

**Supply Chain Management Center
Product Support Section (Code 822-2)
814 Radford Boulevard, Suite 20320
Albany, Georgia 31704-0320
Mailbox: mbmatcompqdrs@matcom.usmc.mil
Website: <http://notes.matcom.usmc.mil/pqdrs/index.htm>**

USMC PQDR Screening Point



**CUSTOMER
SERVICE
INFORMATION**

for
PQDR ORIGINATORS
and
ORIGINATING POINTS

Revised
18 April 2001

8 October 2001
Updated

Change Control

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PQDR PROGRAM OBJECTIVES

THE PRIMARY GOALS OF THE PROGRAM ARE TO:

- **MAXIMIZE MISSION AND OPERATIONAL EFFECTIVENESS**
- **PREVENT RECURRING DEFICIENCIES**
- **IMPROVE USER SATISFACTION WITH MARINE CORPS MATERIEL**

Qualifications and Procedures for Processing PQDRs

1. Responsibilities: PQDRs are initiated by the individual (PQDR Originator) who discovers a product quality deficiency and reports it to their Battalion, Squadron, or separate Company in the FMF, or other centralized Offices (Originating Point). The Originating Point, in turn, submits the PQDR to the Marine Corps PQDR Screening Point. PQDRs will be prepared and all deficient materiel shall be secured, segregated, and tagged with a properly completed DD Form 1575 (Suspended Tag-Materiel) and a DD Form 2332 (Product Quality Deficiency Report Exhibit) (Figure 1), per the current edition of MCO 4855.10. Completion of DD Forms 1575 and 2332 are self-explanatory. Tagging the exhibit identifies the deficient materiel as a PQDR exhibit. If properly tagged, when disposition instructions are provided by the PQDR Screening Point, or a Recoverable Items Report (WIR) is submitted, the deficient materiel can be located and be used in the investigation of the reported deficiency.

2. Submission requirements: A PQDR shall be submitted as a result of any of the circumstances listed below:

a. A physical or operational condition considered to constitute a hazard to personnel or materiel.

b. A design of items or components which impedes the proper operation, maintenance, or handling of the materiel or item.

c. Faulty materiel or poor workmanship.

d. Excessive wear or deterioration for the period of time and for the conditions under which the item was in use.

e. Unsatisfactory operation or performance of equipment in the course of normal operations that fail to meet stated operational limits, not attributable to normal wear and tear or maintenance/operator error.

f. Circumstances other than those indicated herein, but considered to be related to deficiencies in materiel quality and not meeting the reporting criteria for other programs listed in the exemptions.

g. Tactical systems computer software/firmware and documentation deficiencies.

h. Items known to be under warranty as specified by special instructions contained in the Users Logistics Support Summary (ULSS) , or Supply Instruction.

PRODUCT QUALITY DEFICIENCY REPORT EXHIBIT		
1. REPORT CONTROL NUMBER	8. DMR (TYMDD)	3. ORIGINATING ACTIVITY
4. MFR	6. PART NO.	5. SERIAL NO.
7. REMARKS (Continued on reverse of package)	9. ITEM DESCRIPTION	
	10. NAME (Last, First, Service Number)	11. POSITION (Last, First)

DD Form 2832, JUL 80

PRODUCT QUALITY DEFICIENCY REPORT EXHIBIT	
12. DMR EXHIBIT RELEASED (TYMDD)	13. EXHIBIT RELEASED TO
7. REMARKS (Continued)	

DD Form 2832 REVERSE JUL 80

SUSPENDED TAG-MATERIEL	
1. PART NO. AND ITEM DESCRIPTION	
2. INSPECTOR'S NAME	3. POSITION CODE
4. INSPECTION ACTIVITY	
5. REASON FOR DEFECTIVITY	
6. SERIAL OR LOT NO.	7. PART NO.
8. WEIGHT OR PACKAGE MARKS NO.	9. QUANTITY
10. INSPECTOR'S SIGNATURE AND DATE	
REMARKS	

U.S. GPO 1984-787-124

DD FORM 1675, 1 OCT 88 S/N 0102-LF-016-0400

Figure 1

Exemptions

(Excerpt from MCO 4855.1OB)

The following deficiencies are exempt from being reported:

- a. Receipt of overages, shortages, missing documentation, wrong item, packing, marking, and similar deficiencies on shipments, and items listed 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 because user-performed maintenance was inadequate or the materiel was operated improperly; or materiel that fails due to normal wear and tear.
- d. Class V(W) materiel deficiencies. These shall be reported per MCO 8025.1.
- e. Nuclear weapons materiel deficiencies. These shall be reported per Navy SWOP 5-8.
- f. Transportation-type discrepancies, e.g., shortages, losses, or damages in transit, are reported on the Transportation Discrepancy Report, SF 361. These shall be reported per MCO P4610.19.
- g. Accidental damage.
- h. Deficiencies found during qualification testing of materiel for acceptance by the Marine Corps or other government agencies, other than acceptance inspections and tests.
- i. Erroneous instructions or discrepancies found in the content of technical publications, which would jeopardize operation, maintenance, or performance of the item or equipment supported, shall be reported per MCO P5215.17. (This excludes general typographical errors not affecting operation, maintenance, or performance.)
- j. Aeronautical equipment deficiencies. These shall be reported per OPNAVINST 4790.2.
- k. Subsistence items 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, which is attributable to improper handling or deterioration during storage. Report per local procedures.

Methods of Reporting

- **ORAL COMMUNICATION**

Report Category I PQDRs by telephone only when urgency exists. If reported orally, the telephone call must be followed up by a priority message, e-mail, or fax. See Preparation Instructions that follow.

