencies. These shall be reported per MCO 8025.1_.
- e. Nuclear weapon materiel deficiencies. These shall be reported per Navy SWOP 5-8.
- f. Transportation-type discrepancies, e.g., losses or damages in transit are reported via Transportation Discrepancy Report, SF 361, per MCO P4610.19_.
- g. Accidental damage.
- h. Deficiencies found during qualification testing at the contractor's plant prior to acceptance by the Marine Corps.
- i. Erroneous instructions or discrepancies found in the content of technical publications that would jeopardize operation, maintenance, or performance of the item or equipment supported. These shall be reported per MCO P5215.17_.
- j. Aeronautical equipment deficiencies. These shall be reported per OPNAVINST 4790.2_.
- k. Subsistence item complaints. These shall be reported on a DD form 1608 per MCOs 10110.21_ and 10110.38_.
- l. Medical materiel complaints. These shall be reported on a Medical Materiel Complaint, SF-380, per Defense Logistics Agency Regulations (DLAR) 4155.28.
- m. Deficiencies involving products authorized for local base or station purchase, which are reportable under local procedures to the contracting officer. This exclusion does not apply to local purchases where the original source was the GSA.
- n. Any unsatisfactory materiel condition attributable to improper handling or deterioration during storage. Report per local procedures.

Originator Responsibilities

(Including Intermediate Maintenance / Supply Support Activities, when applicable)

- Prepare and forward PQDR information to the designated PQDR Originating Point when defective materiel is identified. The PQDR information should be placed on a PQDR using the SF 368 format; use the PQDR form found on web site www.logcom.usmc.mil/pqdr. Using the PQDR form will assure all information identified in the PQDR Preparation Instructions, pages 26-29, is provided.

It is important to identify the defective item Serial Number in Block 9; this is especially true for Comm/Elec equipment deficiencies. Enter additional Serial Numbers in the Description of the Deficiency, Block 22.

The Office of the MMO/MMC usually is an organization's PQDR Originating Point. If an Originating Point is not identified within the Command, the Originator will perform Originating Point functions; see *the next page for those responsibilities*. Forward all PQDRs to the USMC PQDR Screening Point, Albany GA, using one of the methods on page 25 of this guide, PQDR Submission Methods. Do not send PQDRs directly to the Action Point, Equipment Specialist, Logistics Management Specialist, or the Program Manager's Office.

- Secure and segregate the defective materiel (the PQDR exhibits) from all other materiel, and classify the defective materiel in a suspended supply Condition Code. Identify the defective materiel with a completed and attached DD Form 1575 Suspended Materiel tag and a DD Form 2332 Product Quality Deficiency Report Exhibit tag. *If these forms are not available, photocopies are provided on page 33 of this Users Guide.*

Exception to holding on to an exhibit: If the materiel is urgently needed, it may be used if Maintenance determines the deficiency does not affect safe usage of the item. However, the deficiency information must still be provided to the Originating Point and a PQDR submitted giving full details of the repair.

- If the deficient item is evacuated to an Intermediate Maintenance/Supply Support Activity (IM/SSA), a copy of the PQDR will be forwarded to the Repairable Issue Point (RIP) float to which the defective item is sent: IMEF to MMFAG8, IIMEF to MMFAF5, IIIMEF to MMFAF7, Hawaii to MMFAG2, Reserves to MMFAK9 and Quantico to MMFAH7.

When the IM/SSA receives the deficient item(s), they become the owner of that item for PQDR reporting purposes.

- **IM/SSA responsibilities:** Add text to Block 22 (the Description of the Deficiency) stating which component was replaced on the End Item (Block 16a), and that the item was returned to Condition Code 'A' and placed in stock for issue, if applicable.

Forward the PQDR to the Originating Point for their input into PDREP or EZ PQDR.

PQDRs are required for items under warranty; warranty guidance is expanded in the Supply Instruction or ULSS for that system.

Originating Point Responsibilities

- Review the Originator's PQDR for completeness, validity, and accuracy. Ensure the deficiency meets the reporting criteria for a PQDR as defined in this guide.
- If the Originator submitted multiple PQDRs reporting identical deficiencies, consolidate them into one PQDR.

Identify the total number of failed items in Quantity Deficient, Block 15c.

List all defective items and end item serial numbers in the Description of the Deficiency, Block 22.

- Assign a Report Control Number (RCN) to the PQDR. The RCN is the identifier in subsequent communication among PQDR process participants. Each report is uniquely identified with this control number: segment one (six places) is the Department of Defense Activity Address Code (DoDAAC) of the PQDR Originator. Segment two is the 2-digit calendar year. Segment three is a 4-digit number, usually beginning with 0001 at the start of each calendar year; e.g.M27121-05-0001.
- Consider the following when reviewing and preparing the PQDR:
 - Determine the total amount of defective materiel and report that number in Quantity Deficient, Block 15c.
Request the Supply Management Unit (SMU) to identify additional defective stock on hand.
 - If available, provide the original MILSTRIP requisition number in Block 10c. If there are multiple requisition numbers, enter the others in the Description of the Deficiency, Block 22.
 - If the address of the Activity holding the exhibit differs from the PQDR Originator's address, enter in Block 23 (Location of the Deficient Material) the address and telephone number of the Activity holding the exhibit.
 - Provide in the Description of the Deficiency, Block 22, the name and phone number of someone in the MMO who will be able to answer questions pertinent to the PQDR.
 - For warranted products, verify that the materiel failed within contractually prescribed warranty time frames and conditions.
The PQDR is used to process deficient warranted materiel only when prescribed in Service warranty guidance.
- Submit / Forward PQDRs to the USMC PQDR Screening Point via the web-based Product Data Reporting and Evaluation Program (PDREP), <http://www.nslcptsmh.csd.disa.mil/> or the EZ PQDR web form.

You may submit a PQDR via e-mail attachment to smblogcompqdrstracking@usmc.mil. The PQDR form is found on the USMC PQDR Screening Point website, however, this is not the preferred method.

Links to all PQDR submission methods are on the USMC PQDR Screening Point web site, www.logcom.usmc.mil/pqdr.

The PQDR Screening Point DoDAAC is M90368; use this value for PDREP.

Do not submit PQDRs directly to the Materiel Manager, Equipment Specialist, Logistics Management Specialist, or the Program Manager's Office.

- Submit a PQDR to the Marine Corps PQDR Screening Point within 1 day after the deficiency is discovered for a Category I PQDR and within 3 days for a Category II.

When urgency exists, Category I PQDRs may first be transmitted via telephone, followed by an email confirming the deficiency.

- Provide supporting documentation to the Action Point as requested; supporting documentation often facilitates the investigation. Examples are photographs and test reports.

Originating Point Responsibilities (cont'd)

- Ensure exhibits in support of the PQDR investigation are available and are secured/segregated from all other materiel.

Place the defective materiel in a suspended supply Condition Code, and tag with completed DD Form 1575 Suspended Materiel and DD Form 2332 Product Quality Deficiency Exhibit tags.

For defective warranted materiel, ensure the Remarks blocks of the DD Form 1575 and the DD Form 2332 are annotated with the Contract Number, a statement indicating the exhibit is under warranty, and comments detailing any repairs made by the using Unit. Also indicate the item is under warranty in Block 19. If the product must be packaged for shipment, mark the outside of the container with "To Be Opened in the Presence of a Government Representative; PQDR Exhibit/Warranted Item".

