



Product Data Reporting and Evaluation Program (PDREP)

Repair Facility Processing a Product Quality Deficiency Report

**User Guide
September 2016**

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*Hold the “CTRL” key and click on paragraph to follow link.

FOREWORD

This guide does not replace or amend any Department of Defense (DoD) instructions, regulations, and/or policies. Its purpose is to assist users with Product Data Reporting and Evaluation Program (PDREP) – Automated Information System (AIS) Product Quality Deficiency Report (PQDR) application’s functionalities only. The PDREP PQDR is designed to work in concert with existing DoD policy and processes for submitting PQDRs. Proper use of the PDREP application should facilitate compliance with DoD PQDR policy.

Refer to the appropriate PQDR instructions and manuals for information about DoD PQDR program requirements.

REFERENCES:

1. DLAR 4155.24
2. SECNAVINST 4855.3B
3. SECNAVINST 4855.5A
4. DoDD 5000.2
5. NAVSO P3683
6. AR 702-7
7. AF(I) 21-115

INTRODUCTION

This document is intended to guide government Repair Facilities in the use of PDREP and specifically in the process of entering Product Quality Deficiency Report (PQDR) investigation results in order to produce a DD form 1227.

This form has been added to the Repair Facilities page in order to provide investigators with a more comprehensive method of recording investigation results.

The goal is to: Provide for a comprehensive report on the resolution of issues associated with reported defective material; Reduce the need for follow-up activity on potentially unresolved issues; Standardize the investigation report requirements for both Contractor and Government furnished material and reduce the occurrence of repeat PQDRs citing recurring deficiencies. Please review these instructions carefully before using the new versions of the data entry pages.

The PDREP application is accessible via the Product Data Reporting and Evaluation Program home page: <https://www.pdrep.csd.disa.mil/>

First time PDREP users will need to submit a User Access request form, available on the NSLC home page. Click on [User Access Request Form](#) to download the form. Follow the directions on the form to submit the request for access to PDREP.

Requests for changes or improvement to any of the PDREP applications or NSLC Detachment Portsmouth home page should be submitted to:

Online in the PDREP Application

If you're already a PDREP User, log on to PDREP: <https://www.pdrep.csd.disa.mil/>

Click on the Feedback link at the top of the home page. The Customer Service Request (Feedback) form will open. Instructions for completion are located at the top of the form.

Customer Support Desk

Commercial Phone: (207) 438-1690 / DSN 684-1690

FAX: (207) 438-6535, DSN 684-6535

Mailing Address

Naval Sea Logistics Center Portsmouth

Bldg. 153, 2nd Floor

Portsmouth Naval Shipyard

Portsmouth, NH 03804-5000

1 VIEWING THE WORKLIST

Once you have logged in the PDREP Home screen (Figure 1.1) will display. You may not see all of the options listed depending on your level of access.

**Please refer to PDREP User Access Request and Login Procedures.*

The screenshot displays the PDREP Home interface. At the top, a green banner contains the text 'FOUO UNCLASSIFIED FOUO' and a blue banner below it reads 'Product Data Reporting and Evaluation Program (PDREP)'. Below the banners, there are navigation links: 'PDREP Home', 'Submit Feedback', 'External Links', and 'PDREP Manuals'. On the right side, the 'User Profile' section includes a dropdown menu and a 'logout' link. The main content area is divided into two columns. The left column is titled 'PDREP APPLICATIONS' and lists various links such as 'Batch Upload', 'Contract Award and Delivery Data (CAD)', 'Corrective Action Request (CAR)', 'Facility Oversight Plan (FOP) (DCMA Surveillance Plan)', 'QALI/Letter of Delegation (LOD)', 'Material Inspection Record (MIR)', 'Product Quality Deficiency Report (PQDR)', 'Receipt Inspection Management System (RIMS)', 'Ship CSI Program (SCSI)', 'Special Quality Data (SQD)', 'Supply Discrepancy Report (SDR)', 'Supplier Audit Program (SAP)', 'Supplier Survey (Pre/Post Award)', and 'Test Records'. The 'Product Quality Deficiency Report (PQDR)' link is highlighted with a red rectangular box. Below this list is a section titled 'PDREP SEARCHES' with links for 'Ad Hoc Search', 'Bulletin Search', 'CAGE Search', 'DODAAC Search', 'DUNS Search', 'Feedback Search', 'FSC Search', 'GIDEP Search', 'HEDRS Search', 'Level 1/SubSafe Search', 'NSN Search', 'PDREP Search', 'PQDR Search', 'Qualified Product List Search', 'Requisition Search', 'Routing Identifier Code Search', 'SAP Search', 'SDR Search', 'UII Search', 'User Search', and 'Warranty/SOR Search'. The right column is titled 'PDREP REPORTS' and lists 'Contractor Profile', 'Material Profile', 'NAVSUP 874 Reports', 'NAVSUP 854 Reports', and 'NAVSUP Level 1 Reports'. Below this is a section titled 'PDREP PARTNER REPORTS' with links for 'DCIS Summary Report' and 'DLA Reports'. At the bottom of the right column is a section titled 'SITE ADMIN' with a link for 'QA ADMIN (Internal)'. At the bottom of the page, there is a footer with the text: 'PDREP NAVSEALOGCEN PORTSMOUTH, NH. Version : 5.0.27, Build Date : 05/13/2016', 'Phone : (207) 438-1690 Email Technical Support', and 'May 23rd, 2016'.

