

USMC PQDR Screening Point

"Fighting for quality products so the Marine can fight for us"



Product Quality Deficiency Report Program

Ordnance Symposium Brief

Presenter – Don Du Bose

USMC PQDR Screening Point

MARCORLOGCOM Command Element

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The PQDR Program

The PQDR Program is the customer's way to provide feedback quality data to activities responsible for design, development, purchasing, production, supply, maintenance, contract administration, and other functions so that action can be initiated to determine cause, take corrective action, and prevent recurring product quality deficiencies.

Reporting Requirements

“Product quality deficiencies detected on new or newly reworked Government-owned products, for premature equipment failures, and products in use that do not fulfill their expected purpose, operation or service due to design, specification, materiel, manufacturing, and workmanship.”

Policy

- All product quality deficiencies subject to the provisions of SECNAVINST 4855.5B shall be reported. Includes:
 - Deficiencies occurring in major weapon systems, secondary/consumable/repairable items, spare and repair parts, Government owned products used during development/test, items supplied as GFP, or deficiencies in any other items not specifically excluded by SECNAVINST 4855.5B.
 - Any defect or nonconforming condition indicating deficiencies in design, specification, materiel, manufacturing, and workmanship which may be attributable to maintenance, design, contract specification, or any other documentation/equipment under the control or responsibility of the Government.
 - Defects in materiel covered by a contractual or implied warranty, shall be reported. Materials obtained or repaired through contract methods such as CLS or Prime Vendor are not excluded.

Objectives and Accomplishments

Maximize Mission and Operational Effectiveness

- Immediate restitution (defective item repaired/replaced, credit auth).

Prevent Recurring Deficiencies

- Cause and responsibility of deficiency identified.
- Immediate action taken to preclude recurrence of the deficiency.

Improve User Satisfaction with Marine Corps Materiel

- Instructions initiated or updated (MI, TI, LI, etc).
- Publications changed and updated (TM's, SL's, etc.).
- Contractor Past Performance Information (PPI) available for review in the acquisition process as required by the FAR.
- Contracts awarded based on best value rather than lowest bid.