- Hold exhibits for 60 days. If shipping or disposition instructions are not received within this time, follow-up with the Screening Point.

Do not repair the deficient materiel within the 60-day holding time unless critical mission requirements dictate. In such instances, retain evidence of the deficiency through photographs, test reports, etc.

- After the exhibit request is received from the USMC PQDR Screening Point or Marine Corps Action Point, ship the exhibit as requested.
- Ship Category I exhibits within 3 days after receiving the request and Category II exhibits within 6 days.
- Create a PDREP Exhibit Tracking record, or email the Screening Point providing pertinent shipping information, i.e. ship date, mode of transportation, and the shipping/tracking number.

Instructions for creating an Exhibit Tracking record within PDREP are found on the USMC PQDR Screening Point web site, www.logcom.usmc.mil/pqdr, **Using PDREP** link.

Screening Point Responsibilities

- Provide guidance and technical assistance to PQDR Originators, Originating Points, other DoD Screening Points, USMC Action and Support Points to assist in documenting, reporting, and investigating product quality deficiencies.
- Assist all PQDR processing points with exhibit processing.
- Serve as the liaison between the Originator/Originating Point and the Action Point.
- Acknowledge receipt of PQDRs to Originating Points and Originator within 1 day for a Category I PQDR and 10 days for a Category II.
- Review PQDRs for validity (within the scope of the guide), proper categorization, data accuracy, and completeness of addresses.

Obtain correct or missing information from the Originator/Originating Point.

- Close the PQDR and return it to the Originating Point if determined to be invalid IAW criteria set forth in this guide.
- Consolidate PQDRs reporting identical deficiencies so that only one report is forwarded to the Action Point.
- When DLA is the Action Point, construct a MILSTRIP document number when the original requisition number cannot be determined. Construct as follows: the Originator's DoDAAC in the first six positions, the current Julian date (YDDD) in the next four positions, and a four-position serial number beginning with "U"; e.g M27121 5070 U00I.

If you determine the defective item was obtained from the Supply Maintenance Unit, use the SMU's DoDAAC.

Include a fund code and the receiving Activity's DoDAAC for the authorized credit; refer to MILSBILLS fund code supplement DoD 4000.25-7-M-S-1 when determining credit funds.

- If the same deficiency is currently under investigation or has been previously resolved, a new investigation normally is not needed. Usually in these instances, all that is required from the LMS is restitution and/or disposition instructions.

In both instances, forward the PQDR to the PM / LMS for information only, but request they provide statements addressing restitution and exhibit disposition. *Note:* Forward the PQDR via PDREP's "Send Message To" option.

When there is an ongoing investigation:

- Change that Status Code to 'AD – Defect Under Investigation'. *Note:* the PQDR will remain on your Worklist.
- In the Receipt Acknowledgement to the Originating Point/Originator, state that an active investigation is ongoing for another PQDR reporting the same deficiency. Also state this new PQDR will remain open until the Action Point concludes the current ongoing investigation and a closing reply will be provided at that time.

When there is an adequate closing from a previous investigation:

- Close the new PQDR and provide the previously received Action Point closing response to the Originating Point and Originator.
 - Close the PQDR with Status Code 'CD – Defect Previously Investigated'.
- In accordance with MCO 4105.2_, Marine Corps Warranty Program, provide historical data to USMC Program Managers and other DoD Action Points when analysis indicates a developing trend, or when requested to provide such.

Screening Point Responsibilities (cont'd)

The collection of historical data partially satisfies the requirements of Federal Acquisition Regulation (FAR), Title 48, CFR, Chapter 1, parts 12,13,15 and 42. This regulation requires the recording and maintaining of Contractor Past Performance Information (PPI). This PPI is to be used by DoD Acquisition and Procurement personnel when evaluating contractors during the source selection process so that contracts may be awarded based on best value.

- Determine the proper Action Point and assure the PQDR is forwarded to that Action Point within 1 day for a Category I PQDR and 10 days for a Category II.

If MCSC is the Action Point, forward the PQDR to the Logistics Management Specialist (LMS) in the responsible Program Manager's Office. If an LMS is not assigned, forward the PQDR to the Equipment Specialist for action.

If MCSC is not the Action Point, provide an informational PQDR copy to the USMC Program Manager, Logistics Management Specialist, Equipment Specialist, and Materiel Manager.

If the assigned Action Point is a USMC Maintenance Center, provide an information copy to the other Maintenance Center and to the Maintenance Management Center.

- Review all correspondence from the Action Point.
- Send Interim replies to the Originating Point.
- Review Action Point final investigation reports and/or closeout action for completeness and adequacy. If the investigation results and corrective/preventive actions are inadequate, take appropriate action to resolve the differences with the Action Point. If disposition instructions are not received, follow up with the Action Point to determine final disposition for the materiel. (*See Screening Point Guidelines for Determining Adequacy of Final Responses, page 13*).
- Provide PQDR closing response via PDREP to the Originator and Originating Point, or other Service/Agency Screening Point when the PQDR was received from another military service.

Provide the closing response within 3 days after receiving it from the Action Point for a Category I PQDR and within 10 days for a Category II.

Also provide an informational copy to the Marine Corps Program Manager, Logistics Management Specialist, and Materiel Manager.

If a Marine Corps Maintenance Center was the Action Point, provide an informational copy to the other Maintenance Center and to the Maintenance Directorate.

- Notify USMC and other Service/Agency users of USMC-managed materiel when advised to do so by MCSC.

Provide disposition instructions for non-conforming materiel that may be in use or stocked, when necessary.

- Provide an informational PQDR copy of **safety-related** Category I reports to other Service Screening Points of known users of USMC-managed materiel and to the MCSC Safety Office, email address Safety@usmc.mil.
- Assure deficiencies on government-furnished property are reported in accordance with contractual requirements and ensure the deficiencies are reported to the designated Action Point.
- Maintain a product quality deficiency reporting system in compliance with SecNavInst 4855.5_ and MCO 4855.10_.
- Maintain an audit trail for each PQDR in the PDREP database.

Screening Point Responsibilities (cont'd)

- Maintain a process for tracking credit authorized by DLA Action Points to insure DFAS processed the credit adjustment.
- Maintain an exhibit tracking process for repaired/replacement items back to the Originating Activity.
- Provide PQDR ad hoc report data, as requested.
- Collect and analyze processing time frame data to ensure compliance with PQDR Program directives.
- Analyze historical PQDR data to identify trends associated with quality/reliability/maintainability of contractor or government-caused deficiencies.
- Establish and conduct PQDR training programs.
- Develop PDREP training documentation.
- Provide PDREP training to Originators, Originating Points and Action Points.

Screening Point Guidelines for Determining Adequacy of Final Responses

- 1. Instructions:** The following information provides guidelines for determining adequacy of final responses, as required by SecNavInst 4855.5_ and supplemented by MCO 4855.10_. The information also establishes PQDR Screening Point goals and objectives when closing PQDR investigations.
- a. Prior to closing a PQDR that is under investigation, a response must be received from the assigned Action Point that provides the information required by SecNavInst 4855.5B_ and MCO 4855.10_.
 - b. Support Points must provide their investigation results to the assigned Action Point. The Screening Point will not close a PQDR before the Action Point endorses the Support Point's findings.