Figure 1.1

1. Click the *Product Quality Deficiency Report* link under PDREP Applications toward the upper left portion of the screen. The PQDR Worklist will display (Figure 1.2).

Product Data Reporting and Evaluation Program (PDREP)

PODR Worklist | Create New PQDR | PQDR Search/Reports | PQDR Clone | PQDR Analysis Tool | Preview EZPQDR Entry

PQDR Worklist

Instructions
1. Select **Show Worklist for**
2. Select **Status** for the PQDR list
3. Enter **DODAAC** and/or **User Code**.
4. Add additional information as required to reduce the Worklist result set.
[For additional help](#)

Show Worklist For: SUPPORT POINT Status: CURRENT WORKLIST

From Date: 10/03/2010 To Date: 10/03/2013

DODAAC: User Code:

Sort: RECEIVED DATE - ASC Organization Code:

or select from your personalized PQDR Worklists below

To use previously saved Worklists:
1. Select the worklist from **my Worklists**
2. Click **Open my Worklist**
3. To create a new worklist select **Create New Worklist**
4. To delete previously saved worklist select **Manage my Worklists**

my Worklists

Figure 1.2

2. The Worklist settings will default as shown above, with the Activity set to your primary DoDAAC and the User Code set to your PDREP User ID. Under “Show Worklist For”, select the desired role; ORIGINATOR, SCREENING POINT, ACTION POINT, or SUPPORT POINT. If you want to see only PQDRs currently assigned directly to you, click *Display Standard Worklist*. If you want to see all PQDRs assigned to your activity (DoDAAC) then you may remove your User Code and then Display Standard Worklist.
3. The “Status” setting of CURRENT WORKLIST will return only PQDRs currently assigned to the role selected in Show Worklist For. Other available statuses include:
 - a. **ALL**: Returns all PQDRs assigned to the designated activity and/or user code for investigation, whether the investigation is active or already completed and whether the PQDR is open or closed.
 - b. **OPEN**: Returns all PQDRs assigned to the designated activity and/or user code for investigation, whether the investigation is active or already completed but where the PQDR has not yet been closed by the Screening Point. This includes PQDRs forwarded to a Support Point but not yet returned.
 - c. **CLOSED**: Returns all PQDRs previously assigned to the designated activity and/or user code for investigation but where the PQDR has been closed by the Screening Point.
4. The date range for the Worklist defaults to the present date minus three years but can be changed if needed. The Worklist can also be sorted by a variety of criteria but defaults to listing PQDRs in ascending order by the date on which the PQDR was first entered into PDREP.
5. The Worklist can also be run for a specific team by entering the designator (Organization Code) for that team. The results will include any PQDR currently assigned to a PDREP user for action whose user profile contains the exact Organization Code specified in the search.

6. When you have selected the criteria, click *Display Standard Worklist* to view all PQDRs matching the criteria entered. The Worklist results will appear below (Figure 1.3).

Result count: 10
 Worklist Download: Click [here](#) to download data in Microsoft Excel format

CAT	Received	History & Corresp.	RCN	SF-368	CAGE	CSI	NSN	Nomenclature	Contact/Phone	Last Action	Status	DR Acknowledge	Overdue
II	05-MAY-11	View	TPLANO-10-7569	SF-368		NO	9999	FITTING/BRONZE/1 INCH		SUPPORT POINT FROM ACTION POINT	ACTIVE		189 Days
II	05-MAY-11	View	TPLANO-10-5876	SF-368		NO	9999	FITTING/BRONZE/1 INCH	TEST PLAN 555-555-5555	SUPPORT POINT FROM ACTION POINT	ACTIVE		353 Days
II	05-MAY-11	View	TPLANO-10-9980	SF-368		NO	1670	PCHUT-AER-PU/DEL		ACTION POINT FROM SUPPORT POINT	FOLLOW UP BY ACTION POINT		199 Days
II	10-MAY-11	View	TPLANO-10-0000	SF-368		NO	7H 1005 010851400 SA	GUN,AUTOMATIC,25	TEST PLAN	SUPPORT POINT FROM	INTERIM		