- **STANDARD FORM 368**

Mail to: SUPPLY CHAIN MANAGEMENT CENTER
ATTN PRODUCT SUPPORT SECTION 822 2
814 RADFORD BLVD STE 20320
ALBANY GA 31704-0320

- **MESSAGE**

- **E-MAIL**

mbmatcompqdrs@matcom.usmc.mil in SF 368 or message format

- **ELECTRONIC FACSIMILE (FAX)**

DSN 567-5631 or Commercial (912) 639-5631 in SF 368 format

PQDR, SF 368 Format

PRODUCT QUALITY DEFICIENCY REPORT				<input type="checkbox"/> CATEGORY I <input type="checkbox"/> CATEGORY II	
1a. FROM (Originator)			2a. TO (Screening Point) Supply Chain Management Center Attention: Product Support Section 822-2 814 Radford Boulevard, Suite 20320 Albany, Georgia 31704-0320		
1b. NAME, DSN TELEPHONE NO., & E-MAIL ADDRESS		1c. DATE	2b. NAME, TELEPHONE NO., & E-MAIL ADDRESS		2c. DATE
3. REPORT CONTROL NO.		4. DATE DEFICIENCY DISCOVERED	5. NATIONAL STOCK NO. (NSN)		6. NOMENCLATURE
7a. MANUFACTURER/CITY/STATE		7b. MFRS. CAGE CODE	7c. SHIPPER/DODAAC/CITY/STATE		8. MFRS. PART NO.
9. SERIAL/LOT/BATCH NO. Serial #: Lot #: Batch #:		10a. CONTRACT NO.	10b. PURCHASE ORDER NO.	10c. REQ/DOCUMENT NO.	10d. GBL NO.
11. ITEM <input type="checkbox"/> Original Equipment <input type="checkbox"/> New Replacement <input type="checkbox"/> Repaired <input type="checkbox"/> Overhauled		12. DATE RECD., MFRD., REPAIRED, OVERHAULED Date Rec'd: Date Repaired: Date Mfr'd: Date Overhauled:		13. OPERATING TIME AT FAILURE <input type="checkbox"/> 0 Initial Hours: Cycles: Days: Miles: Rounds:	
				14. GOVERNMENT FURNISHED MATERIAL <input type="checkbox"/> YES <input type="checkbox"/> NO	
15. QUANTITY		a. RECEIVED	b. INSPECTED	c. DEFICIENT	d. IN STOCK
16. DEFICIENT ITEM WORKS ON/WITH		a. END ITEM (Aircraft, mower, etc.)			(1) NSN/TYPE/MODEL/SERIES
		b. NEXT HIGHER ASSEMBLY			(2) SERIAL NO.
		(1) NATIONAL STOCK NO (NSN)	(2) NOMENCLATURE	(3) PART NO.	(4) SERIAL NO.
17. UNIT COST \$		18. ESTIMATED REPAIR COST \$	19a. ITEM UNDER WARRANTY <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> UNK		19b. EXPIRATION DATE
20. WORK UNIT CODE/EIC (Navy and Air Force only)					
21a. ACTION REQUESTED <input type="checkbox"/> REPLACEMENT <input type="checkbox"/> REPAIR <input type="checkbox"/> CREDIT <input type="checkbox"/> INFORMATION ONLY <input type="checkbox"/> OTHER (Explain In Block 22)					
21b. ORIGINATOR DISPOSITION AT TIME OF REPORT <input type="checkbox"/> HOLDING EXHIBIT <input type="checkbox"/> RELEASED FOR INVESTIGATION <input type="checkbox"/> RETURNED TO STOCK <input type="checkbox"/> DISPOSED OF <input type="checkbox"/> REPAIRED <input type="checkbox"/> OTHER (Explain In Block 22)					
22. DETAILS (Describe, to best ability, what is wrong, how and why, circumstances prior to difficulty, description of difficulty, cause, action taken, including disposition, recommendations. Attach copies of supporting documents. Continue on separate sheet if necessary.)					
23. LOCATION OF DEFICIENT MATERIAL (INCLUDE DODAAC)					
24a. TO (Action Point)			25a. TO (Support Point) (Use Items 26 and 27 if more than one.)		
24b. NAME, TELEPHONE NO. AND SIGNATURE		24c. DATE	25b. NAME, TELEPHONE NO. AND SIGNATURE		25c. DATE
26a. TO (Support Point)			27a. TO (Support Point)		
26b. NAME, TELEPHONE NO. AND SIGNATURE		26c. DATE	27b. NAME, TELEPHONE NO. AND SIGNATURE		27c. DATE

Figure 2

PQDR, Message Format

RTUZYUW RUCKALAO628 1120628-UUUU-RHMCSUU RUCKALA.
ZNR UUUUU
R 210628Z APR 00 ZYB
FM
TO COMMARCORLOGBASES ALBANY GA//822//
BT
UNCLAS //N04855//
MSGID/GENADMIN/COMMARCORLOGBASESALB/822/ /
SUBJ/PRODUCT QUALITY DEFICIENCY REPORT//
POC _____/-/_____/_____/LOC: _____/TEL:DSN
_____/TEL:COM- _____-_____/

RMKS/THE FOL SF 368 BLOCKS APPLY:

3. REPORT CONTROL NUMBER AND CATEGORY:
M____-00-
4. DATE DEFICIENCY DISCOVERED:
5. NSN:
6. NOMENCLATURE:
7. A. MANUFACTURER/CITY/STATE:
B. MFRS CODE:
C. SHIPPER/CITY/STATE:
8. MANUFACTURER'S PART NUMBER:
9. SERIAL/LOT/BATCH NUMBER:
10. A. CONTRACT NUMBER:
B. PURCHASE ORDER NUMBER:
C. REQUISITION NUMBER:
D. GBL NUMBER:
11. NEW OR REPAIRED/OVERHAULED:
12. DATE RECD, MFRD, REPAIRED, OR OVERHAULED:

13. OPERATING TIME AT FAILURE:
14. GOVERNMENT FURNISHED MATERIAL: YES/NO
15. QUANTITY:
A. RECEIVED:
B. INSPECTED:
C. DEFICIENT:
D. ITEM IN STOCK AT ACTIVITY:
16. DEFICIENT ITEM WORKS ON/WITH:
A. END ITEM:
(1) NSN/NOMENCLATURE:
(2) SERIAL NUMBER:
B. NEXT HIGHER ASSEMBLY:
(1) NSN:
(2) NOMENCLATURE:
(3) PART NUMBER:
(4) SERIAL NUMBER:
17. UNIT COST:
18. ESTIMATED REPAIR COST:
19. A. ITEM UNDER WARRANTY: YES/NO/UNKNOWN
B. EXPIRATION DATE:
20. WORK UNIT CODE/EIC (NAVY AND AIR FORCE ONLY): N/A
21. ACTION/DISPOSITION:
22. DETAILS:
23. LOCATION OF DEFICIENT MATERIEL:

BT
#0628

NNNN

Figure 3

Processing Time Frames

Severity Category	Action and Time Frame for Response
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Originator

Cat I	Forward the PQDR to the Originating Point within 24 hours after discovery of the defect.
Cat II	Within 3 days of discovery

Originating Point

Cat I	Notify the USMC PQDR Screening Point at LCMC, Product Support Section (Code 822-2), 814 Radford Boulevard, Suite 20320, Albany, GA 31704-0320 within 24 hours of receipt from Originator. If notification was by oral communication, follow-up by priority message, e-mail, or fax.
Cat II	Within 3 days of discovery

PQDR Preparation Instructions

General Instructions: It is important to provide as much information as possible. Based on the nature of the deficiency and source of items, complete research may not be possible if all blocks are not completed. **The Originating Point must complete Block Number 3** before the report is forwarded to the Screening Point.

PQDR BLOCK

[] **CATEGORY I** [] **CATEGORY II** (Upper Right Corner) – Check appropriate Category.

Block 1a. FROM (Originator) – Enter the name and address of your Command or Activity, including the city, state, and Zip Code.

Block 1b. NAME/TELEPHONE NO./SIGNATURE – Enter the name of the PQDR Originator or Point of Contact, and the commercial and Defense Switching Network (DSN) telephone numbers. If available, enter the Internet e-mail address for the name provided. The PQDR Originator or Point of Contact must sign this block if being submitted by other than electronic means.

Block 1c. DATE PREPARED – Enter the date the PQDR is being prepared. Enter in DD MON YY sequence; e.g., 01 May 00.

Block 2a. TO (Screening Point) – Enter the USMC Screening Point address as shown below.

SUPPLY CHAIN MANAGEMENT CENTER
ATTN: PRODUCT SUPPORT SECTION 822-2
814 RADFORD BLVD STE 20320
ALBANY GA 31704-0320

Block 2b. Leave blank.

Block 2c. Leave blank.

Block 3. REPORT CONTROL NUMBER (RCN) – The RCN will be entered per local procedures. Normally the RCN is entered by the Maintenance Management Office (MMO), or other appropriate Office at each Command, when the PQDR is received for review and validity. Each report shall be identified by a unique alphanumeric control number developed as follows: segment one (six places) is the DoDAAC of the originating DoD Activity; segment two (two places) is the calendar year; segment three (four places) is a sequential number starting with 0001 for each calendar year; e.g., M94700-00-0001.

Block 4. DATE DISCOVERED – Enter the date the deficiency was discovered. Enter in DD MON YY sequence, e.g., 30 Apr 00.

Block 5. DEFECTIVE NSN – Enter the National Stock Number (NSN) of the item being reported defective. The Originating Point shall submit separate PQDRs for each different deficiency identified which meets the PQDR reporting criteria. Identical deficiencies of the same item may be consolidated on one report. In those cases where one deficiency is either the cause or the result of another deficiency, the Originating Point shall report each deficiency separately and shall reference the other in each respective report for the purpose of facilitating the investigation by the Action Point. If the NSN is not available, the

Commercial and Government Entity (CAGE) Code, listed in Block 7b, and Part Number, listed in Block 8, should be crossed to produce an NSN. If Part Number and CAGE do not match, leave Block 5 blank.

Block 6. NOMENCLATURE – Enter nomenclature for the defective item. If NSN is assigned, use standard DoD nomenclature.

Block 7a. MFR/CITY/STATE:

a. Defective Replacement Items – If the defective item (listed in Block 6) is a defective replacement item, enter the name, city and state of the manufacturer for the CAGE Code listed in Block 7b.

b. Defective Original Equipment – If the defective item (listed in Block 6) is defective original equipment (equipment received as part of a Principal End Item (PEI)), such as a vehicle or radar set, enter the name, city and state of the manufacturer who made the PEI listed in block 16a(1).

c. Defective Repair/Overhaul Items – If the defective item (listed in Block 6) is a defective repair/overhaul item, as indicated in Block 11 of the PQDR, enter the name of the repair/overhaul facility, city, and state, who repaired or overhauled the defective item or PEI.

Block 7b.

a. MFRS CODE – This should be the CAGE Code taken from the markings on the deficient item(s). It is part of MIL-STD-129 Markings and should be readily available on the item for the Originator to identify.

b. REWORK ACTIVITY DODAAC (DEPOT) – If Block 11 indicates the defective item (listed in Block 6) has been repaired or overhauled, enter the DoDAAC of the repair/overhaul facility listed in Block 7a.

Block 7c. SHIPPER/CITY/STATE – Enter the Shipper's DoDAAC, name, address, city and state. If unknown, enter UNK.

Block 8. MFRS PART NO. – Enter the Part Number of the defective item. This should be the Part Number taken from the markings on the deficient item. It is part of MIL-STD-129 Markings and should be readily available on the item for identification. This number may also be found on the item or package markings. If the item is not marked or identified, and the NSN is not available, the Part Number can be taken from publications such as FEDLOG, TMs, SL4s, etc., but the remarks in Block 22 should state the Part Number was not on the item and should identify the publication the Part Number was taken from. Part Numbers are assigned by vendors and are unique to a particular vendor. Many Part Numbers may be procured but may never have been cataloged.

Block 9. SERIAL/LOT/BATCH NO. – If the defective item has a Serial Number, or comes from a lot or batch, these numbers should be listed. Enter the appropriate number in this block and indicate whether the number represents the Serial, Lot, or Batch number.