PQDR Stats CY 2003

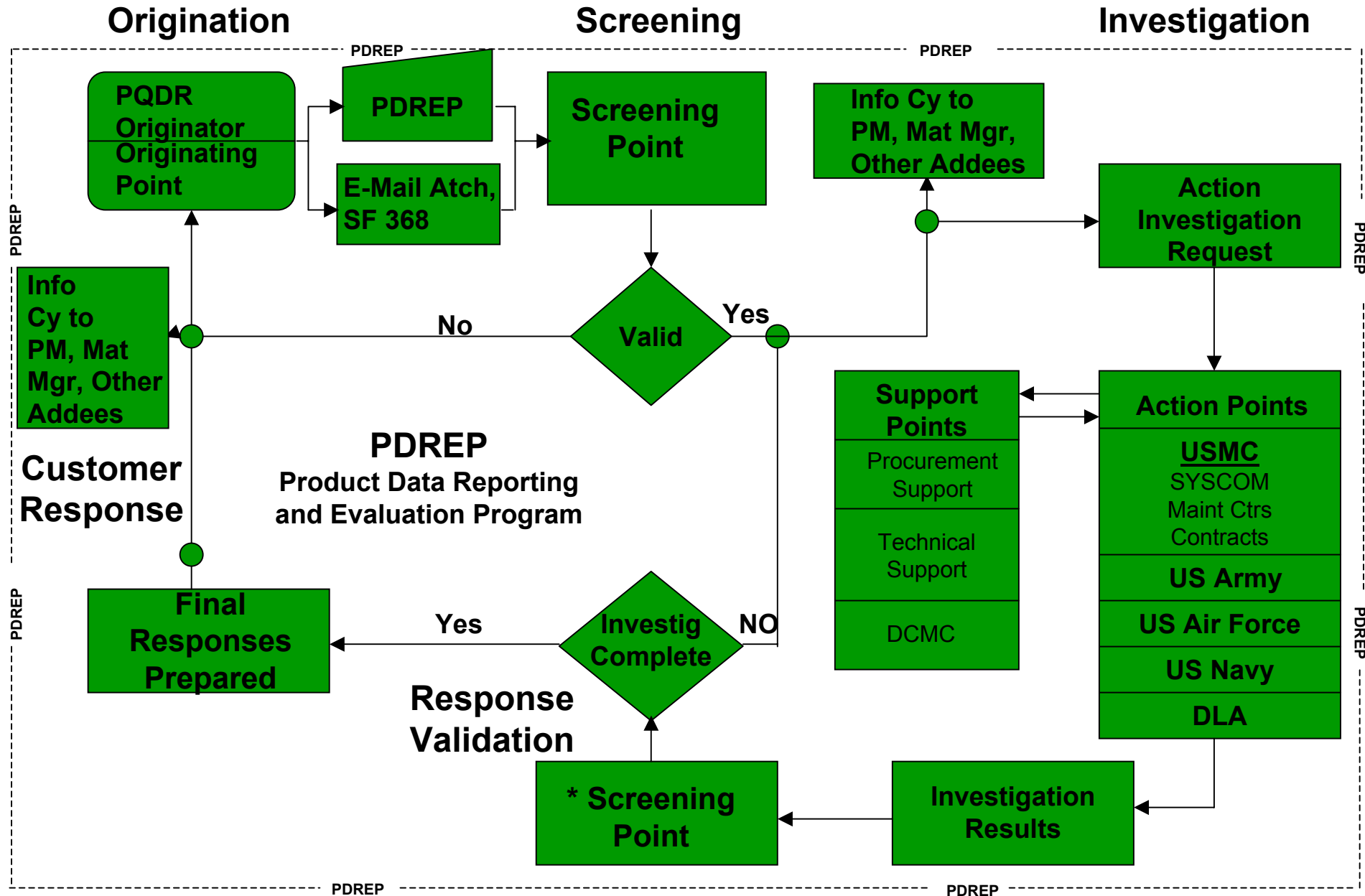
PQDRs Received: 2,292

- Number of defective items reported: 14,848

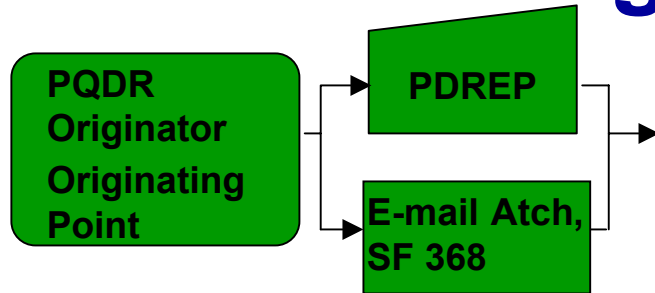
PQDRs Closed: 3,514

- Number of defective items reported: 23,453
- Total Restitution Received: \$6,000,000
 - Credit Authorization: \$2,000,000
 - Vendor & SOS Replacement Cost: \$3,000,000
 - Vendor Repair Cost: \$1,000,000
- Total Number of Deficient Items Repaired or Replaced: 5,905

As of 9 Oct 2003



Origination



- PQDR Originator – A Marine or Civilian Marine who discovers and reports a Product Quality Deficiency on new or newly reworked government materiel, or on premature equipment failures.
- Originating Point – Normally the Office of the MMO who checks the PQDR for validity and completeness of entries – assigns a Report Control Number and forwards the PQDR to the Screening Point via PDREP.