Figure 1.3

7. The search results include the following fields.
- CAT (Category):** The category (I or II) of the PQDR. Category I PQDRs will be identified in red.
 - Received:** The date when the PQDR was forwarded to the Action Point level.
 - History & Correspondence:** Click the *View* link in this column to open a new window containing correspondence and forwarding history for this PQDR.
 - RCN (Report Control Number):** Click the *RCN* in this column to open the Action Point page for the PQDR. This is the page from which most Screening Point tasks will be performed.
 - SF-368:** Click *SF-368* link in this column to view the Standard Form 368 for the subject RCN in a new window.
 - CAGE (Commercial and Government Entity):** The CAGE code of the contractor to whom the deficiency has been attributed to will appear here if one has been supplied. Clicking on the *CAGE code* in this column will redirect you to the NIIN/Contract Search page and allow you to search for other PQDRs attributed to this CAGE code (which will be filled in automatically on the search page) or by other criteria.

- g. **CSI (Critical Safety Item):** Indicates whether the item reported deficient has been identified as a CSI. Investigations of CSI items should be expedited according to the policies of the investigating activities.
- h. **NSN (National Stock Number):** The NSN for the item reported deficient. The NSN may have as many as four separate components:
- i. **COG:** (Optional) Two-character Cognizance Symbol of the deficient item. When used, the COG identifies the inventory manager for the deficient item.
- j. **FSC:** (Required) Four-digit Federal Supply Class of the deficient item.
- k. **NIIN:** (Optional) Nine-digit National Item Identification Number of the deficient item.
- l. **SMIC:** (Optional) Two-character Special Material Identification Code for the deficient item. When used, the SMIC identifies items requiring stricter controls to ensure technical integrity (e.g. Navy Nuclear).

Note: Click any component of the NSN to go to the NIIN/Contract Search page with the selected NSN component pre-filled. This page searches for PQDRs based on any combination of NSN components, CAGE, contract or requisition number and dates.

- m. **Nomenclature:** Item description associated with the NIIN.
- n. **Contact/Phone:** The name and telephone number (if provided) of the point of contact who forwarded the PQDR to the current Work List level.
- o. **Last Action:** Displays the last forwarding, release or closure action performed on the PQDR.
- p. **Status:** Displays the current PQDR status.
- q. **Days Overdue:** This value is based on the “Show Worklist For” level selected. For the Action Point level, this displays the relationship between the current date and the Action Point Suspense Date. A negative number, e.g. -30 indicates the number of days remaining until the current suspense expires. A positive number, e.g. 10 indicates the number of days since the current suspense expired. A blank in this column indicates either that no suspense date has been set or that the current suspense expires today.

1.1 Personalized PQDR Worklist

1. Click *Create New Worklist*, to create a personalized PQDR Worklist. ([Figure 1.4](#))

The screenshot shows the 'PQDR Worklist' interface within the 'Product Data Reporting and Evaluation Program (PDREP)'. The page has a blue header with the program name and a navigation bar with links: 'PODR Worklist', 'Create New PQDR', 'PQDR Search/Reports', 'PQDR Clone', 'PQDR Analysis Tool', and 'Preview EZPQDR Entry'. The main content area is titled 'PQDR Worklist' and contains the following elements:

- Instructions:**
 1. Select **Show Worklist for**
 2. Select **Status** for the PQDR list
 3. Enter **DODAAC** and/or **User Code**.
 4. Add additional information as required to reduce the Worklist result set.[For additional help](#)
- Show Worklist For:** SUPPORT POINT (dropdown)
- Status:** CURRENT WORKLIST (dropdown)
- From Date:** 10/03/2010 (calendar icon)
- To Date:** 10/03/2013 (calendar icon)
- DODAAC:** (text input)
- User Code:** (text input)
- Sort:** RECEIVED DATE - ASC (dropdown)
- Organization Code:** (text input)
- Display Standard Worklist** (button)
- or select from your personalized PQDR Worklists below
- To use previously saved Worklists:**
 1. Select the worklist from **my Worklists**
 2. Click **Open my Worklist**
 3. To create a new worklist select **Create New Worklist**
 4. To delete previously saved worklist select **Manage my Worklists**
- my Worklists** (dropdown) | **Open my Worklist** (button) | **Create New Worklist** (button) | **Manage my Worklists** (button)