Block 10a. CONTRACT NO.

a. Defective Replacement Items – If the defective item (listed in Block 6) is a defective replacement item, enter the Procurement Instrument Identification Number (PIIN), e.g., BOA, Contract Number, Purchase Order Number, etc., for the defective item. These numbers may be found on the item, package markings, or data plate.

b. Defective Original Equipment – If the defective item (listed in Block 6) is defective original equipment, enter the Procurement Instrument Identification Number (PIIN), e.g., BOA, Contract Number, Purchase Order Number, etc., for the PEI listed in Block 16a(1).

c. Defective Repair/Overhaul Items – A Contract Number should be entered if the PEI was repaired or rebuilt under contract.

Block 10b. Used to record Supplementary Procurement Instrument Identification Number (SPIIN), Military Interdepartmental Purchase Request (MIPR), and any other format procurement number other than a PIIN that will be stored under the Contract Number. If the SPIIN cannot be obtained, enter UNK in this block.

Block 10c. REQUISITION NO. – Enter the original MILSTRIP requisition document number the item was received on from the Source of Supply (not from the Supply Management Unit (SMU)).

Block 10d. GBL NO – This block is used for entering the GBL, BL, TCN, or any other related number. Leave blank, if unknown.

Block 11. [] NEW [] REPAIRED/OVERHAULED – Check either "New" or "Repaired/Overhauled". For electronic SF 368 provided on USMC PQDR Screening Point website <http://notes.matcom.usmc.mil/pqdrs/index.htm>, check either Original Equipment, New Replacement, Repaired, or Overhauled.

a. If "New" or "New Replacement" or "Original Equipment" is checked, the information provided in Blocks 7a, 7b, 10a, 10c, and 12 is required for "**Defective Replacement Items**" or "**Defective Original Equipment.**"

b. If "**Repaired/Overhauled**" is checked, the information provided in Blocks 7a, 7b, 10a, and 12 is required for "**Defective Repair/Overhaul Items.**"

Block 12. DATE RECD, MFRD, REPAIRED, OR OVERHAULED – Enter the date as recorded on the markings or data plate. CIRCLE either "**Received,**" "**MFRD,**" "**Repaired,**" or "**Overhauled**" to indicate what the date represents. On the electronic SF 368, enter the applicable date.

a. If the defective item is a "**Defective Replacement Item**" or "**Defective Original Equipment,**" the date entered must represent either "**Received**" or "**MFRD.**"

b. If Block 11 indicates the item has been "**Repaired or Overhauled**", the date entered MUST be the date the item was REPAIRED or OVERHAULED.

Block 13. OPERATING TIME AT FAILURE UNITS

a. Operating time at failure represents the time the defective item was in operation when the deficiency was discovered.

b. Failure Units – Enter the "Operating time at failure" followed by a "Failure Unit," which is indicated below: For the electronic SF 368 enter "Operating time at failure" beside of applicable failure unit.

- D – Days
- H – Hours
- I – Initial
- M – Miles
- R – Rounds

NOTE: If the "Operating Time at Failure" is "0," the "Failure Unit" "I" for "Initial" is used.

NOTE: The "Operating Time at Failure" for clothing, boots, etc., is not entered in Block 13 but will be further explained in Block 22.

c. IROAN Vehicles/Equipment – Enter the number of operating units, e.g., hours, miles, rounds since IROAN. If more than one operating unit is reportable, hours have priority. Provide additional IROAN "Operating Time at Failure" requirements in Block 22 of these procedures.

d. On a vehicle procured by GSA, enter the calendar date when the vehicle was placed in service.

Block 14. GOVERNMENT FURNISHED MATERIEL – [] YES [] NO The "YES" block should be checked only if the equipment being reported deficient is Government Furnished Equipment/Materiel (GFE/M) that was furnished to a Contractor. Otherwise the "NO" block should always be checked.

Block 15. QUANTITY

a. **RECEIVED** – Enter the total number of items on hand or received. If the deficiency is peculiar to a specific lot or batch, enter the quantity in the lot or batch.

b. **INSPECTED** – Enter the number inspected.

c. **DEFICIENT** – Enter the number of items determined deficient as a result of the inspection. If a sample inspection determined the entire lot failed, enter the quantity in Block 15a and list actual inspection results in Block 22.

d. **IN STOCK** – Enter the number of additional items in stock with the same manufacturer or contract number at the facility reporting the deficiency. A thorough explanation of this quantity should be included in Block 22.

Block 16. DEFICIENT ITEM WORKS ON/WITH

a. **Block 16a(1).**

(1) **END ITEM NSN** – Enter the NSN of the PEI (weapon system, item, or commodity) of the deficient item listed in Block 6. Only one NSN can be reported. Leave blank if an NSN is not assigned.

(2) **NOMENCLATURE** – Enter the Nomenclature for the PEI (weapon system, item, or commodity) of the deficient item listed in Block 6.

(3) **PART NO.** – Enter the Part Number for the PEI. The Part Number listed must be the Part Number identified to the PEI. Do not enter the Part Number from publications, i.e., TMs, SL4s, etc. Part Numbers are assigned by vendors and are unique to a particular vendor.

b. Block 16a(2) SERIAL NO. – Enter the Serial Number(s) of the PEI. Identical deficiencies of the same item reported in Block 6 may be consolidated on one PQDR. This block will list all serial numbers for the number of end items reported. The USMC Number or manufacturer's Serial Number will be listed, as appropriate. Enter additional Serial Numbers in Block 22.

c. Block 16b(1) NEXT HIGHER ASSEMBLY (NHA) NSN – Enter the NSN of the NHA of the deficient item listed in Block 6. Only one NSN can be reported. Leave blank if an NSN is not assigned.

d. Block 16b(2) NHA NOMENCLATURE – Enter the Nomenclature for the NHA of the deficient item listed in Block 6.

e. Block 16b(3) NHA PART NO. – Enter the Part Number for the NHA. The Part Number listed must be the Part Number identified for the NHA. Do not enter the Part Number from a publication, e.g., TM, SL4. Part Numbers are assigned by vendors and are unique to a particular vendor.

f. Block 16b(4) SERIAL NO. – Enter the Serial Number of the NHA.

Block 17. UNIT COST – Enter the unit cost of the deficient item listed in Block 6.

Block 18. REPAIR COST – Enter the unit cost times number of units for replacement, or estimated repair costs (including overhead) times the number of units when it can readily be determined. Enter N/A on reporting vehicles to GSA. If unknown, enter UNK.