The Action Point is responsible for determining if the Support Point investigation is complete prior to providing the results to the Screening Point.

If a Support Point investigation is provided directly to the Screening Point, contact the Action Point to assure they received a copy. If they did not, provide a copy of the Support Point's response to the Action Point.

2. Guidelines:

- a. If the complaint is found to be valid, all of the following information must be included in the closing response, else the closing will be rebutted:
 - (1) Findings of the investigation, to include the root cause.
 - (2) Actions taken to correct the existing deficiency, to include item repair or replacement.
 - (3) Actions taken to prevent a recurrence of the deficiency.
 - (4) Credit statement.
 - (5) Exhibit disposition instructions.
 - (6) Regarding contractual warranty provisions or latent defect clauses, the response should address two distinct areas:
 - (a) Completion of a warranty provision that corrects the defect and allows the equipment to be returned to full-service use.
 - (b) An analysis of the incident that provides data/documentation sufficient to reveal design deficiencies or to track trends where design is suspect.

The above information applies to all PQDRs, including items procured under warranty, non-warranted items, Commercial off-the-shelf (COTS) products, Contractor Logistics Support (CLS), and Marine Corps Common Hardware Suite, and Performance Based Logistics contracts.

- b. Coordinate with the PM Office if any type of message (Safety-of-Use, Stock Screening, etc.) is required. The Screening Point will initiate and release Stock Screening messages. Prior to closing the PQDR, obtain a "has been sent" message copy to include as an enclosure to the final response.
- c. If a non-USMC Action Point indicates a requirement for an Instruction (e.g. Modification, Technical, Lubrication or Supply) or a change to the Stock Listing (SL) or Publication, provide the closing response to the responsible PM / LMS so they may recommend the appropriate action to be taken by the USMC.

Provide an Interim response to the Originating Point/Originator citing the investigation results and status of the appropriate Instruction, SL or Publication.

The PQDR investigation will not be closed until the appropriate Instruction has been written, approved, and a Publication Control Number (PCN) assigned, or until notification is provided by the

Screening Point Guidelines for Determining Adequacy of Final Responses (cont'd)

Action Point that the SL or publication has been updated.

The final closing response provided to the Originating Point/Originator will include the PCN of the Instruction.

- d. If a USMC Action Point indicates a requirement for an Instruction (e.g. Modification, Technical, Lubrication or Supply) or change to a Stock Listing (SL) or Publication:

Provide an Interim response to the Originating Point/Originator citing the investigation results and status of the appropriate Instruction, SL or Publication.

The PQDR investigation will not be closed until the appropriate Instruction has been written approved, and a Publication Control Number (PCN) assigned, or until notification is provided by the Action Point that the SL or Publication has been updated.

The final closing response provided to the Originating Point/Originator will include the PCN of the Instruction.

USMC Action Point Responsibilities

The Action Point is responsible for resolving product deficiencies and requesting Support Point involvement in the investigation, when applicable. The investigation's outcome should indicate the cause of the deficiency and corrective / preventive measures for both contractor and Government-attributable product quality deficiencies.

- Receive PQDRs from the USMC PQDR Screening Point and acknowledge receipt to the Screening Point within 1 day for a Category I PQDR and 10 days for a Category II.
- Forward any PQDR received directly from a PQDR Originator or Originating Point to the USMC PQDR Screening Point.
- Close and return a PQDR to the Screening Point if the report is determined to be invalid.
- Provide initial exhibit disposition instructions to the Screening Point for the deficient materiel being held in a suspended supply Condition Code by the Originator/Oriinating Point.

Assure all materiel is reclassified as soon as possible.

Marine Corps Systems Command, however, may elect to go directly to the Originating Point requesting the exhibits; in this case, provide a courtesy copy to the USMC PQDR Screening Point.

- When you receive a PQDR for information purposes only and DCMA managed the Contract, forward an informational copy of the newly reported PQDR to the responsible DCMA office; this will allow determination of the contractor's position relative to repair/replacement of the defective materiel.
- Determine the need for an investigation by a Support Point, e.g., Contract Administration Office (DCMA), Engineering Support Activity, Contracting, Supply Office, etc. Transmit the PQDR to a Support Point via PDREP and request a reply detailing corrective/preventive action, taken or planned, within 20 days for a Category I PQDR and 30 days for a Category II, without exhibits.

Prior to releasing a support action request, reviews the PQDR to assure all available/obtainable entries are complete and accurate.

Combine multiple PQDRs for the same product and deficiency into one report, when possible, prior to forwarding to a Support Point. Components may utilize DLAH 4105.4, DoD Directory of Contract Administration Services Components, to determine the proper Support Point.

If Support Point involvement is deemed unnecessary, provide an information copy to the appropriate Support Point for their quality history records.

- Assist the Support Point in obtaining exhibits.
- Monitor Support Point investigations. Send a follow-up request via PDREP if a response is not received within the specified time or an interim reply is not received denoting the expected completion date.
- Review each Support Point investigative reply for completeness and adequacy. If corrective action is inadequate, rebut the closing reply.
- Provide exhibit disposition instructions to the Support Point. Supply due-in records and materiel accountability in accordance with DoD 4000.25-2-M are applicable whenever materiel is directed for movement.
- Provide an Interim reply to the USMC Screening Point 30 days after receipt of a PQDR and thereafter upon the next due date until a final response is provided. At a minimum, the interim reply should include the status of the investigation and an anticipated completion or due date of the next update.

USMC Action Point Responsibilities (cont'd)

- Identify the root cause of the problem and the responsible party, e.g. contractor or Government (design, maintenance, or procurement) in the closing reply.
 - When responsibility is attributable to the contractor and the item was source inspected, request the DCMA Defense Reporting Program Manager to investigate the deficiency in conjunction with the contractor, and provide corrective and preventive actions.

If the PQDR is considered to be the contractor's responsibility and the item was not source inspected, request the responsible contracting office have the contractor investigate the deficiency and provide corrective and preventive actions.

If the investigation confirms that the PQDR was the contractor's responsibility, pursue free repair cost, replacement, or monetary reimbursement for the defective materiel.
 - When the deficiency is caused by a technical data error, request the appropriate engineering element provide a corrective and preventive action response that includes product improvement action.

Product improvement implementation is not necessary to close the PQDR, but replies should assure that procedures are established so that subsequent procurements do not contain the same technical data error.
 - When the PQDR is considered to be a procurement deficiency, request the Contracting Officer review related contracting procedures and all active and proposed contracts for like deficiencies to ensure appropriate corrective and preventive action are taken.
 - When the PQDR is considered to be a maintenance error, request the responsible Maintenance Activity take appropriate corrective and preventive action.
- Notify the Screening Point if the investigation indicates a DoD-wide stock screening is needed.
- Forward the final reply to the Screening Point. The final reply includes:
 - Support Point investigation results, when applicable.
 - Root cause of reported deficiency, or the reason cause could not be determined.
 - Historical failure data for a like deficiency on warranted items.
 - Responsibility for the deficiency (e.g. contractor error, maintenance error, procurement error, design, or Technical Data Package error), or the reasons responsibility could not be determined.
 - Extent and findings of the investigation.
 - Actions taken to correct the deficiency, to include defective materiel disposition and actions taken to prevent recurrence of the deficiency.
 - Need for alert notifications or field bulletins, if applicable.
 - The severity classification (minor/major/critical) of the reported deficiency.
 - Comment regarding credit recommendation. Credit adjustments for defective materiel shall be in accordance with DoD 4000.25-7-M, Military Standard Billing System (MILSBILLS).