Figure 1.4

2. After selecting *Create New Worklist* select the desired Data Elements for the Worklist ([Figure 1.5](#)).

The screenshot shows the 'WORKLIST REPORT' interface. The page has a green header with 'FOUO' on the left and right, and 'UNCLASSIFIED' in the center. Below the header is the program name 'Product Data Reporting and Evaluation Program (PDREP)'. The navigation bar includes links: 'PDREP Home', 'Submit Feedback', 'External Links', 'PDREP Manuals', 'User Profile:', and 'logout'. The main content area is titled 'WORKLIST REPORT' and contains the following elements:

- Instructions:**
 1. Please follow these steps to create new Worklist:
 1. Select one or more 'Data Elements'
 2. Click **Add Columns>>** and/or **<< Delete Columns** to set the 'Selected Data Elements' List
 3. Select 'Data Element' and click **Add Where** to set the where condition(s)
 4. Enter the 'Expression' and 'Value' in the Where clause
 5. To add more than one where condition select a 'Logical Expression'
 6. Click on **RUN QUERY**
- Report Title:** PRODUCT QUALITY DEFICIENCY REPORT
- Data Record:** PRODUCT QUALITY DEFICIENCY REPORT
- Select Columns:** (empty)
- Data Elements:** (list of elements: Action Office, Action Officer Ack Date, Action Officer Major Command, Action Point Ack Date, Action Point Control Number, Action Point DODAAC, Action Point DSN Number, Action Point Due Date, Action Point EMAIL Address, Action Point Major Command)
- Selected Data Elements:** No columns selected
- Add Columns** (button)
- Delete Columns** (button)
- Data Element:** (dropdown) | **Add Where** (button) | **Back** (button)

FOUO UNCLASSIFIED FOUO
Product Data Reporting and Evaluation Program (PDREP)
PDREP Home • Submit Feedback • External Links • PDREP Manuals User Profile: • logout
WORKLIST REPORT
Instructions
Please follow these steps to create new Worklist:
1. Select one or more 'Data Elements'
2. Click **Add Columns>>** and/or **<< Delete Columns** to set the 'Selected Data Elements' List
3. Select 'Data Element' and click **Add Where** to set the where condition(s)
4. Enter the 'Expression' and 'Value' in the Where clause
5. To add more than one where condition select a 'Logical Expression'
6. Click on **RUN QUERY**
Report Title:
Data Record: PRODUCT QUALITY DEFICIENCY REPORT
Select Columns:
Data Elements
Action Office
Action Officer Ack Date
Action Officer Major Command
Action Point Ack Date
Action Point Control Number
Action Point DODAAC
Action Point DSN Number
Action Point Due Date
Action Point EMAIL Address
Action Point Major Command
Selected Data Elements
No columns selected
Add Columns
Delete Columns
Data Element: [dropdown] Add Where Back
PDREP NAVSEALOGCEN PORTSMOUTH, NH. Version : 5.0.27, Build Date : 05/13/2016
Phone : (207) 438-1690 Email Technical Support
May 25th, 2016

Figure 1.5

3. Selecting of Data Elements:

- a. Selecting one Data Element will give you only the results on that individual element.
- b. Multiple Data Elements may be selected in the column together by using the CTRL or Shift key.
- c. Once Data Elements have been selected, click *Add Columns* to move them to the Selected Data Elements box. Data Elements can be removed from the Selected Data Elements box by selecting them and clicking *Delete Columns*.
- d. Data Elements can be prioritized in the Selected Data Elements box by selecting data element and using the Up and Down arrows to the right of the box.
- e. Data Elements can be prioritized in the drop down next to the “Add Where” Button.
- f. After Data Elements have been selected click *Add Where* to go to the Worklist report query screen where values and expressions can be placed to retrieve desired report results.
- g. At Worklist report screen, values must be place in to run query. Once query has been run it can be saved to your profile as a personalized Worklist.

2 INVESTIGATION ACTIVITIES

In order to conduct investigation activities for a specific PQDR the DRPM can either enter the RCN directly on the PQDR Search > RCN Search page or look up the PQDR on the Work list page and click on the subject RCN. Once the PQDR has been selected by either method, the PQDR Base Page will display as shown in Figure 2.1.

