

UNITED STATES MARINE CORPS
Logistics Operations School
Marine Corps Combat Service Support Schools
Training Command
PSC Box 20041
Camp Lejeune, North Carolina 28542-0041

MIMOC 2304

STUDENT OUTLINE

PRODUCT QUALITY DEFICIENCY REPORT

LEARNING OBJECTIVES:

1. Terminal Learning Objective: Given the reference material and completed Product Quality Deficiency Report (PQDR), direct the maintenance of the PQDR Program, per MCO 4855.10 and TM 4700-15/1. (3510.2.18)
2. Enabling Learning Objective: Given the reference material and completed Product Quality Deficiency Report (PQDR), per MCO 4855.10 and TM 4700-15/1.
 - a. Audit the PQDR. (3510.2.18a)
 - b. Draft an automated PQDR. (3510.2.18b)

OUTLINE

1. PURPOSE, PREPARATION, AND DISPOSITION OF THE SF 368, PRODUCT QUALITY DEFICIENCY REPORT (PQDR)

a. The purpose of the PQDR is to provide information to activities responsible for development, procurement, or management of equipment concerning deficiencies in materiel, design, or procurement so that action may be initiated to correct the reported deficiency. (SHOW LCD SCREEN NO. 1, SUBMISSION OF PQDR)

b. PQDR's will be submitted by the equipment owner/user who discovers the deficiency. A PQDR shall be submitted when a deficiency in materiel occurs:

- (1) which constitutes a hazard to personnel or materiel,
- (2) as a result of a design of items or components which impedes the proper operation, maintenance, or handling of materiel,

(3) as a result of faulty materiel or poor workmanship,

(4) as a result of excessive wear or deterioration for the period of time and for the conditions under which the item was in use or on hand,

(5) as a result of unsatisfactory operation or performance of equipment in the course of normal operation that fail to meet stated operational limits,

(6) when not attributed to normal wear and tear or maintenance/operator error,

(7) as a result of circumstances other than those indicated herein but considered to be of sufficient importance to warrant reporting, or

(8) on items known to be under warranty as specified by special instructions contained in the equipment User Logistics Support Summary (ULSS) or supply instructions (SI).

c. PQDR Categories

(1) Category I Deficiency. A product quality deficiency which may cause death, injury, or severe occupational illness; would cause loss of or major damage to a weapon system; or directly restrict the combat readiness capabilities of using units; or which would result in production line stoppage.

(2) Category II Deficiency. A product quality deficiency which does not meet the criteria set forth for Category I.

d. PQDR Reporting/Processing Procedures

(1) Originating point (unit that discovers the deficiency).

(a) Category I. Notify Commander (Code 808-1) MCLB, Albany by oral communications and follow up by message, electronic mail (E-Mail), or electronic facsimile of the SF 368 within twenty-four hours of the discovery of the deficiency. Submit a SF 368 within forty-eight hours after the message, E-Mail, or electronic facsimile only when supporting documents will aid the investigation.

(b) Category II. Notify Commander (Code 808-1) MCLB, Albany by E-Mail, electronic facsimile of the SF 368, or the SF 368 within three days after the discovery of the deficiency. The actual SF 368 will be submitted in triplicate.

(2) Screening point (Commander (Code 808-1) Albany, GA).

(a) Acknowledge the receipt of the SF 368 to the originator within twenty-four hours after receiving a category I PQDR message and within ten days after receiving the SF 368 for a category II deficiency.

(b) Forward PQDR to the action point within twenty-four hours after receiving the category I PQDR message and within ten days after receiving the SF 368 for a category II deficiency.

(3) Action point.

(a) Acknowledge receipt to screening point within twenty-four hours after receiving a category I Product Quality Deficiency Report for action. Status on the PQDR will be updated every twenty days after interim response until completed.

(b) Acknowledge receipt to screening point within ten days after receiving the SF 368 for a category II deficiency. Status of the PQDR will be updated every thirty days after interim response until completion.

(4) Screening point. Submit a final response to the originator within three days after receiving a response from the action point for either a category I or II PQDR.

e. Originating Point Procedures. The following tasks are required at the originating point, as applicable to the severity of the PQDR.

(1) For Category I PQDR's.

(a) Suspend the use of deficient materiel to include any of the materiel in stock.

(b) Maintain exhibits until the screening point calls for the materiel or for sixty days from receipt of the control number from the screening point.

(c) Notify the CG, MCLB (Code 808-1), Albany, GA electronically by priority message or E-Mail using the SF 368 message or E-Mail format or an electronic facsimile of the SF 368. Ensure the message contains Address Indicator Group 11216 on the information line to alert major Marine Corps commands and expedite the dissemination of supply/maintenance/logistics data on category I reports.

(d) The message, E-Mail, or electronic facsimile of the SF 368 shall include the reasons for the suspension of use and other pertinent details.

(e) When the urgency exists, transmit the category I PQDR by oral communications, DSN 567-5291 or commercial 912-439-5291, but confirm by message, E-Mail, or electronic facsimile.