Support Point Responsibilities

- Assist an Action Point in the PQDR investigation.
- Acknowledge receipt of investigation request to the Action Point within 1 day for a Category I PQDR and 10 days for a Category II. This may be accomplished concurrently with an exhibit request.
- Request the exhibit within 7 days after receiving the PQDR, if needed for the investigation.
 - Transportation costs to ship the exhibit to the investigation point normally will be the responsibility of the Government.
 - Transportation costs to return the exhibit to the Originator/Originating Point normally will be the responsibility of the contractor or the Support Point.
- Conduct an independent investigation to determine the root cause of the reported deficiency and the corrective and preventive action necessary.

Investigations are required on PQDRs citing either open or closed contracts.
- Request contractors conduct an investigation to determine the root cause of the reported deficiency and the corrective action necessary.

Evaluate the contractor's investigation report and proposed corrective action.
- Regarding warranted materiel:
 - Verify the contractor's evaluation of warranted product, particularly when liability is not acknowledged.
 - Assure proper conditions for submission of the PQDR by the Action Point are met.

In case of conflict, contractually prescribed warranty provisions take precedence over the requirements of the SecNavInst and this guide.
- Prepare and forward a final or interim reply to the Action Point for Category I PQDRs within 20 days if no exhibit is necessary, or within 20 days after receipt of an exhibit.

Prepare and forward a final or interim reply to the Action Point for Category II PQDRs within 30 days if no exhibit is necessary, or within 30 days after receipt of an exhibit.
- The Support Point final reply shall include:
 - Cause of the reported deficiency, including the party responsible for the deficiency.
 - Corrective and preventive action by the responsible party.
 - Corrective and preventive action by the investigating Government office.
 - Evaluation of current assets including current production or in-stock items. Include a statement regarding repair/replacement of defective materiel.
 - Results of an investigation conducted at manufacturing or maintenance/overhaul facilities.
- Notify the Action Point if requested exhibits are not received.
- Contact the Action Point if final exhibit disposition instructions are not received within 30 days after the final investigation reply was forwarded to the Action Point. If disposition instructions are not received within this time frame, prepare, or request the contractor to prepare, a DD Form 1149 Requisition and Invoice/Shipping Document; identify the transportation control number (TCN) related to the original shipment and return the exhibit to the Activity from which it was received. Notify the Action Point of the shipment. In the event the exhibit is obviously scrap materiel or the contractor fails to return the exhibit, request the plant clearance officer dispose the deficient item(s) under FAR 45.6.

PQDR Processing Time Frames

Processing Component	Severity Category	Action and Response Timeframe
Originator	Cat I	<i>After defect discovery, forward PQDR information to Originating Point within:</i> 24 hours
	Cat II	
Originating Point	Cat I	<i>Forward PQDR to USMC PQDR Screening Point within:</i> 24 hours
	Cat II	
Screening Point	Cat I	<i>PQDR receipt acknowledgement to Originating Point within:</i> 24 hours
	Cat II	
	Cat I	<i>Forward PQDR to Action Point for investigation within:</i> 24 hours
	Cat II	
	Cat I	<i>Forward Action Point's closing response to Originator within:</i> 3 days
	Cat II	
Action Point	Cat I	<i>PQDR receipt acknowledgement to Screening Point within:</i> 24 hours
	Cat II	
	Cat I	<i>Suspend/screen stock within:</i> 24 hours
	Cat II	
	Cat I	<i>If applicable, forward PQDR to Support Point within:</i> 24 hours
	Cat II	
	Cat I	<i>Provide an interim or final reply to Screening Point within:</i> 20 days after receiving the PQDR or the exhibit.
	Cat II	
Cat I	<i>If applicable, forward Support Point interim or closing reply to Screening Point within:</i> 3 days	
Cat II		10 days
Support Point	Cat I	<i>Receipt acknowledgement to Action Point within:</i> 24 hours
	Cat II	
	Cat I	<i>Provide an interim or final reply to Action Point within:</i> 20 days after receiving the PQDR or the exhibit.
	Cat II	

Note: All times are calendar days; time begins when PQDR or exhibit is received.

Exhibit Disposition and Shipping Instructions

Originator / Originating Point:

- Tag exhibit with completed DD Form 1575 Suspended Materiel tag and DD Form 2332 PQDR Exhibit tag.
- Hold exhibit for a minimum of 60 days. Contact the Screening Point if exhibit disposition instructions are not received within that time.
- After the exhibit request is received from the USMC PQDR Screening Point or Marine Corps Action Point, ship the exhibit as requested.
- Ship Category I exhibits within 3 days after notification received, and Category II exhibits within 6 days.
- Create a PDREP Exhibit Tracking record, or email the Screening Point and provide pertinent shipping information, i.e. ship date, mode of transportation, and the shipping/tracking number.

Instructions for creating an Exhibit Tracking record within PDREP are found on the USMC PQDR Screening Point web site, www.logcom.usmc.mil/pqdr, **Using PDREP** link.

Screening Point:

- Provide shipping instructions to Originating Point within 1 day for a Category I PQDR and within 3 days for a Category II after exhibit disposition instructions are received from the Action Point.
- Provide exhibit disposition instructions to Originating Point within 3 days if a PQDR is terminated or if the exhibit is not required for the investigation.

USMC Action Point:

- Request and provide exhibit shipping instructions within 5 days after receipt of a Category I PQDR or within 15 days for a Category II.

MCSC will coordinate this action with the SMC's Materiel Manager.

Maintenance Centers and Contracts Department will coordinate with the PQDR Screening Point.

- When an exhibit is requested by the Support Point, provide exhibit shipping instructions within 5 days for a Category I PQDR or within 10 days for a Category II.
- Provide exhibit disposition instructions to the Support Point after the investigation is completed.
- Provide exhibit disposition instructions within 10 days if the PQDR is terminated or not required for the investigation.

MCSC will coordinate this action with the SMC's Materiel Manager.

Maintenance Centers and Contracts Department will coordinate with the PQDR Screening Point.

Support Point:

- Request exhibit from the Action Point within 7 days.
 - Provide receipt confirmation to the Action Point within 10 days after the exhibit is received.
 - Contact the Action Point if final exhibit disposition instructions are not received within 30 days after the investigation reply was forwarded to the Action Point.
 - Initiate disposal of the exhibit when it is obviously scrap materiel, and notify the Action Point of this effort.

Note: All times are calendar days; time begins when PQDR or exhibit is received.

Frequently Asked Questions

General

Does an item's dollar value determine whether I can submit a PQDR?

No. Submit a PQDR for any of the circumstances listed on page 4 of this Users Guide or in paragraph 7.b of MCO 4855.10_.

What is a defect?

A defect is a nonconforming condition that limits or prohibits an item from fulfilling its intended purpose of fit/form/function. Included are deficiencies in design, specifications, materiel, manufacturing, operation, and workmanship.

How do I assign my Report Control Number (RCN)?

Normally the RCN is assigned and entered in PQDR Block 3 by your Maintenance Management Office (MMO); the MMO normally serves as the PQDR Originating Point and reviews and validates submitted PQDRs. The RCN is a unique alpha-numeric control number developed as follows: segment one (six places) is the DoDAAC of the originating Unit; segment two (two places) is the current calendar year; segment three (four places) is a sequential number, usually starting with 0001 for each calendar year; e.g., M21820-05-0001.