PQDR Origination in PDREP

<http://www.nslcptsmh.navsea.navy.mil/pdrep/pdrep.htm>

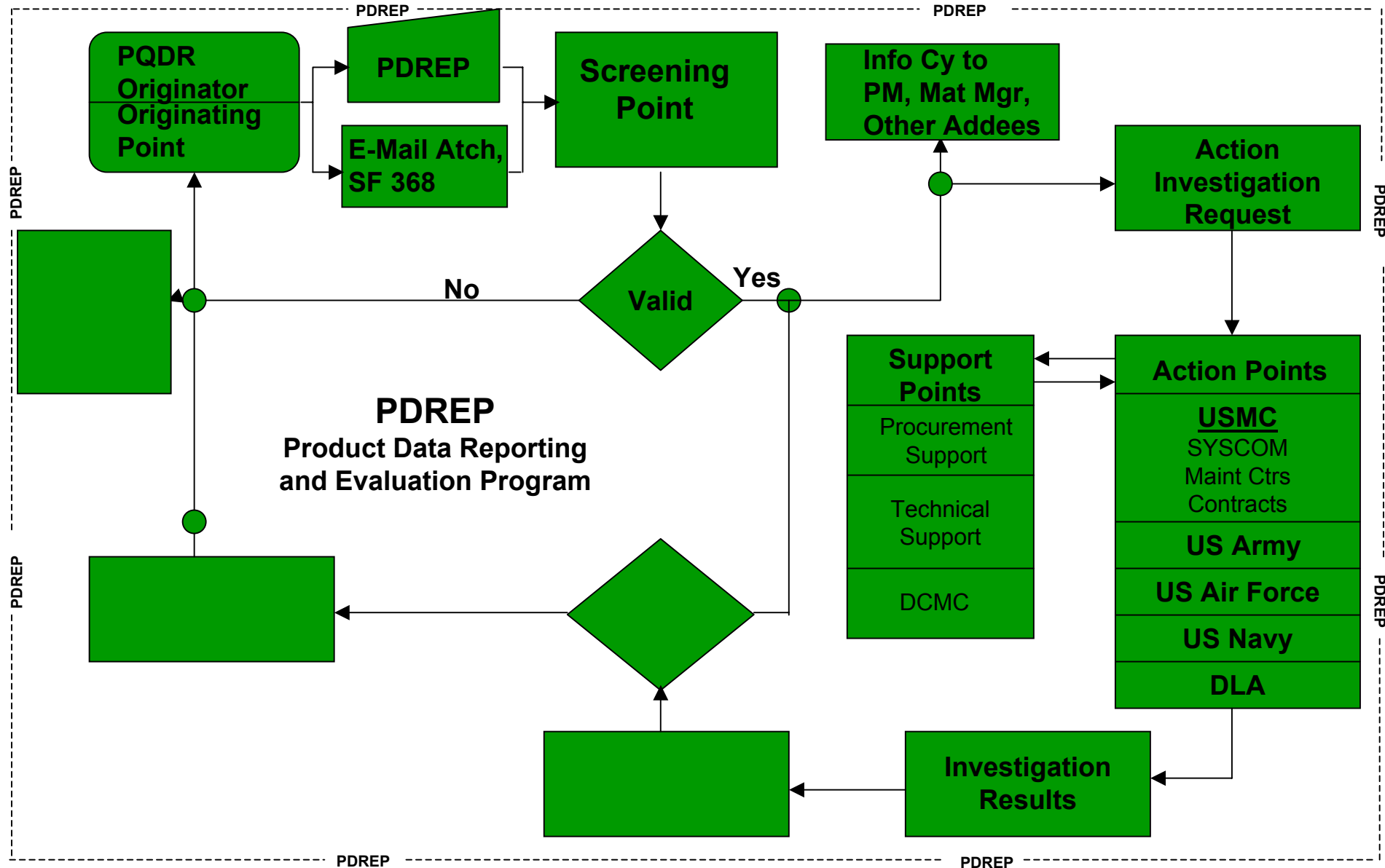
Screening Point Requirements

- Review incoming PQDRs for proper categorization, validity, correctness of entries, accuracy, and completion of information addresses, obtaining correct or missing information from the Originator. Review Product Data Reporting and Evaluation Program (PDREP) database for deficiency/contract/CAGE history. Determine and transmit the PQDR to the proper Action Point via PDREP. Annotate the PQDR deficiency PDREP in the database.
- Maintain an audit trail for each PQDR during the course of investigation; initiate follow-up actions on past due PQDRs; provide reconciliation reports to Action Points; provide exhibit movement instructions when deficient items are requested for investigation; and release stock screening messages on deficient materiel for screening Marine Corps stock.

Origination

Screening

Investigation



Action Point

Action Point: Focal points identified within MARCORSYSCOM responsible for receiving PQDRs for investigation and resolution of a reported product quality deficiency including collaboration with Support Points. Action Points other than the above, however, may be specifically designated. Only an Action Point is authorized to transmit a deficiency report across Component lines to a Support Point in another Component.