Block 19a. ITEM UNDER WARRANTY

YES NO UNKNOWN

Check the appropriate block to indicate whether or not the deficient item is covered by an established (or formal) warranty. Applicable ULSSs, ALOs, SIs, etc., relate to formal warranties and should be checked to ensure the PQDR is being submitted per warranty instructions.

Block 19b. EXPIRATION DATE – If the "YES" block is checked in Block 19a, enter the expiration date of the Warranty.

Block 20. WORK UNIT CODE/EIC (Navy and Air Force only)

Block 21a. ACTION REQUESTED

- REPLACEMENT
- REPAIR
- CREDIT
- INFORMATION ONLY
- OTHER

Check the block that indicates the action requested.

Block 21b. ORIGINATOR DISPOSITION AT TIME OF REPORT

- HOLDING EXHIBIT FOR _____ DAYS
- RELEASED FOR INVESTIGATION
- RETURNED TO STOCK
- DISPOSED OF
- REPAIRED
- OTHER

a. Check the block that indicates the nature of the action taken by the Unit concerning the deficient material.

b. When the block "Holding Exhibit" is checked, enter the number of days the exhibit is being held in the space provided. The exhibits should be maintained until the Screening Point calls for the materiel or for 60 days from receipt of the acknowledgment from the Screening Point.

c. When "Other" is checked, identify the nature of the action taken in Block 22.

Block 22. DETAILS – Enter in this block:

a. A comprehensive description of the conditions at the time of failure, any other pertinent information, the suspected cause (if known), and actions taken on the deficient materiel including disposition/status.

b. Recommendations for correcting the reported defect. (Optional)

c. A list of enclosures of any supporting documentation. Supporting documentation, e.g., photographs, sketches, should be attached.

d. A list of references, if applicable.

e. IROAN VEHICLES/EQUIPMENT – Enter the following information in Block 22 for IROAN vehicles: Priscilla – the below text is okay.

(1) The number of cumulative hours, miles, or rounds from odometer reading or logbook.

(2) The number of operating units since IROAN not entered in Block 13; e.g., hours, miles, rounds since IROAN.

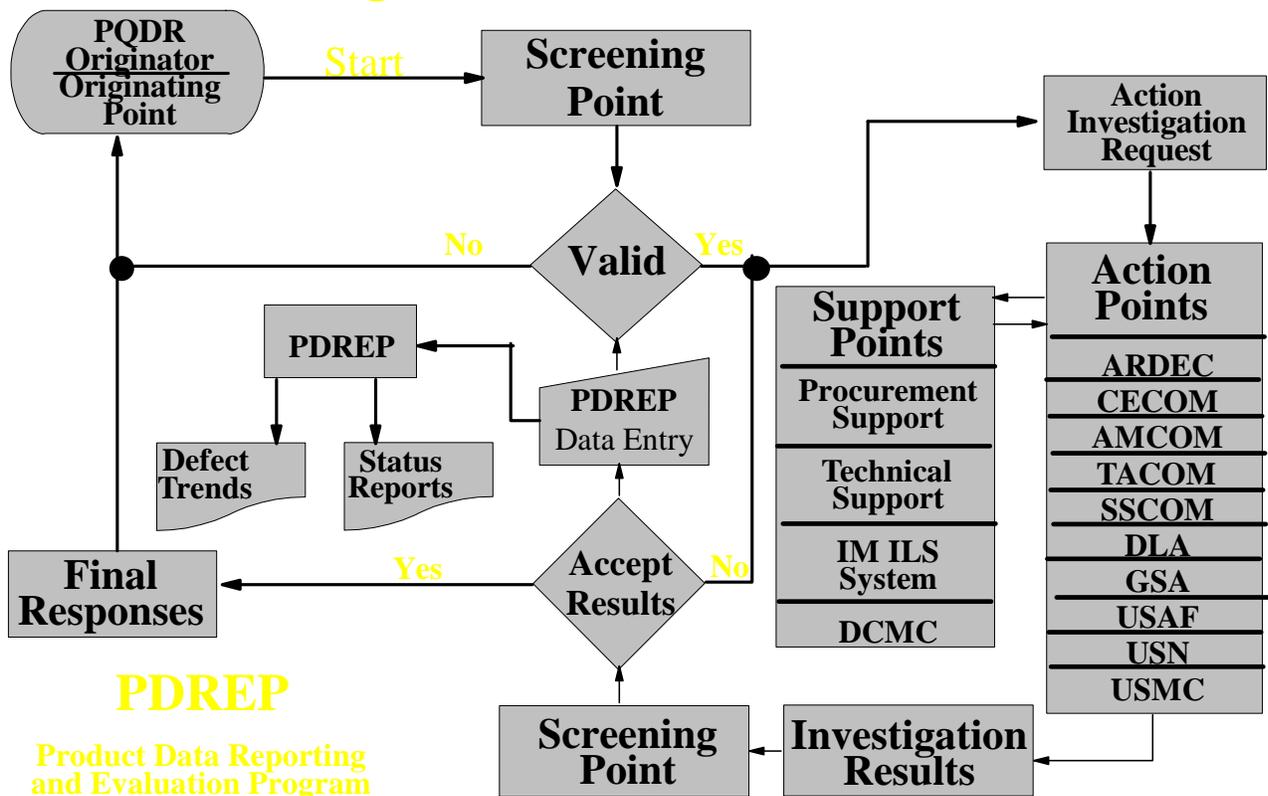
Block 23. LOCATION OF DEFICIENT MATERIEL – If "Holding Exhibit" block is checked in Block 21b, enter the address, telephone number, and DoDAAC of the Activity holding the exhibit if it differs from the PQDR Originator address.

EXHIBIT CONTROL

Often it is imperative that the actual deficient item(s) in their deficient/failed condition be available to conduct an investigation. In these cases, actions should be taken to protect the failed item in its failed state. Control of the exhibit is necessary to ensure its availability if needed by the Action or Support Point for investigation. Even if the above exhibit control actions were not taken, e.g., the item was repaired and placed in service, still submit the PQDR. The PQDR establishes a deficient record against the item and, in some cases, may still result in corrective/preventive actions being taken to include reimbursement/credit.