Where can I find the manufacturer name and CAGE code?

It will either be stamped or printed on the item or it may be identified on the data plate attached to the item. Often times it is identified on the item or package markings along with the manufacturer's name. Do not enter a CAGE Code from publications (TMs, SL4s, etc) or FedLog.

The manufacturer's code is referred to as the CAGE Code, which stands for the Commercial and Government Entity Code. The CAGE Code is part of MIL-STD-129 Markings.

Do I use the Part Number found in FedLog?

Only as a last resort. Vendors assign Part Numbers unique to that vendor, and a particular Part Number might not yet be cataloged. Take the Part Number from the markings on the deficient item. The Part Number is part of MIL-STD-129 Markings and may be identifiable on the defective item. It is usually stamped or printed on the item or identified on the data plate attached to the item. It is also usually identified on the package markings.

If the item is not marked or identified and the NSN is not available, the Part Number may be taken from FedLog, Technical Manuals, SL4s, etc., but the remarks in the Description of the Deficiency, Block 22, should state the Part Number was not found on the item and should identify the source used to obtain it.

Where do I find the Contract Number?

This depends on whether the defective item is a requisitioned replacement item, is original equipment, or is a repaired/rebuilt/overhauled item.

Defective Replacement Items: The Contract Number may be found on the Manufacturer's Invoice (DD Form 250) or on the Requisition and Invoice/Shipping Document (DD Form 1149). It may also be found on package markings or may be stamped/printed on the defective item. It may also be located on the defective item's data plate.

Defective Original Equipment: This is defective equipment received as part of a Principal End Item (PEI), e.g., vehicle, radar set, etc. When reporting defective original equipment, report the Contract Number for the PEI, which is normally found on the PEI's data plate.

Defective Repair/Rebuilt/Overhaul items: If the defective item was previously repaired, rebuilt, or overhauled under a contract, e.g., transmissions, the repair/rebuild facility will place a data plate on the item, which will provide the Contract Number. See page 32.

Frequently Asked Questions (cont'd)

Make every effort you can to identify and report the Contract Number, as it will identify the procuring Activity for the item; the first six digits of the contract identify the procuring Activity's DoDAAC. Correctly identifying and reporting the Contract Number allows the investigation to focus on specific procurement actions that resulted in deficient items and will assist the determination of the problem's scope.

Where do I find the Requisition Number?

The Requisition Number is normally found on the Requisition and Invoice/Shipping Document (DD Form 1149) or on the Issue Release/Receipt Document (DD Form 1348). The Requisition Number must be the one on which the item was received from the Source of Supply, not from the Supply Management Unit (SMU). It may be necessary to contact your Supply Officer or the SMU for this information.

What is the difference in new, repaired, or overhauled?

A new item is materiel procured under contract from commercial or Government sources, manufactured by an in-house facility, or it may be original equipment that was received new.

Repaired or overhauled is reworked materiel that was repaired/reworked/modified by a military or commercial facility.

If an item has been repaired, overhauled, or rebuilt, where do I get the date it was repaired, overhauled, or rebuilt?

Materiel that was repaired/overhauled/ rebuilt normally will have an attached green tag (GPO #640-454), or it may have a metallic tag bonded to the item that provides the date; see page 32. Repair and return items have an attached Inspection Tag (NAVMC 1018) that provides the date.

What is Government Furnished Materiel (GFM)?

Materiel used by a contractor that was acquired and supplied by the Government.

Should I submit a PQDR if the warranty has expired?

Yes. The PQDR program's objective is to identify all defective materiel so that action may be taken to prevent these deficiencies from recurring and to improve user satisfaction with Marine Corps materiel.

How do I know if an item is under warranty?

Items known to be under warranty will be specified in the special instructions contained in the Users Logistics Support Summary (ULSS) or in the materiel's Supply Instruction. The warranty status may also be obtained by contacting the Marine Corps Materiel Manager, Marine Corps Logistics Command Albany GA.

How many blocks do I check in Block 21a (Action Requested) on the PQDR? *Note: Question only applies to the SF 368 form on the USMC PQDR Screening Point's web site.*

Select only one block. If none of the blocks indicate the action requested, select "Other" and enter a description of the action requested in the Description of the Deficiency, Block 22.

How many blocks do I check in Block 21b on the PQDR? *Note: Only the SF 368 form on the USMC PQDR Screening Point's web site allows multiple selections.*

Select only one block. If none of the blocks indicate the action or disposition taken, select "Other" and enter a description of the action taken in the Description of the Deficiency, Block 22.

How much detail do I include in the Description of the Deficiency, Block 22?

Provide a comprehensive description of the reported defect. Include the suspected cause, if known. Follow the guidance provided on page 29.

Answering the questions what, when, where and how will usually provide sufficient detail.

Frequently Asked Questions (cont'd)

Why should I fill out a PQDR and what can the PQDR Program do for me?

A deficiency reported via PQDR permits the identification of processes that produce defective materiel, which in turn allows deficiencies to be prevented. Also, restitution may be provided via item replacement, repair or credit to your Unit.

Submit a PQDR on every product quality deficiency listed in paragraph 7.b, MCO 4855.10B, or on page 4 of this guide.

Where do I get assistance in filling out the PQDR?

Your MMO/MMC may be able to help, as that office normally serves as your PQDR Originating Point and has responsibility for ensuring validity, completeness, and accuracy of the PQDR. The USMC PQDR Screening Point Team also can assist; call DSN 567.8058/5160/5565 or Commercial 229.639.xxxx.

The information provided on a PQDR needs to be as complete and detailed as possible to permit a thorough investigation. Also, the USMC PQDR Screening Point uses PQDR data to determine adverse quality trends and to ensure appropriate warranty coverage.

How do I find out the status of my PQDR?

You may access the PDREP system if you have a PDREP User ID; instructions are at www.logcom.usmc.mil/pqdr, **Using PDREP** link, and then **Finding/Viewing a PQDR** link.

Or call a member of the USMC PQDR Screening Point team, DSN 567.6045/5160/5565 or Commercial 229.639.xxxx.

Or email us at smblogcompqdrstracking@usmc.mil.

Why am I receiving a PQDR Receipt Acknowledgment?

This confirms your PQDR was received at the USMC PQDR Screening Point, Albany GA, and provides the Deficiency Report Team member who is assigned action on the PQDR. The Activity that will conduct the investigation is also provided.

What type services does the USMC PQDR Screening Point provide?

The PQDR Screening Point manages the PQDR Program for the Marine Corps. We are available to provide any assistance and/or service requested, from helping you fill out your PQDR to providing you with status of the investigation.

We also provide special reports as requested, e.g. a PQDR History for your Unit, a defective item or principal end item NSN history report.

How long does it take to conduct an investigation?

This depends on several factors. SecNavInst 4855.5B, which is the joint order used by all DoD services for PQDRs, specifies a 20-day time limit for a Category I PQDR and 30 days for Category II. This time constraint does not actually require completion of the investigation in that amount of time, but only that the investigating activity at least provides an Interim Reply. If an exhibit is needed for the investigation, the Action Point's resolution time begins when the exhibit is received.