Action Point Responsibilities

- Conduct investigations on PQDRs reporting discrepant material managed, procured, or rebuilt by the Marine Corps. Ensure PQDRs are investigated until cause for the deficiency is discovered, or until it is determined that no further investigation is possible or practical.
- Forward the PQDR via PDREP to a Support Point when assistance is required.
- When exhibits are required to conduct an investigation, forward a request for exhibit to the Originator of the PQDR via PDREP.
- Evaluate PDREP quality deficiency data and analysis of PQDRs provided by the Screening Point and direct management action toward resolution of recurring problems or adverse quality trends.
- Conduct review of final replies from other Action Points on Marine Corps equipment when requested by the Screening Point

Action Point Responsibilities

➤ Provide PQDR closure to the Screening Point using the following criteria:

- When the investigation of a PQDR determines the reported conditions are not valid, the closing response shall contain the reasons the report is considered invalid.
- When the PQDR is found to be valid, the results of the investigation shall provide:
 - ❖ Investigation/research findings.
 - ❖ Corrective actions for the existing deficiency.
 - ❖ Actions taken to preclude recurrence of the deficiency.
 - ❖ Disposition instructions for the deficiency item(s).
 - ❖ Maintenance/Safety of Use alert notification, if applicable.
 - ❖ Warranty provisions/latent defect clauses with the contract, if applicable.

Action Point Responsibilities

- ❖ Status of the updating/revising/writing of instructions, publications, stock lists, ECPs, TDPs, drawings, etc., if applicable.
 - ❖ Credit recommendation per DoD 4000.25-7-M.
-
- Review Info PQDRs to determine if action is necessary for assuring corrective/preventive action and verifying contractor compliance.
 - Take appropriate action to write or revise Instructions & Publications resulting from PQDR investigations.
 - Advise the appropriate PM Office when there is a need for an Engineering Change Proposal to update the TDP resulting from the PQDR investigation.