PQDR PROCESS FLOW

PQDR Process Flow



PQDR Program Results

- **MODIFICATION INSTRUCTIONS INITIATED**
- **TECHNICAL INSTRUCTIONS CHANGED**
- **ECPS INITIATED**
- **SUPPLY INSTRUCTIONS CHANGED**
- **WS/EM ALERTS**
- **STOCK SCREENING**
- **RESTITUTION (CREDIT/REPAIR/REPLACEMENT)**
- **WARRANTY ACTION**

PQDR Program Benefits

- **IDENTIFICATION OF CONTRACTORS WHO SUPPLY DEFECTIVE ITEMS**
- **IMPROVED QUALITY OF WEAPONS SYSTEMS**
- **IMPROVED WEAPONS SYSTEMS RELIABILITY**
- **IMPROVED WEAPONS SYSTEMS MAINTAINABILITY**
- **IMPROVED READINESS**
- **LOWER OPERATING COSTS**
- **IMPROVED MAINTENANCE PROCEDURES**

Frequently Asked Questions

GENERAL

Q. Does item have to be a certain dollar value before I can submit a PQDR?

A. No. A PQDR shall be submitted for any of the circumstances listed in paragraph 7.b., MCO 4855.10B.

Q. What is a defect?

A. A defect, or a product quality deficiency, is a nonconforming condition which limits or prohibits the item from fulfilling its intended purpose. Included are deficiencies in design, specifications, materiel, manufacturing, operation, and workmanship.

Q. What is the difference between a Report Control Number (RCN) and a Screening Point Number (SPN)?

A. The RCN is assigned by the Originating Activity and is used to identify the PQDR in all subsequent communications by the Screening Point and activities investigating the complaint. The SPN is a number assigned by the PQDR Screening Point for in-house tracking and management purposes.

Q. How do I assign my RCN?

A. Normally the RCN is assigned and will be entered in Block 3 on the PQDR by the Maintenance Management Office (MMO) at each Command when the PQDR is received for review and validity. The RCN is a unique alphanumeric control number developed as follows: segment one (six places) is the DoDAAC of the originating DoD Activity; segment two (two places) is the calendar year; segment three (four places) is a sequential number starting with 0001 for each calendar year; e.g., M94700-00-0001.

Q. Where can I find the manufacturer's name and code?

A. The identification of the manufacturer's code is the key to identifying the manufacturer of an item. The manufacturer's code is referred to as the Commercial and Government Entity (CAGE) Code. The CAGE Code is part of MIL-STD-129 Markings and should be readily available on the defective item for identification. It will either be stamped or printed on the item or identified on the data plate attached to the item. It is also usually identified on the item or package markings along with the name of the manufacturer. Do not enter the CAGE Code taken from publications, such as FEDLOG, TMs, SL4s, etc. When the CAGE Code has been properly identified, the manufacturer can be cross-referenced and identified. If only the CAGE Code can be properly identified, then only enter the CAGE Code in Block 7b.

Q. Do I use the Part Number found on FEDLOG?

A. Only as a last resort. Part numbers are assigned by vendors and are unique to that vendor. Many part numbers may be procured, but may not have been cataloged. The Part Number should be taken from the markings on the deficient item. The Part Number is part of MIL-STD-129 Markings and should be readily available on the defective item for identification. 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 can be taken from publications such as FEDLOG, TMs, SL4s, etc., but the remarks in Block 22 should state the Part Number was not on the item and should identify the publication the Part Number was taken from.

Q. Where do I find the contract number?

A. This depends on whether the defective item is a replacement that has been requisitioned, is original equipment, or is a repaired/rebuilt/overhauled item. However, every effort should be made to identify and report the contract number. The contract number will identify the Activity, which procured the item. The first six digits of the contract identify the DoDAAC of the procuring Activity; e.g., Marine Corps, M00027-96-C-4047; Navy, N00030-96-C-4253; Army, DAAK07-96-C-4263; Air Force, FB2069-96C-4267 and Defense Logistics Agency SPO440-00-M-M902. Correctly identifying and reporting the contract number allows the procuring Activity to focus the investigation on the specific procurement actions that resulted in deficient items and determine the scope of the problem.

a. Defective Replacement Items: The contract number may be found in one of several areas. It 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 the package markings or may be stamped/printed on the defective item. It may also be located on the defective item's data plate.

b. Defective Original Equipment: This is defective equipment that was received as part of a PEI, e.g., vehicle, radar set, etc., and subsequently became defective. When reporting defective original equipment, report the contract number for the PEI. The contract number will normally be found on the PEI's data plate.

c. 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 Figure 4.

Q. Where do I find the requisition number?

A. 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 number the item was received on from the Source of Supply, not from the Supply Management Unit (SMU). It may be necessary to contact your Supply Office or the SMU for this information.

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

A. A new item is materiel procured under contract from commercial or Government sources, manufactured by an in-house facility, or original equipment, which was received new. Repaired or overhauled is reworked materiel, which has been repaired, reworked, or modified by a military or commercial facility.

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

A. Materiel that has been repaired, overhauled, or rebuilt will normally have a green tag (GPO #640-454) attached, or may have a metallic tag bonded to the item (Figure 4), which

gives the date. Repair and return items will have a completed Inspection Tag (NAVMC 1018) attached which gives the date.

Q. What is Government Furnished Materiel (GFM)?

A. Materiel in the possession of or acquired directly by the Government and subsequently delivered to or otherwise made available to a contractor.

Q. Should I submit a PQDR if the warranty has expired?

A. Yes. The objective of the program is to identify all defective materiel so that action can be taken to prevent these deficiencies from recurring and to improve user satisfaction with Marine Corps materiel. A PQDR shall be submitted for any of the circumstances listed in paragraph 7.b., MCO 4855.10B.

Q. How do I know if an item is under warranty?

A. Items known to be under warranty will be specified in the special instructions contained in the Users Logistics Support Summary (ULSS) or in the Supply Instruction for the materiel being reported deficient. The warranty status may also be obtained by contacting the Marine Corps Inventory Manager.