The screenshot shows the PDREP interface for a 'SUPPORT POINT INVESTIGATION'. The top navigation bar includes 'FOUO', 'UNCLASSIFIED', and 'FOUO' labels, along with the program name 'Product Data Reporting and Evaluation Program (PDREP)'. Below this, there are links for 'PDREP Home', 'Submit Feedback', 'External Links', 'PDREP Manuals', and a 'User Profile' section with a 'logout' link. The main interface is divided into a left-hand navigation menu and a central content area. The navigation menu includes sections for 'CHOOSE LEVEL' (with links for Originator, Screening Point, Action Point, and Support Point), 'QUICK VIEWS' (with links for View SF-368 in HTML and PDF, View Exhibit Tag, View Points of Contact, and History), 'ATTACHMENTS' (with a link for View/Upload Files (4)), and 'EXHIBIT TRACKING' (with links for Exhibit Tracking and Create DD-1348). The central content area displays the following information: RCN: 14-0004, NSN: 1H531000044583L1, Category: CATEGORY II, Status: EXHIBIT RECEIVED, and Location of PQDR: ACTION POINT FROM SCREENING POINT. Under 'Support Point - Editable Fields', it lists 'DRPM MINIMUM REQUIREMENTS' with three numbered steps: 1. Click View Points of Contact (with sub-steps a and b), 2. Input 1227 data and complete the DCM data page, and 3. When investigation is complete, click 'Send Final Reply to Action Point'. It also lists 'Blocks 1- 21' with links for View/Edit DR Data, View Exhibit Details, Input 1227 Data, Clone 1227 Data, and DCM Data (Defect Codes). Below this, there are links for View/Add Notes or Reference Briefs and Force PQDR Promotion. The 'Correspondence' section asks the user to choose an option when releasing the PQDR to the Action Point, with a link for Support Point Letters. The 'Release PQDR' section provides links for Forward to DRPM for Approval and Release, Assign to QAR or Delegate to other Support Point, Redirect to another Support Point, and Incorrect Recipient Activity - Return to Action Point. The 'Send Message To' section has links for Originator, Screening, Action, and Other. At the bottom of the page, there is a footer with the text: 'PDREP NAVSEALOGCEN PORTSMOUTH, NH. Version : 5.0.27, Build Date : 05/13/2016 Phone : (207) 438-1690 Email Technical Support September 12th, 2016'.

Figure 2.1

The primary functions of the Program Manager during an ongoing investigation are to monitor the progress of the investigation relative to suspense dates, to send formal interim replies and ultimately to close the investigation by sending a final reply to the Action Point. The Program Manager is also charged with ensuring proper disposition of any investigation exhibits, which may occur after the closure of the investigation. Some Program Managers choose to generate all correspondence and to enter relevant investigation information into PDREP but the system is designed to allow a QAR to perform those functions.

2.1 Monitoring Suspense

The most common method for a Program Manager (or QAR) to monitor the pending expiration of suspense for a given investigation is to use the Worklist and to sort it by “Overdue” as discussed in section II. Many Program Managers choose to act when a certain number of days (e.g. 5 days) remain before a particular suspense expires. Once a suspense date has expired, the subject investigation is considered to be delinquent.

2.2 Sending Correspondence

IMPORTANT NOTE: Most SUPPORT POINT metrics are based upon various dates in the PDREP system, and the correct use of Support Point Letters in PDREP is critical to the proper maintenance of these dates.

1. While an investigation is in progress, sending any formal PDREP correspondence under “Support Point Letters” will result in the setting of a new suspense date. The number of days for a given suspense is set according to the type of correspondence being sent and by the Category (e.g. CAT I or CAT II) of the PQDR. Most support point letters can be sent either by the QAR or by the DRPM, but there are two letters that can only be sent by the DRPM; the Interim Reply and the Final Reply. In the absence of other investigation activities like the request or receipt of exhibits, the DRPM should send an Interim Reply for any open investigation when the suspense for that investigation is about to expire.

Note: The Interim Reply, like all Support Point Letters, is designed to generate all of the required text automatically based upon a SUPPORT POINT standard letter template. In order for this template to function correctly, any investigation results collected to date should be entered into the “Input 1227 Data” page in PDREP. In the absence of meaningful results an explanation should be entered into block 17 of the 1227 form of the current status and estimated completion date of the investigation.

2. Click the link under “Correspondence” for “Support Point Letters” and the following page will display:

[Home](#) • [Feedback](#) • [Links](#) • [User Profile](#) • [PDREP Manuals](#)
User: TEST PLAN • [logout](#)

Unclassified Naval Nuclear Propulsion Information (U-NNPI/NOFORN) is NOT authorized.

RCN: TPLAN0-00-0004 **NSN:** 9999444444444
Location of PQDR: SUPPORT POINT FROM ACTION POINT

View: [SF-368 \(HTML\)](#) [SF-368 \(PDF\)](#)

PQDR Correspondence

Choose Correspondence to Send: <SELECT>

Correspondence Date	
01/27/2012	NOTICE OF DEFECTS
01/27/2012	EXHIBIT REQUEST
01/27/2012	EXHIBIT RECEIPT
01/27/2012	RETURNED OR STOCK SCREEN ITEM, PQDR EXHIBIT
01/27/2012	INTERIM REPLY (1227)
01/27/2012	FINAL REPLY (1227)
01/27/2012	REQUEST FOR EXHIBIT DISPOSITION INSTRUCTION
01/27/2012	EXHIBIT DISPOSITION
01/27/2012	EXHIBIT RETURN
01/27/2012	EXHIBIT NOT REQUIRED
04/01/2012	SENT AUTOMATED PQDR LATE NOTIFICATION

PDREP NAVSEALOGCENDET PORTSMOUTH, NH. Version : 5.0.8, Build Date : 03/09/2012
 Phone : (207) 438-1690 [Email Technical Support](#)
 Thursday, 5th April, 2012

Figure 2.2

3. From the dropdown list of available letters select “Interim Reply (1227)”. The system generates a SUPPORT POINT standard letter which you can edit if desired.
4. The letter will automatically insert all information that has been entered into the “Input 1227 Data” page.