(f) Submit the SF 368 in triplicate within forty-eight hours of the message, E-Mail, or electronic facsimile only when supporting documents will aid the investigation.

(2) For Category II PQDR's.

(a) Suspend the use of the item or materiel as necessary.

(b) Notify the CG, MCLB (Code 808-1) Albany, GA, by E-Mail using the SF 368 format, electronic facsimile of the SF 368 or the SF 368.

(c) The SF 368 will be submitted in triplicate within three days after the discovery of the deficiency.

(3) For all PQDR categories.

(a) Maintain exhibits until the screening point calls for the materiel or for sixty days from receipt of the control number from the screening point.

(b) Upon notification from the screening point that data/exhibits are not required, repair/overhaul, return items to stock, using the appropriate condition code or make disposition in the best interests of the government.

(c) When materiel deficiencies cannot be appropriately analyzed at a given user/maintenance level, the maintenance activity supporting that level shall assist in the analysis and failure documentation prior to submission of the PQDR.

(d) Report any deficient PQDR responses to the CG, MCLB, (Code 808-1), Albany, GA 31704-5000 (screening point), for corrective action.

(e) Maintain a status log on all PQDR's submitted through final action, noting the final action taken and maintain a copy of the finalized PQDR for a period of one year in the NAVMC 696D for motor transport end items or a file folder as appropriate.

(f) Items known to be under warranty shall be reported on the SF 368 per the equipment's Supply Instruction (SI's) and Materiel Fielding Plan (MFP's). (OFF LCD SCREEN NO. 5)

f. Preparation of the SF 368, PQDR. Preparation instructions for the PQDR can be found on the back of the form and in MCO 4855.10.

(1) Items 1 through 23. This section, except for items 2b and 2c, will be completed by the originating point where the information is applicable and available. The screening point will assure that applicable items, not completed by the originating point, are completed to the maximum possible extent before a report is submitted to the action point. At the top right of the PQDR, indicate the category of the PQDR by placing a (X) in the appropriate box.

(a) Item 1a, From (Originator). The originating point's address to include its zip code and Activity Address Code (ACC) will be entered here.

(b) Item 1b, Name, Telephone No. and Signature. The originating point will enter here the name, and duty phone number of an individual who can serve as a contact for questions regarding the report and/or to request an exhibit/sample. The signature of the designated individual will also be shown in this block.

(c) Item 1c, Date. The originating point will enter the calendar date the report was signed and forwarded to the screening point.

(d) Item 2a, To (Screening Point). The originating point shall enter in this block the following: Commander, MARCORLOGBASES (Code 808-1) Albany, GA 31704-5000.

(e) Item 2b, Name, Telephone No. and Signature. The screening point, upon receipt of the SF 368, will enter the name, phone number, and signature of the individual processing the report.

(f) Item 2c, Date. The screening point will enter the calendar date that the PQDR was processed.

(g) Item 3, Report Control Number. Each report shall be identified by a control number consisting of the following: Unit RUC (six places), followed by the last two digits of the calendar year and the number of the PQDR, followed by the categorization of the PQDR such as entering a "C" for a Category I deficiency and a "R" for a Category II deficiency (For example, M00973-96-002C). The Category I date time group (DTG) for messages

or dates for E-Mail or electronic facsimile shall be shown in item 22, for the SF 368 follow-up.

(h) Item 4, Date Deficiency Discovered. Enter the calendar date on which the deficiency was discovered.

(i) Item 5, National Stock Number (NSN). Enter the NSN of the deficient materiel.

(j) Item 6, Nomenclature. Enter the noun name of the materiel found to be deficient.

(k) Item 7a, Manufacturer/City/State. Enter the name of the manufacturer, maintenance contractor, or Government activity which last repaired or overhauled the deficient materiel. For motor vehicles or components thereof, enter the name of the manufacturer of the vehicle or components, as appropriate.

(l) Item 7b, Manufacturer's Code. Enter the name code of the manufacturer as listed in the Federal Logistics Data on Compact Disk (FED LOG).

(m) Item 7c, Shipper/City/State. Enter the shipper's name and the city and state located in, if different from the manufacturer.

(n) Item 8, Manufacturer's Part No. Enter the part number of the deficient item.

(o) Item 9, Serial/Lot/Batch Number. As applicable, enter the manufacturer's serial, lot, or batch number of the deficient materiel.

(p) Item 10, Contract No./Purchase Order No./Requisition No./GBL No. Enter the contract, purchase order, requisition, or other authorizing document number. Such numbers appear on the containers, purchase document, and/or the item.

(q) Item 11, Item New or Repaired/Overhauled. Place and (x) in the appropriate block to indicate if the materiel is new, repaired, or overhauled. Refer to historical records, serviceable tags, and so forth accompanying the items.