Q. How many blocks do I check in Block 21a on the PQDR?

A. Check only the appropriate block that indicates the action requested. When none of the blocks indicate the action requested, check "Other" and identify the nature of the action requested in Block 22.

Q. How many blocks do I check in Block 21b on the PQDR?

A. Check only the appropriate block that indicates the action taken. When none of the blocks indicate the action or disposition taken, check "Other" and identify the nature of the action taken in Block 22.

Q. How much detail do I have to put in Block 22 on the PQDR?

A. You should give a comprehensive description of the reported defect to include the suspected cause, if known. You should follow the guidance provided in the preparation instructions in MCO 4855.10B, provided also on pages 9 – 14 of this publication, or on the USMC PQDR Screening Point website at

<http://notes.matcom.usmc.mil/pgdrs/index.htm>.

SERVICES

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

A. You should fill out a PQDR on each and every product quality deficiency listed in paragraph 7.b., MCO 4855.10B, provided also on page 2 of this publication, or in the PQDR Reporting Procedures and Criteria located on the USMC PQDR Screening Point website <http://notes.matcom.usmc.mil/pgdrs/index.htm>. Only in doing so can the objectives of the PQDR Program be met. Not only can action be taken to identify processes that result in supplying defective materiel, but also action can be taken to prevent these deficiencies from recurring. Additionally, restitution may be provided in the form of a replacement item, repair, or credit authorization.

Q. Where do I get assistance in filling out the PQDR?

A. You can ask for assistance from your Maintenance Officer/NCO, or Maintenance Management Officer (MMO)/NCO who normally serves as the Originating Point and has responsibility for ensuring validity, completeness, and accuracy of the PQDR. The members of the PQDR Screening Point Customer Deficiency Report Team are also available to assist you at DSN 567-5291/5292 or Commercial (912) 639-5291/5292.

Q. How can I found out the status of my PQDR?

A. Call a member of the Customer Deficiency Report Team at the PQDR Screening Point, or send an e-mail to mbmatcompqdrs@matcom.usmc.mil, and request status. Any member of the team will give you the current status of the investigation.

Q. Why am I receiving an Acknowledgment?

A. The Acknowledgment Card (or e-mail) is notification your PQDR has been received by the PQDR Screening Point. The Acknowledgment Card also provides:

(a) The name of the Activity that will conduct the investigation;

(b) The Screening Point number; and

(c) The name of the Customer Deficiency Report Team member who has been assigned action on the PQDR.

The Acknowledgment Card will also tell you whether or not to hold the defective item as a PQDR exhibit.

Q. What type services does the PQDR Screening Point provide?

A. 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., listing of PQDRs by AAC, defective item NSN, or principal end item NSN, etc.

Q. How long does it take to conduct an investigation?

A. That depends on several factors. SECNAVINST 4855.5B, which is the joint order used by all DoD services for PQDRs, specifies a time limit of 20 days for Category I PQDRs and 30 days for Category II PQDRs for the investigating activity from the date of their receipt. This time limit does not actually require completion of the investigation by that time, but only that the investigating activities at least provide an Interim Reply within that time frame. Also, if an exhibit is needed for the investigation, their time frame does not begin until receipt of the exhibit vice receipt of the PQDR. On the average, based on the complexity of the deficiency, it usually takes from 90 days to two years to complete all actions necessary to provide an inclusive PQDR closing reply. There have been instances when PQDRs remained open for up to eight years pending completion of all litigation actions. While time is important, it is more important to take whatever time is necessary to resolve the deficiency and for action to be taken to prevent recurrence of the deficiency. Sometimes an instruction (MI, TI, etc.) may have to be written and the PQDR investigation can't be closed until the instruction is published. However, we realize the importance of keeping our customers informed, and if the investigation can't be completed within the established time frames, the investigating Activity is required to provide an interim response, which provides the current status of the investigation and the anticipated completion date. When the PQDR

Screening Point receives this information we try to always provide this information to our customers so they will be kept informed on the status of the investigation.

Q. Can I get a history of the PQDRs that have been submitted by my unit?

A. Yes. Call or send an e-mail to the Screening Point and request this information. We will provide it by e-mail or hard copy.

CREDIT

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

A. Per DoD 4000.25-7-M (MILSBILLS), if credit was authorized and not received within 60 days, you should contact your fiscal section and they should submit a Request for Adjustment, DIC "FAE," to the billing office. If credit is not received within 45 days after submission of the "FAE," you should again contact your fiscal section and they should submit a Follow-up on Request for Adjustment, DIC "FAF."

Q. I have followed the instructions provided for receiving credit but credit still has not been received. What actions do I now take now?

A. Call or send an e-mail to the PQDR Screening Point, and state what actions you have taken to receive credit. We will contact the Office of the Comptroller at the Source of Supply. Generally this will resolve any problems with credit.

ACTION POINT (AP)

Q. Can I call the AP direct?

A. If your call is related to an ongoing PQDR investigation, it is the responsibility of the PQDR Screening Point to coordinate any actions with the AP. Since we have the responsibility to ensure adequacy of the final response, we must be aware of all actions taken during the course of the investigation. Therefore, we prefer that any contact with the AP be made through our Office during the course of an investigation.

Q. Should I ship exhibits to the AP if they call and ask me to do so?

A. **NEVER.** Refer them to the Marine Corps PQDR Screening Point. It is the responsibility of the AP to request all exhibits through the service's PQDR Screening Point. Our Office will initiate the request for exhibits through appropriate channels. If the exhibit is a controlled item, the exhibit movement request must be coordinated by the PQDR Screening Point with the Marine Corps Inventory Manager.

Q. If I receive a response to a PQDR directly from the AP, what should I do?

A. **NOTIFY THE PQDR SCREENING POINT IMMEDIATELY AND TAKE NO ACTION ON THE RESPONSE.** The responses may often provide modification instructions or a request to ship exhibits. Marine Corps equipment can't be modified without approval of the Marine Corps. This often requires an instruction (MI, TI, etc.) to be written and approved. As previously stated, all exhibits must be requested through the Marine Corps PQDR Screening Point.