Note: A copy of all Support Point letters is sent automatically to the person generating the letter so there is no need to put your e-mail address on the “CC” line. If you would like to keep a hard copy of the letter or preview what will be sent then click the “Preview” button before sending.

3 Closing the Investigation

3.1 Review/Input 1227 Data:

In most cases the QAR will enter the investigation results on the “Input 1227 Data” page. These results will be transcribed in large part from the contractor’s response, and some Program Manager s choose to enter the information in lieu of delegating the task to a QAR. In either case the Program Manager should review the information for accuracy and to ensure that a satisfactory investigation has been conducted, particularly with regard to corrective and preventive action. Detailed instructions that address the contents of each block on the 1227 form may be found on the PDREP web site at <http://www.nslcptsmh.csd.disa.mil>.

1. Click “Input 1227 Data” and the 1227 Input form will display (Figure 3.1).

1227 Input	
<p>Instructions</p> <p>1. All narratives are 2000 characters long 2. To save the record, click Save 3. To cancel the process, click Cancel (Note: Cloning will overwrite current 1227 data and all defect codes, except recovery value, with cloned 1227 data and cloned defect codes)</p> <p>To clone from an existing 1227 click Clone List</p> <p> <input type="button" value="Save"/> <input type="button" value="Save and Exit"/> <input type="button" value="Cancel"/> </p>	
Prepared By:	<input type="text"/>
Reviewed By:	<input type="text"/>
Approved By:	<input type="text"/>
12. Cause of Deficiency	12A COMMENTS
a. Validation of Reported Deficiency:	<input type="text"/>
b. Cause of Deficiency:	12B COMMENTS
c. Responsibility for Deficiency:	12C COMMENTS
13. Corrective Action Taken (Contractor)	13 A COMMENTS
a. Corrective Action Taken or Planned:	<input type="text"/>
b. Preventative Action Taken or Planned:	13B COMMENTS

Figure 3.1

3.2 Review/Input DCM Data (Defect Codes)

The DCM Data page is provided so that the investigation results can be codified for statistical analysis. These codes are most commonly entered by the QAR but as discussed above, some Program Managers choose to perform this task. Again, the Program Manager in either case should review the codes for accuracy before sending a Final Reply to the Action Point. From the Support Point Investigation base page click “DCM Data (Defect Codes)” and the Defect Codes page (Figure 3.) will display.

Home • [Feedback](#) • [Links](#) • [User Profile](#) • [PDREP Manuals](#) User: TEST PLAN • [Logout](#)

Unclassified Naval Nuclear Propulsion Information (U-NNPI/NOFORN) is NOT authorized.

RCN: TPLAN0-11-0007 NSN: 7R1550001815593GM
 Location of PQDR: SUPPORT POINT FROM ACTION POINT

View: [SF-368 \(HTML\)](#) [SF-368 \(PDF\)](#)

Defect Codes

Instructions
 1. To save the record, click **Save**
 2. To cancel the process, click **Cancel**
 Note: Cloning 1227 data results in cloning of all defect codes except the recovery value.

Other Federal Agencies Affected: NO

Responsibility (Defect):

Severity Code:

Broad Cause (Cause Code):

Detailed Cause Code:

Corrective Action Taken:

Disposition (Exhibit Disposition): H-HOLDING EXHIBIT

Recovery (Credit Code):

Defect:

Verification (Defect Verified Indicator):

Government Source Inspection:

Contract Number: SP070098C0009 CLIN:

DCMA Processes:

A1 - Corrective Action Request Issued - Acceptable Resolution
 A2 - Corrective Action Request Issued - Pending Resolution
 A3 - Corrective Action Request Issued - Unacceptable Resolution
 B1 - Delegation Issued
 B2 - Delegation Revised
 C1 - eIDP Revised
 D1 - No Action Required - No Active Contracts
 D2 - No Action Required - Only Active Contracts without GSI
 E1 - Process Review Added
 E2 - Process Review Modified

Recovery Value \$: 10 (Qty Deficient) X 5242 (Unit Cost) (Do not include commas)

PDREP NAVSEALOGCENDET PORTSMOUTH, NH. Version : 5.0.8, Build Date : 03/09/2012
 Phone : (207) 438-1690 [Email Technical Support](#)
 Monday, 23rd April, 2012

Figure 3.2

3.3 Support Point Letters:

1. From the Support Point Investigation (DRPM) base page, click the link under “Correspondence” for “Support Point Letters.
2. From the dropdown list of available letters select “Final Reply (1227)”. The system generates a SUPPORT POINT standard letter which you can edit if desired.