Based on the complexity of the deficiency, the average investigation ranges from 90 days to 2 years to complete all actions necessary for a comprehensive closing reply. There are instances when PQDRs remained open for eight years pending completion of all litigation actions. While time is important, it is equally important to resolve the deficiency and for action to be taken which prevents the deficiency from recurring. Sometimes an Instruction (MI, TI, etc.) must be written, and the PQDR investigation isn't closed until the Instruction is published. If an investigation can't be completed within established time frames, the investigating Activity and the Screening Point are required to provide an interim response containing status of the investigation and an anticipated completion date.

Frequently Asked Questions (cont'd)

How do I get a history of the PQDRs submitted by my Unit?

Call or send an email to the USMC PQDR Screening Point, DSN 567-6045

Or if you have a PDREP User ID, go to www.logcom.usmc.mil/pqdr, click on **Using PDREP**; then click on **Unit Reconciliation PQDR Report** link.

Should a PQDR Originator call the Action Point?

If your call is related to an ongoing PQDR investigation, please contact the USMC PQDR Screening Point. It is our responsibility to coordinate with the Action Point and we must be aware of all actions taken during the course of the investigation to ensure the final response is adequate.

What should the Originator / Originating Point do if they receive a closing response directly from the Action Point?

Notify the PQDR Screening Point and do not take action if the response provides modification instructions or requests exhibit shipment. USMC equipment may not be modified without the approval of the Marine Corps, and this often requires an Instruction (MI, TI, etc.) to be written and approved.

Exhibits

Should an Originator/Organizing Point ship an exhibit if a non-USMC Action Point requests this action?

No. Refer them to the USMC PQDR Screening Point. Our Office will initiate the exhibit request. If the exhibit is a controlled item, the movement request must be coordinated with the Marine Corps Materiel Manager.

How long do I hold an exhibit (i.e. the deficient item)?

Hold exhibits for 60 days after the PQDR Acknowledgment is received from the PQDR Screening Point.

What happens if the deficient item was repaired before the Action Point asks for the exhibits?

In such circumstances, the Originating Point should initiate action to retain evidence of the deficiency through photographs, testing, etc., that can provide evidence of the deficiency.

Do not repair the deficient item within the 60-day holding time unless warranty or critical mission requirements dictate the repair.

I received an exhibit request, but no longer have the deficient item because I submitted a Recoverable Items Report (WIR) and shipped the exhibit per the disposition instructions provided in the WIR. What do I do now?

If the exhibits were properly identified with DD Form 1575 Suspended Materiel and DD Form 2332 PQDR Exhibit tags, the Materiel Manager (MM) can locate the exhibit and have it shipped to the requesting Activity. As stated in enclosure 10 of MCO 4855.10_, all PQDR exhibits shall be secured/segregated from all other materiel by the PQDR Originating Activity and identified with the aforementioned tags. If it becomes necessary to submit a WIR because a replacement is required, the remarks section of the WIR should be annotated with the PQDR Report Control Number. When the MM receives the WIR, they will provide disposition instructions to insure the exhibit is placed in the appropriate Condition Code and is available for the PQDR investigation.

Frequently Asked Questions (cont'd)

Credit

The final response to my PQDR authorized credit, but I have not received it. What should I do?

If credit was authorized but was not received within 60 days, contact your fiscal section and they, in turn, should submit a Request for Adjustment (DIC "FAE") to the billing office. If credit is still not received within 45 days after the "FAE" is submitted, again contact your fiscal section and they should submit a Follow-up on Request for Adjustment, DIC "FAF." This process is per DoD 4000.25-7-M (MILSBILLS).

If you still do not receive credit after the follow-up transaction, call the USMC PQDR Screening Point. We will contact the Comptroller Office at the Source of Supply. Generally, this will resolve the problem.

Discrepancies Not Reportable via a PQDR

I received a damaged item. The shipping container is also damaged. How should this be reported?

With the information provided, it appears the item was damaged during shipment and does not meet reporting criteria as a PQDR. Recommend it be reported as a Transportation Discrepancy Report per DoD 4500.9-R.

I received an item that was damaged due to improper packaging. How should this be reported?

Discrepancies due to improper packaging should be reported to the Source of Supply on a Supply Discrepancy Report (SDR) per the current edition of SecNavInst 4355.18_.

PQDR Submission Methods

- You may use the Internet to submit a PQDR either via [PDREP](#) or [EZPQDR](#).



Product Data Reporting and Evaluation Program

You may use the PDREP application to submit a PQDR if you have a User ID.

To obtain a **PDREP User ID**, go to the Naval Sea Logistics Center Portsmouth NH web site, <http://www.nslcptsmh.csd.disa.mil/>

Click [User Access Request Form](#) and follow the directions for submitting the form. * See Note.

Product Data Reporting and Evaluation Program (PDREP)



To gain access to PDREP you will be required to submit a [User Access Request Form](#).

* Note: Key your **RUC** in the **DODAAC/CAGE** form field; add an "M" at the beginning, e.g. M27121. Select **PQDR** and **Originate PQDRs** in the Application(s) Section.

PDREP is a web-based system for collecting product deficiency and quality information on materiel provided to the Navy and Marine Corps.

SecNavInst 4855.3 (series) establishes the PDREP program as the primary automated information system for collecting and evaluating this data throughout the Navy and Marine Corps.

EZPQDR ELECTRONIC PQDR SUBMISSION

EZ-PQDR

A PQDR web form is accessible via the Screening Point home page. Go to www.logcom.usmc.mil/pqdr and click the **On-line EZ-PQDR** link.

Complete the form, and then click the [Submit PQDR To Screening Point](#) button

Edit Profile If you click the [Edit Profile](#) link, complete and then save the Edit User Profile page, your name, phone number, and email address are stored on your PC; the next time you use EZ, this info automatically populates the form. Your PC's Internet browser must accept cookies, else this feature will not work. Since the saved data is stored on the computer, only use this feature if you always use the same workstation to submit PQDRs.

Help The [Help](#) link at the top left corner of the window provides a table defining each PQDR data field. Clicking on most field labels will also display the field definition. Fields marked with an asterisk (*) are mandatory data entry fields. Supply all available information to expedite processing and to enable an effective investigation. NSN, manufacturer and shipper information is often found on the item's labeling or on the accompanying documents.

Instructions This page explains what to enter in the data fields and how to use the form.

- You may also submit a PQDR via email attachment. The Screening Point's website has a downloadable PQDR form. However, the USMC Screening Point prefers that you use either PDREP or EZPQDR.

If you have questions about PDREP or EZPQDR, call the USMC PQDR Screening Point, DSN 567.8052 or Commercial 229.639.8052

PQDR Preparation Instructions

All PQDR submission methods (PDREP, EZ PQDR and SF 368 **see note*) use the SF 368 format. Some of the data fields (blocks) may appear differently than shown in these instructions; however, the same basic information is required by all of the methods. You may need to adapt these instructions to the submission method.

It is important to provide as much information as possible. Based upon the nature of the deficiency and Source of Supply for the item, a comprehensive investigation may not be possible unless the necessary data is provided.

Identical deficiencies of the same item may be consolidated on one report.

Submit a separate PQDR for each different deficiency identified which meets PQDR reporting criteria.

In the case where one deficiency is either the cause or the result of another deficiency, report each deficiency separately and reference the other in each respective report to facilitate the Action Point's investigation.