Q. If the AP gives me instructions on filling out a PQDR, do I follow their instructions?

A. The information provided on a PQDR is information required for investigation and entry into the Product Data Reporting and Evaluation Program (PDREP) database. The information requested by the AP may not be sufficient to allow the Marine Corps PQDR Screening Point to conduct trend analysis, determine adverse quality trends, or to ensure appropriate warranty coverage. If you need help in filling out a PQDR, recommend you call the PQDR Screening Point or send your questions via e-mail to the PQDR Mailbox.

Q. How long do I hold my exhibits?

A. Exhibits shall be held 60 days from receipt of a PQDR Acknowledgment Card (or e-mail) from the PQDR Screening Point or until disposition instructions are received from the PQDR Screening Point.

Q. What happens if the exhibit has been repaired and the AP asks for the exhibits?

A. As previously stated, the AP should submit all requests for exhibits to the service's PQDR Screening Point. Exhibits will not be repaired within the 60 day holding time unless warranty or critical mission requirements dictate otherwise. In such circumstances, the Originating Point shall initiate appropriate action to retain evidence of the deficiency through photographs, testing, etc., that can be included with the PQDR to provide evidence of the deficiency.

Q. I received an exhibit request but no longer have it because I submitted a Recoverable Items Report (WIR) on the exhibit and shipped the exhibit per the disposition instructions provided in response to the WIR. What do I do now?

A. If the exhibits were properly identified with a DD Form 1575 (Suspended Tag-Materiel) and DD Form 2332 (Product Quality Deficiency Report Exhibit) as required by MCO 4855.10B, the exhibit can be located by the Marine Corps Inventory Manager and can still be shipped to the Activity requesting the exhibit. As stated in MCO 4855.10B, enclosure (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 indicate a PQDR has been submitted. Upon receipt of the WIR by the Marine Corps Inventory Manager (IM), the IM will provide appropriate disposition instructions to insure the exhibit is placed in the appropriate condition code upon receipt and is available if required for the PQDR investigation.

OTHER DISCREPANCIES

Q. I received an item that is damaged. The shipping container is also damaged. Do I report this on a PQDR?

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

Q. I received an item that was damaged due to improper packaging. Do I report this on a PQDR?

A. No. 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 4355.18A.

A QUALITY PRODUCT

REPAIRED (AS REQUIRED) BY: _____

INSPECTOR: _____

1-800-952-3352 ALBANY, GA.

REBUILT AT _____ DATE _____

MCLB ALBANY, GEORGIA _____

REBUILT BY (MC)³ _____

ALBANY _____

FINAL CHECK-OUT _____

FINAL INSPECTION _____

EQUIPMENT REBUILD PLATE

MCLB ALBANY, GEORGIA

CYL. _____ MAINS _____ RODS _____

DATE _____ JOB ORDER NO. _____

THE QUALITY PARTS DIV ALB GA

REPAIRED (IROAN CONCEPT) (MC)³ ALBANY _____

FINAL CHECK-OUT _____

FINAL INSPECTION _____



VEHICLE SER NO _____

REPAIRED (IROAN CONCEPT) CONDITION CODE _____

MCLB ALBANY, GEORGIA 31704

DATE _____ ODOM READING _____

Figure 4

PRODUCT QUALITY DEFICIENCY REPORT (PQDR) PROGRAM

MCO 4855.10B

Barbara Akers
PDREP Functional
System Administrator

Don Du Bose
PQDR Program Manager

Joe Chandler
PQDR Team Leader

USMC PQDR Screening Point Team

Quality Assurance Specialists

John O'Connor – Ordnance, Engineering,
General Property, & AAV

Kirk Morang – Motor Vehicles, Trailers, Cycles,
Warehouse Trucks, Tractors, &
LAV

Kim Vidal – Clothing / Textiles

Jim Jankowski – Comm/Elec/Missiles

Support Team

Pat Letsinger
Supply Technician

Lavaughn Lewis
QA Data Assistant

Priscilla Harrell
Supply Clerk

Our Mission: Manage the Marine Corps PQDR Program

Responsibilities

Validate all Marine Corps PQDRs for correct category, completeness, and accuracy, and forward to an Action Point (AP) for investigation. Upon completion of the investigation, analyze the AP's response and take action to ensure adequacy of corrective action taken, action taken to preclude recurrence, disposition instructions, and restitution. Determine need for initiating MIs, ECPs, WS/EM Alerts, changing TIs & SIs, and screening DoD/GSA stock. Provide final response to customer.

Results & Benefits of PQDR Program

Improved Readiness, Operating Costs, and Maintenance Procedures
MIs, ECPs, and WS/EM Alerts Initiated ● 100% Inspection for Defective Stock ● TIs and SIs Changed
Improved Weapons Systems' Quality, Reliability, and Maintainability
Identification of Contractors Providing Defective Items
Restitution by Credit Authorization, Warranty Action, Vendor Replacement, or Vendor Repair

PRODUCT DATA REPORTING AND EVALUATION PROGRAM (PDREP)

PDREP is an automated information system 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. PDREP provides a database for quality information on new and newly reworked equipment. We use PDREP to determine adverse quality trends in order to improve quality and reduce defects.

All PQDRs are submitted to this Office.

PQDR SCREENING POINT MAILING ADDRESS

**SUPPLY CHAIN MANAGEMENT CENTER
ATTN PRODUCT SUPPORT SECTION 822-2
814 RADFORD BLVD STE 20320
ALBANY GA 31704-0320**

PHONE NUMBERS

DSN: 567-5291 Commercial: (912) 639-5291

WEB SITE

<http://notes.ala.usmc.mil/pqdrs/index.htm>

E-MAIL ADDRESS

Branch Mailbox

mbmatcompqdrs@matcom.usmc.mil

Submit all e-mail PQDRs to the PQDR Mailbox as attachments in SF 368 format.
Contact this office for an electronic SF 368.

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You can help the Screening Point provide a better quality service!

Please make sure your PQDR is completely filled out.
Provide as much detailed information as possible when describing the deficiency.

Hold the exhibits when possible.