The letter will automatically insert all information that has been entered into the “Input 1227 Data” page.

Note: A copy of all Support Point letters is sent automatically to the person generating the letter so there is no need to put your e-mail address on the “CC” line. If you would like to keep a hard copy of the letter or preview what will be sent then click the “Preview” button before sending.

When the Final Reply is sent, the investigation is officially closed by setting the Support Point Release Date in PDREP. This is not the same as the Support Point Complete Date. The Support Point’s task is not complete until any investigation exhibits have been disposed of in accordance with the Action Point’s instructions.

The Support Point Complete Date in PDREP will be set according to the following rules when the Final Reply letter is sent:

3. If the Exhibit Status, found on the View Exhibit Details page, is set to Unknown, Closed (exhibit has been returned or disposed of, Exhibit Return letter has been sent) or Not Required then the Support Point Complete Date will be set to the date of the Final Reply.
4. If the Exhibit Status is set to Open (exhibit has been requested or received but no Exhibit Return letter has been sent) then the Support Point Complete Date will not be set until the Exhibit Return letter is sent.

Note: The Exhibit Return letter should be used to acknowledge that the Action Point’s disposition instructions have been followed, even if the Action Point directs a disposition (e.g. scrap and mutilate) other than the actual return of the exhibit.

4 Other PQDR Base Page Features:

Home • Feedback • Links • User Profile • PDREP Manuals		User: TEST PLAN • Logout	
PQDR Worklist Create New PQDR PQDR Search PQDR Clone PQDR Analysis Tool			
CHOOSE LEVEL Originator Screening Point Action Point Support Point		SUPPORT POINT INVESTIGATION (DRPM)	
		RCN: TPLAN0-00-0004 NSN: 9999444444444 Category: CATEGORY II Status: DEFECT UNDER INVESTIGATION	
QUICK VIEWS View SF-368 (HTML) View SF-368 (PDF) View 1227 (HTML) View 1227 (PDF) View Exhibit Tag View Points of Contact History		Location of PQDR: SUPPORT POINT FROM ACTION POINT Support Point - Editable Fields DRPM MINIMUM REQUIREMENTS: 1. Click View Points of Contact a. Enter Contractor Investigator information. b. Enter Government Investigator information. 2. Input 1227 data and complete the DCM data page. 3. When investigation is complete, click 'Send Final Reply to Action Point'. View/Edit DR Data View Exhibit Details Input 1227 Data Clone 1227 Data DCM Data (Defect Codes)	
ATTACHMENTS View/Upload Files (0)		View/Add Notes or Reference Briefs Force PQDR Promotion Add Additional Information	
EXHIBIT TRACKING Exhibit Tracking		Correspondence Choose an option when you have completed entering in your data PQDR is released to Action Point by sending a Final Reply Letter. Support Point Letters Send Final Reply to Action Point	
USER INFORMATION User Profile		Release PQDR Forward to DRPM for Approval and Release Assign to OAR or Delegate to other Support Point Redirect to another Support Point Incorrect Recipient Activity - Return to Action Point	
		Send Message To Originator Screening Action Other	
		Session Tracking: TPLAN0000004	
PDREP NAVSEALOGCENDET PORTSMOUTH, NH. Version : 5.0.8, Build Date : 03/09/2012 Phone : (207) 438-1690 Email Technical Support Thursday, 5 th April, 2012			

Figure 3.3

4.1 QUICK VIEWS

The links in the “Quick Views” section of the PQDR Base Page provide a way to quickly review the various forms associated with a PQDR as follows:

1. **View SF-368 (HTML):** Displays the SF-368 form in a new window as web-formatted text. This is the quickest way to retrieve an SF-368 for review but may not be suitable for printing.
2. **View SF-368 (PDF):** Displays the SF-368 form in a new window as an Adobe Acrobat PDF document. This is the version most representative of the paper SF-368 form and is suitable for printing.
3. **View 1227 (HTML):** This link is only available to non-Support Point activities after a Support Point investigation has been conducted and displays the DLA-1227 (Report of Investigation Results) form in a new window as web-formatted text. This is the quickest way to retrieve a 1227 for review but may not be suitable for printing. This form is visible to Program Manager Users while the investigation is still in progress at the Support Point level.
4. **View 1227 (PDF):** This link is only available to non-Support Point activities after a Program Manager investigation has been conducted and displays the DLA-1227 (Report of Investigation

Results) form in a new window as an Adobe Acrobat PDF document. This is the version most representative of the paper 1227 form and is suitable for printing. This form is visible to Support Point users while the investigation is still in progress at the Support Point level.