The Originating Point, usually the MMO, completes/provides the **Report Control Number** (Block 3) before the PQDR is forwarded to the Screening Point.

Regarding date formats, PDREP requires calendar dates in dd-mmm-yy format; EZPQDR requires mm/dd/yyyy.

**Note:* If using the SF 368, please use the downloadable form found on the USMC PQDR Screening Point home page, www.logcom.usmc.mil/pqdr.

Block Number	Block Name and Explanation
	<p>Category A value of 1 or 2. Category 1 PQDR reports a critical defect that could cause death, injury, severe occupational illness, major damage to a weapon system, loss of combat readiness, or depot production-line stoppage. Do not use category 1 to expedite receipt of replacement material. Category II PQDR reports a major or minor defect not meeting Category 1 criteria.</p>
1a / 1b	<p>Originator Info Name of the individual who found the defect. If using PDREP or EZPQDR, enter the MMO point of contact in the Description of the Deficiency, block 22. If using the SF 368 form, include the name and address of your Unit, to include city/state/zip code. Also include your MMO's name and email address.</p>
1c	<p>Date Prepared This date is system-filled when using PDREP or EZPQDR. Enter the date the PQDR is emailed to the USMC PQDR Screening Point, if using the SF 368 form.</p>
2a / 2b	<p>Screening Point Info Screening Point address and the responsible QA Specialist's name/phone number/email address. This information is system-filled by PDREP and EZPQDR; it is pre-filled on the form.</p>
2c	<p>Screening Point Release Date Date the PQDR is forwarded to the Action Point for investigation. This date is system-filled by PDREP.</p>
3	<p>RCN (Report Control Number) The RCN is the unique identifier for each PQDR and is usually assigned by the MMO. It is comprised of the six-position originating Activity DoDAAC, the two-digit calendar year, and a unique four-position number. The four-position number usually starts with '0001' at the beginning of each calendar year, and then is</p>

PQDR Preparation Instructions (cont'd)

Block Number	Block Name and Explanation
	sequentially incremented for each successive PQDR. The DoDAAC is most often your RUC preceded by an 'M', e.g. M27121-05-0001.
4	Date Discovered Enter the date the deficiency occurred or was found.
5	Defective NSN Enter the National Stock Number (NSN) of the defective item being reported. The NSN field on PDREP and EZPQDR is comprised of 4 separate data elements: the COG, FSC, NIIN, and SMIC. You may leave the COG and SMIC blank. Deficiencies discovered during an acceptance LTI may be submitted on one PQDR. In this case, place the NSN of the Principal End Item (PEI) in this block. If the NSN is not available, the Commercial and Government Entity (CAGE) Code listed in Block 7b, and the Part Number listed in Block 8, may be crossed to determine the NSN. If Part Number and CAGE do not match, leave Block 5 blank.
6	Nomenclature The name of the deficient item at its lowest identifiable level.
7a	Manufacturer/City/State <i>Note: Block 7a is accessible only if using the SF 368 form on the USMC PQDR Screening Point web site.</i> If the defective item is a replacement , enter the name, city and state of the manufacturer for the CAGE Code you enter in Block 7b. If the defective item is original equipment (equipment received as part of a PEI), such as a vehicle or radar set, enter the name/city/state of the manufacturer who manufactured the PEI you enter in Block 16a (1). If the defective item was repaired/overhauled , as you indicate in Block 11, enter the repair/overhaul facility name/city/state.
7b	Manufacturer CAGE Code This should be the CAGE Code taken from the markings on the deficient item. It is part of MIL-STD-129 Markings and normally is identifiable on the item. If Block 11 indicates the defective item was repaired or overhauled, enter the DoDAAC of the repair/overhaul facility. <i>Note: You can enter a DoDAAC only if using the SF 368 form on the USMC PQDR Screening Point web site. Both PDREP and EZPQDR require a 5-character CAGE code.</i>
7c	Shipper/City/State Enter the Shipper's DoDAAC or CAGE.
8	Part Number Enter the deficient item's Part Number which is part of MIL-STD-129 Markings and usually is identifiable on the item. This number may also be found on the package markings. If the item is not marked and the NSN is not available, the Part Number may be obtained from the FedLog system, Technical Manuals or Stock List 4, but identify in Block 22 the source reference for the Part Number. Part Numbers are assigned by vendors and are unique to a particular vendor.
9	Serial/Lot/Batch Number If the defective item has a Serial Number or comes from a known lot or batch, list the value and indicate whether the value represents Serial, Lot or Batch.
10a	Contract Number If the defective item is a replacement , enter the Contract Number for the defective item. The Contract Number may be found on the item, package markings, or data plate. If the defective item is defective original equipment , enter the Contract Number for the PEI you enter in Block 16a.

PQDR Preparation Instructions (cont'd)

Block Number	Block Name and Explanation
	If the PEI was repaired/overhauled , enter the Contract Number of the repair/rebuild contract.
10b	Purchase Order Number This data field may be used to record a Supplementary Procurement Instrument Identification Number (SPIIN), Military Interdepartmental Purchase Request (MIPR), or any other procurement number.
10c	Requisition Number Enter the original MILSTRIP requisition (document) number used to order the item from the Source of Supply (not from the Supply Management Unit (SMU)). If received from the SMU, the document number they received the material on from the Source of Supply should be used. If there are multiple requisition numbers, enter the others in the Description of the Deficiency, Block 22.
10d	GBL Number This block is used for entering the Government Bill of Lading, Bill of Lading, Transportation Control Number, or any other related number.
11	Item Condition Select the value applicable to the deficient item: Original Equipment (if the defective item came with the PEI), New Replacement (if the defective item was ordered through the supply system), or Repaired or Overhauled (if the defective item went through repair/overhaul/rebuild process at a depot).
12	Date Received, Manufactured, Repaired, or Overhauled If New Replacement or Original Equipment is selected in Block 11, enter date the item was received and select either Received or Manufactured. If Repaired or Overhauled is selected in Block 11, enter the date found on the markings or data plate.
13	Operating Time at Failure (OTAF) Operating time at failure represents the amount of time the defective item was in operation when the deficiency occurred. Enter a numeric value followed by a failure unit (miles, rounds, cycles, hours, etc.); e.g. 10 miles. Enter "Initial" if the deficiency occurred immediately upon using the equipment.
14	Government Furnished Material The value is almost always "No". Only select "Yes" if the Government provided the deficient equipment to a Contractor.
15a	Quantity Received Enter the total number of items received or on-hand. If the deficiency is peculiar to a specific lot or batch, enter the quantity on-hand in that lot/batch.
15b	Quantity Inspected Enter the number of items inspected for the same deficiency.
15c	Quantity Deficient Enter the number of items determined deficient as a result of the inspection. If a sample inspection indicates the entire on-hand quantity may be faulty, so state in the Description of the Deficiency, Block 22.
15d	Quantity In Stock Enter the number of additional items in stock with the same manufacturer and Contract Number.
16a	End Item fields Enter all available information for the principal end item (weapon, vehicle, radio set, etc.). Type/Model/Series e.g. HMMWV, AN/TSQ-207 NSN Serial Number If there are multiple Serial Numbers, list additional Serial Numbers in the Description of the Deficiency, Block 22.