Support Point

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

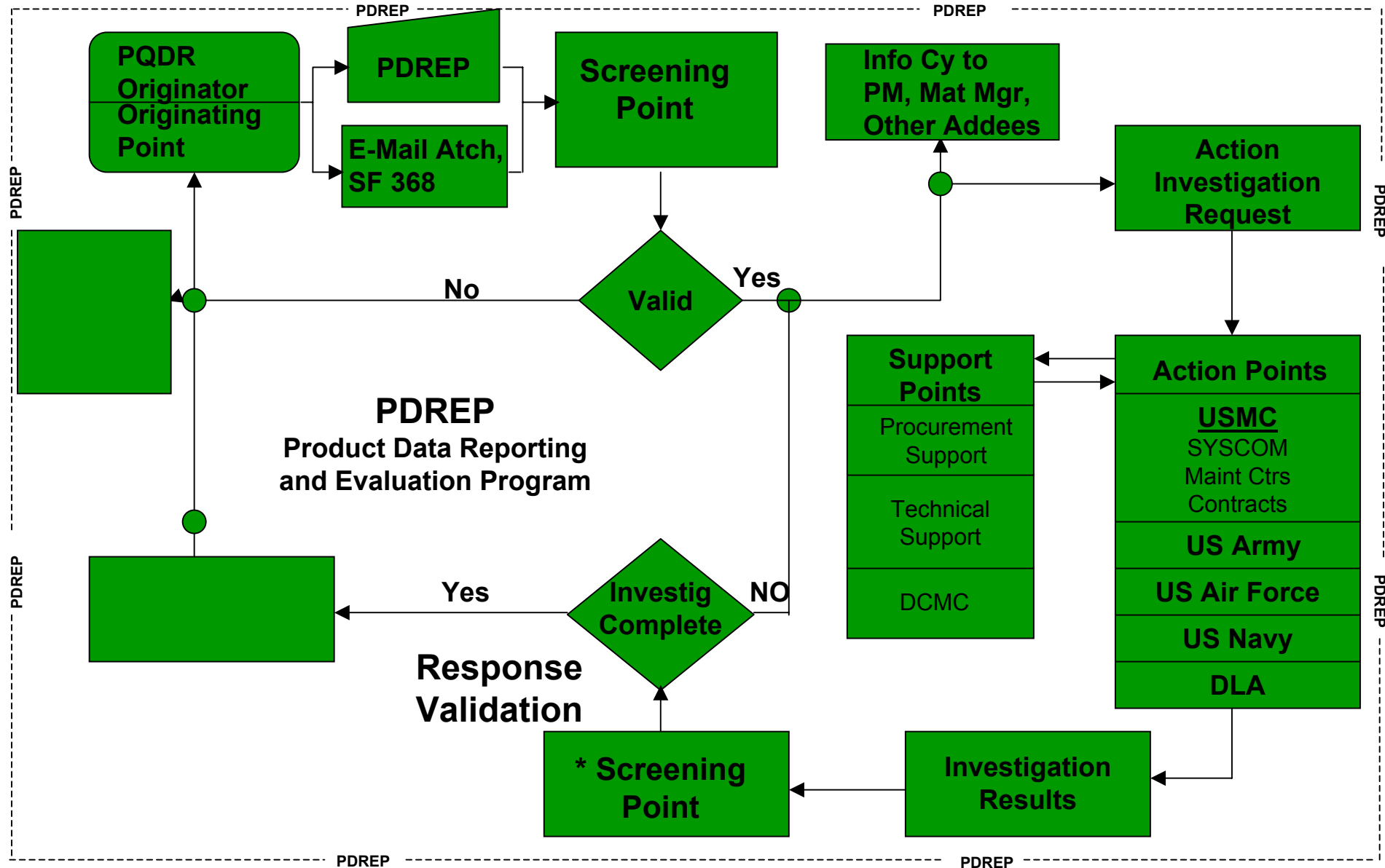
Responsibilities

Receive PQDRs for Support Point investigation and resolution of product quality deficiencies reported on materiel managed, procured, or rebuilt by the Marine Corps as requested by the Action Points within MARCORSYSCOM.