(r) Item 12, Date Received, Manufactured, Repaired, or Overhauled. Enter the date manufactured or received. If the materiel is repaired or overhauled, enter the last repair/overhaul date.

(s) Item 13, Operating Time at Failure. Indicate the time the materiel had been in operation since new or overhaul/repair when the deficiency was discovered, using the appropriate performance element such as miles, cycles, hours and so forth. On vehicles procured by GSA, also enter the date the item was placed in service. Operating times for equipment under warranty will be in accordance with the equipment SI and MFP.

(t) Item 14, Government-Furnished Materiel. Government-furnished materiel is any materiel which belongs to the Government and is furnished to a contractor for production purposes. Place an (x) in the appropriate block as it applies.

(u) Item 15, Quantity.

(1) Item 15a, Received. Enter the total number of items received in the lot or batch in which the deficiency was found, if known.

(2) Item 15b, Inspected. Enter the number of items in the lot or batch inspected.

(3) Item 15c, Deficient. Enter the number of items in the lot or batch which were determined to be deficient as a result of inspection.

(4) Item 15d, In Stock. Enter the number of items in the lot or batch in stock at the facility reporting the deficiency. A thorough explanation of this quantity will be included in Block 22.

(v) Item 16, Deficient Item Works On/With.

(1) Item 16a, End Item. List the major weapon system, item, or commodity the deficient item is to be used with or on, such as M16A2 rifle, M198mm Howitzer, 5-ton cargo truck, guided missile system and so forth. Indicate the national stock number, type, model, series, and serial number for the end item, as applicable.

(2) Item 16b, Next Higher Assembly. Enter the national stock number, nomenclature, and part number of the next higher assembly the deficient item works up on, such as engine, transmission, hydraulic pump, and so forth, as applicable.

(w) Item 17, Unit Cost. Enter the dollar value of the defective item when known. Not applicable (N/A) on reporting vehicles to GSA.

(x) Item 18, Estimated Repair Cost. Enter the unit cost times the 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.

(y) Item 19a, Item Under Warranty. Place a (x) in the appropriate block to indicate whether the deficient item is covered by a contractual warranty, if known. (Note: A SF 368 submitted for equipment under warranty must be in accordance with instructions included in the applicable SI or MFP.)

(z) Item 19b, Expiration Date. Enter the calendar date that the warranty on the item/component expires.

(aa) Item 20, Work Unit Code/Equipment Identification Code. Enter N/A as this block is not applicable for the Marine Corps.

(bb) Item 21, Action/Disposition. Place a (x) in the appropriate block to indicate the action taken or requested. When an exhibit or an example is being held, indicate the number of days in the space provided. Maintain exhibits until the screening point calls for the materiel or sixty days from receipt of control number from the screening point. If none of the items indicate the action/disposition taken or requested, place a (x) in the block "other;" and identify the nature of the action taken or requested in block 22.

(cc) Item 22, Details. This area is used to provide valuable information concerning the deficiency. For a fully comprehensive report, the following types of information should be entered in this area, if applicable and available.

(1) Explain what is wrong with the item. Include a description of the problem; the suspected cause if known; and identify action taken on the deficient materiel including disposition.

(2) Include recommendations, if readily available.

(3) Include and list the supporting documents to be submitted with the report. Photographs or sketches are extremely valuable and should be included whenever possible. (When photographs are taken, a twelve inch or other ruler should be employed as a scale placed along side the object so as to appear in each photograph.) Measurements should also be shown on sketches.

(4) For tactical systems computer software, firmware, and documentation deficiencies, list the alphanumeric designator and/or title of other systems, computer programs, or documentation affected.

(5) When credit is desired enter "credit is requested under DOD 4000.25-7-M, Advice Code 024 applies." The requisition document number is required in all instances when credit is requested on the SF 368, even though a contract/ purchase order is involved.

(6) Use additional paper and append to the SF 368, as required.

(dd) Item 23, Location of Deficient Materiel. Enter the address and telephone number of the activity holding the exhibit if it is different from the PQDR originator address.

(2) Items 24a through 27c are completed by the screening point, action point, and support point, as applicable.

(3) Items 28 through 30 of the SF 368 are completed by the action point and screening point, and have been designated as an internal record of investigation and for use as a reply document. (OFF LCD SCREEN NO. 6)

g. Submission of a PQDR Message

(1) The Category I PQDR, as was previously mentioned, if submitted by message to MCLB, Albany, GA should be sent within twenty-four hours after discovery of the deficiency.

(2) PQDR's are drafted in a computer base program referred to as Message Text Format (MTF) Editor. The responsibility for performing this task will normally be given to personnel within your unit's S-1.

(a) Your responsibility as a commodity manager and working with the unit maintenance management officer is to annotate on paper the required information for a Category 1 PQDR per MCO 4855.10 and give it to the S-1.

(b) The S-1 will have the message drafted in the MTF Editor and saved to diskette. The diskette is then delivered to personnel in the major command message center, who will transmit the PQDR message on the diskette electronically to the addressees.