PQDR Preparation Instructions (cont'd)

Block Number	Block Name and Explanation
16b	<p>Next Higher Assembly (NHA) data fields If the deficient item (Block 5) is a part of another assembly before it is used or installed on the end item, enter all available information for that NHA.</p> <p>Applicable fields are: NHA NSN, NHA Nomenclature, NHA Part Number, NHA Serial Number</p>
17	<p>Unit Cost Enter the unit price your Unit paid for the defective item. If unknown, you may enter the unit price as found on FedLog.</p>
18	<p>Estimated Repair Cost Enter the dollar amount it would cost the Unit to repair the item. Estimated Repair Cost = (Unit Cost X the Number of Defective Items) + Overhead Costs</p>
19a	<p>Item Under Warranty Select the appropriate value to indicate whether or not the deficient item is covered by an established or formal warranty. Applicable ULSSes, ALOs, SIs, etc. relate to formal warranties and should be checked to ensure the PQDR is being submitted per the instructions.</p>
19b	<p>Warranty Expiration Date If "Yes" is selected in 19a, enter calendar date the warranty expires.</p>
20	<p>USMC TAMCN Enter the Principal End Item's TAM Control Number.</p>
21a	<p>Action Requested <i>Note: Only the SF 368 form on the USMC PQDR Screening Point website has a Block 21a; Action Requested is n/a to PDREP and EZPQDR.</i> Select the Action you, the PQDR Originator, are requesting: Replacement Repair Credit Other (provide an explanation in the Description of the Deficiency, Block 22).</p>
21b	<p>Exhibit Disposition Check the block that indicates the status of the deficient material (the exhibit) at the time the PQDR is submitted: Holding exhibit Hold on to the deficient materiel for 60 days after you receive the Screening Point's receipt acknowledgment, Released for investigation Returned to stock Disposed of Repaired Other Explain in the Description of the Deficiency, Block 22.</p>
22	<p>Description of the Deficiency Describe in detail what is wrong, circumstances prior to the difficulty, probable cause, any action taken, any recommendations, and, if applicable, references. Answer the what, where, when and how.</p> <p>If the End Item went through an IROAN program, enter "IROAN" in Block 22 and provide the cumulative number of hours/miles/rounds since the IROAN in Block 13, Operating Time at Failure.</p> <p>Supplemental information and photographs may be sent via email attachment or they may be uploaded to the PQDR record if using PDREP.</p>
23	<p>Location of the Deficient Materiel Enter a complete mailing address, as this will be used as the shipping address for materiel returned to the using Unit after the Investigation is complete.</p>

Using PDREP to Create a PQDR

You must have a PDREP user account to create a PQDR in the web-based PDREP system.

If you do not have an account, the **PDREP User Access Request Form** is located at <http://www.nslcptsmh.csd.disa.mil/>

Complete the Form, and fax to Portsmouth, NH; fax number 603.431.9464.

You will be notified via e-mail when your account is established.

Step 1) Log on to the PDREP application. *Note: PDREP requires PKI certification via CAC or "soft certs."*

- Go to <http://www.nslcptsmh.csd.disa.mil/>
- Click [Logon to PDREP Web Application](#)
- **DoD Warning** page: Select [DoD Logon](#)
- **PDREP Government Login** page: Enter your PDREP User ID and click the **Login** button. *Note: first-time PDREP users will key in the password provided via email from the Navy PDREP Help Desk.*

Step 2) Select [Product Quality Deficiency Report](#) link on the **PDREP** home page.

Step 3) Select [Create New PQDR](#) on the **PQDR Worklist** page



Step 4) **CREATE NEW PQDR** page.

Mandatory fields are designated with an **(M)**

You may disregard data fields marked as **Navy Only** or **DLA Only**

CAGE (block 7b) and **Contract Number** (block 10a) are important to the Action Point for their investigation.

Requisition Number (block 10c) is important when requesting credit or replacement. *Note: Enter Requisition Number without hyphens.*

Report Control Number (RCN) (block 3) is a unique value for each PQDR submitted in a calendar year. *Note: RCNs are assigned by the MMO.*

(M) 3. Report Control No.

Activity	Year	S/N	Sequence Number
M90368	06	-	-

- **Activity** block defaults to the RUC provided by the user on their Access Request Form
- **Year** block defaults to the current calendar year
- The User enters four numerical digits into the **S/N** (serial number) block; RCNs usually begin with 0001 at the beginning of each calendar year, and then sequentially increment by 1
- Leave **Sequence Number** data field blank

When all data is entered, click

Step 5) *Optional step.* If you have photos or other supporting documentation, you may upload these to the PQDR record. *Maximum file size is 2 mg. Acceptable file extensions are .doc, .jpg, .bmp, .pdf, .gif, .txt*

Click on [View/Upload Files](#) link, located on page left.



Step 6) Once all PQDR information is entered, the PQDR *must be released to the Screening Point (M90368)* Marine Corps Logistics Command, Albany GA.

- [Forward to Screening Point](#) link releases the PQDR to Albany Release PQDR
[Forward to Screening Point](#)
- **Forward PQDR from Originating Point to Screening Point** page

- Click **Get User List** button

The screenshot shows a web interface for forwarding a PQDR. At the top, there is a blue header bar with the text "Forward PQDR from Originating Point to Screening Point". Below this, there are two buttons: "Forward PQDR" and "Cancel". Underneath the buttons, there is a question "Where do I send this PQDR?". Below this question is a section titled "Send To" which contains a dropdown menu labeled "Choose Screening Point Activity:" with the selected value "M90368 - MCLB ALBANY GA". To the right of the dropdown menu is a button labeled "Get User List".

- Screening Point's email address **QDR ALBANY** smblogcompqdrstracking@usmc.mil will then appear in the **Choose Screening Point Email Address** block; don't change the value.
- Click **Forward PQDR** button

If you have **PDREP** questions, contact the Screening Point, DSN 567.6045, Commercial 229.639.6045

Exhibit Tags

DD Form 1575

WARNING: Unauthorized persons removing, detaching, or destroying this tag may be subject to a fine of not more than \$1,000 or imprisonment for not more than one year or both. (10 USC 1045)	FEM, PART NO. AND ITEM DESCRIPTION		SUSPENDED TAG-MATERIEL		
			NEXT INSPECTION DUE	CONDITION CODE	
			INSPECTION ACTIVITY:		
			REASON OR AUTHORITY:		
	SERIAL NUMBER/LOT NO.	UNIT OF ISSUE			
	CONTRACT OR PURCHASE ORDER NO.	QUANTITY	INSPECTOR'S NAME OR STAMP AND DATE		
REMARKS					
* U.S. GPO 1990-707-384					

DD Form 2332

PRODUCT QUALITY DEFICIENCY REPORT EXHIBIT			
1. REPORT CONTROL NUMBER	2. DATE (YYMMDD)	3. ORIGINATING ACTIVITY	
4. NSN	5. PART NO.	6. SERIAL NO.	
7. REMARKS (Continue on reverse, if necessary)		B. ITEM DESCRIPTION	
		9. NAME (Last, First, Middle initial)	10. PHONE (Include Area Code)
DD Form 2332, JUL 89 Previous edition is obsolete. S/N 0102-LF-007-6400 59/100			

PRODUCT QUALITY DEFICIENCY REPORT EXHIBIT	
11. DATE EXHIBIT RELEASED (YYMMDD)	12. EXHIBIT RELEASED TO
7. REMARKS (Continued)	
DD Form 2332 Reverse, JUL 89	