Origination

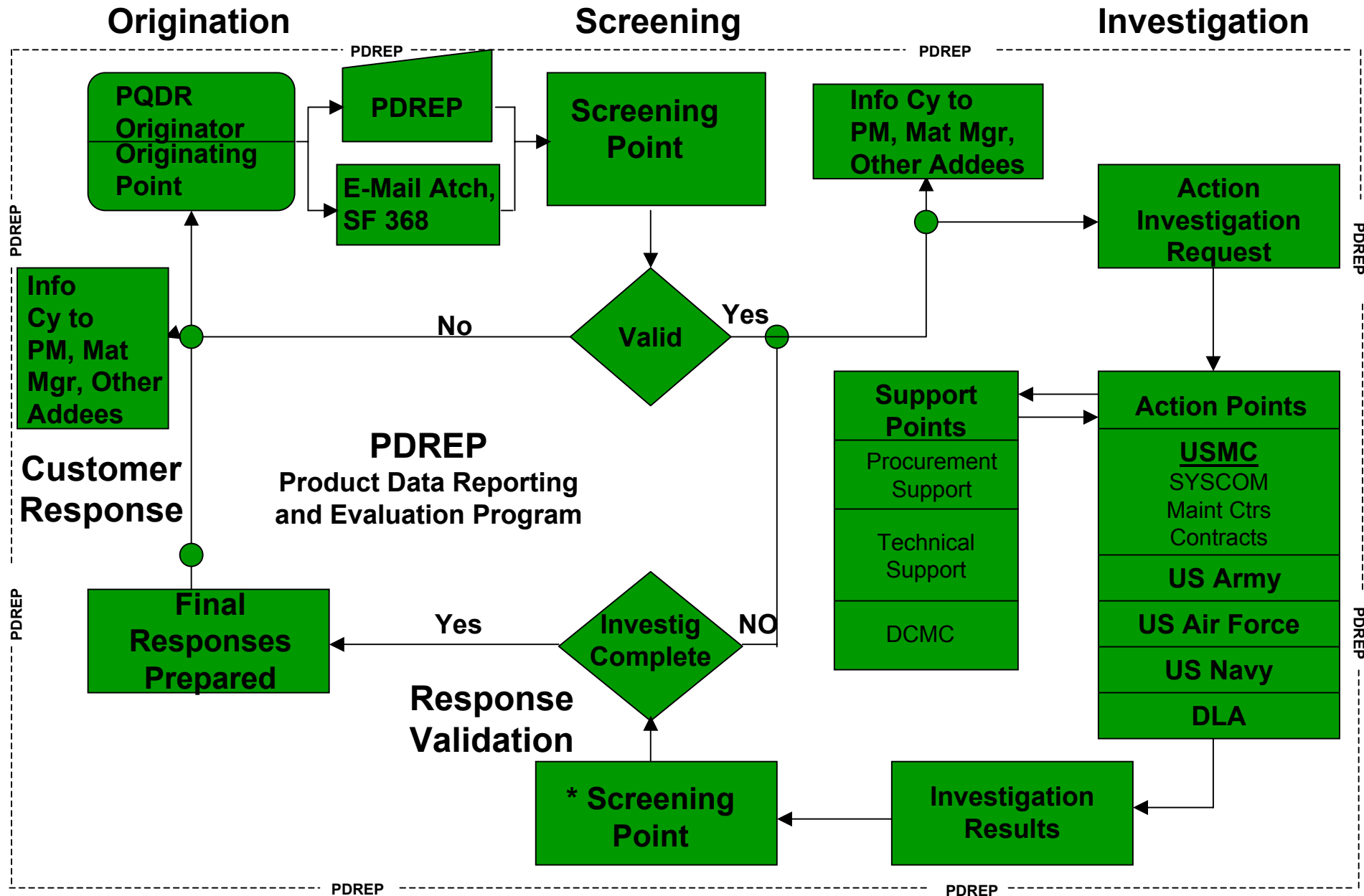
Screening

Investigation



Screening Point Requirements

- Ensure final replies from Action Points are complete and provide cause of the deficiency, corrective action, action taken to preclude recurrence, disposition instructions, need for field alerts, and action taken or the need to develop and release MIs, TIs, and SIs, change stock listings and publications and resolving differences with the Action Point.
- Manage the PDREP database; maintain historical data on all PQDRs; collect, maintain, and exchange PQDR data; provide ad hoc reports as requested or required.



Customer Response

- When the PQDR is found to be valid, the final response to the customer shall provide:
 - ❖ Investigation/research findings.
 - ❖ Corrective actions for the existing deficiency (repair/replacement/credit authorization).
 - ❖ Actions taken to preclude recurrence of the deficiency.
 - ❖ Disposition instructions for the deficient item(s).
 - ❖ Credit, if applicable
 - ❖ Status of Maintenance/Safety of Use alert notification, if applicable.
 - ❖ Status of Warranty provisions/latent defect clauses with the contract, if applicable.
 - ❖ Status of updating/revising/writing instructions, publications, stock lists, ECPs, TDP's, drawing,etc., if applicable.

Directives

- **SECNAVINST 4855.5B (DLAD 4155.24/AR 702-7/AFI 21-115) -** PQDR Program implements Federal Acquisition Requirements for the reporting of product quality data as required by 41 C.F.R. 101
- **MCO 4855.10B -** PQDR Program supplements the joint order.
- **MCO 4105.2, Marine Corps Warranty Program -** requires a trend analysis of PQDR's be conducted to determine if essential performance characteristics of a weapon system and/or components are being met or if the number of system failures exceeds the threshold established for that system.
- **Title 48, CFR, Chapter 1, FAR, parts 12,13,15 and 42 -** requires Past Performance Information (PPI) be collected (Recorded and Maintained) and considered in evaluating contractors during the source selection process.

Impediments

- Lack of training (understanding) for the beneficiaries of the program.
- Replacements provided by WIR process and the deficiencies not documented via PQDR.
- Incomplete investigations provided by Action Points.
 - Root causes of item nonconformance not being provided for defective items under warranty. (*Finding of DoD IG Audit date 21 Dec 2001*).

USMC PQDR Screening Point

<http://www.ala.usmc.mil/pqdr>



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800x600 screen resolution

USMC PQDR Screening Point

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Why submit a PQDR?

Understanding the PQDR Program