5. **View Exhibit Tag:** Displays a DD2332 exhibit tag form for attachment to an exhibit to the PQDR investigation if desired.
6. **View Points of Contact:** Displays all points of contact assigned to date who may be participating in the PQDR investigation. This will include the Originator, Screening, Action and Support Point individuals as well as any Government, Contractor, Subcontractor and Shipper investigators assigned.
7. **History:** Displays a comprehensive history of all forwarding actions and correspondence to date for the subject PQDR. The text of all e-mail messages will display on the History page, and a link is provided to any formal letter correspondence sent from PDREP so that the correspondence can be reviewed and reprinted if needed.

4.2 ATTACHMENTS

Files of various types that support the PQDR or the investigation can be attached to a PQDR in PDREP.

Click the View/Upload files link to see any files that have been attached to the PQDR to date. The number of currently attached files will appear in parentheses. To attach new files, click the “View/Upload Files” link and then click “Add Attachments” and follow the instructions on the page. The maximum file size for any single attachment is 10 megabytes.

4.3 EXHIBIT TRACKING:

The shipment and receipt of exhibits associated with the PQDR investigation can be tracked here. Click the “Exhibit Tracking” link and follow the instructions on the page if you wish to track exhibits.

4.4 USER INFORMATION

The “User Profile” link here will redirect you to the same page as the “User Profile” link at the top of most PDREP pages and is placed here as a convenience.

4.5 SUPPORT POINT Exhibit/Suspense Search

The Program Manager Exhibit/Suspense Search was designed to allow Support Points to track the status of all exhibits, particularly for investigations where a Final Reply has already been sent. These would be cases where some follow-up or intervention by Support Point may be required in order to ensure correct disposition of the exhibits in question. The following image shows the typical input criteria and results for this search.

[PODR Worklist](#) | [Create New PODR](#) | **[PODR Search/Reports](#)** | [PODR Clone](#) | [PODR Analysis Tool](#)

[RCN Search](#) | [Advanced QDR Search](#) | [DCMA Search](#) | [NIIN/Contract Search](#) | [Audit Search](#)

[DCMA Exhibit/Suspense Search](#) | [End Item Search](#) | [MIR PODR Search](#) | [PODR Statistics](#) | [PODR Summary](#)

PODR - DCMA Exhibit/Suspense Search

Instructions
(M) denotes a mandatory field
 1. Correct format for date fields is **MM/DD/YYYY** or use Calendar.

(M) Start Date: 09/12/2013 **(M) End Date:** 09/12/2016

Exhibit Status: 2-OPEN **SYSCOM:** ALL

User ID: **Org Code (Team):**

Region: ALL **Support Point Activity:**

Sort: CAO_SUSPENSE_DATE

Exhibit Search Download: Click [here](#) to download data in Microsoft Excel format

RCN	CAGE	Control No.	Region	History	Action Activity	Support Activity	CAO Suspense Date	Exhibit Requested Date	Exhibit Received Date	Exhibit Returned Date	Final Reply Date
				View			10/11/2014	06/12/2014			
		SupPt#: S2305A20141112		View			03/21/2015	09/16/2014			
		SupPt#: S4306A20130007		View			10/15/2015	01/21/2014	01/31/2014		09/15/2015
		SupPt#: S2305A20155555		View			01/07/2016	12/08/2015	12/08/2015		
				View			01/07/2016		12/08/2015		
				View			02/10/2016		01/11/2016		
		SupPt#: S4306A20160001		View			04/21/2016		03/22/2016		
		SupPt#: S2305A20160001		View			05/22/2016		05/02/2016		
				View			06/01/2016		05/02/2016		
		SupPt#: S4306A20150004		View			06/10/2016		05/11/2016		
		SupPt#: S4306A20160004		View			09/25/2016		08/26/2016		
		SupPt#: S4306A20140003		View					05/11/2016		01/21/2016
		SupPt#: S2305A20141113		View				09/23/2014	01/13/2016		09/23/2014
		ScrPt#: 123456789		View					05/02/2016		09/10/2014
		SupPt#: S2305A20141111		View							
		SupPt#: S0101A20141000		View					01/12/2016		01/12/2016

Figure 4.1

To run this search, the following criteria can be entered:

Start and End Date: These dates default to the system date minus three years but can be edited.

1. Exhibit Status: The search is run for all exhibits of a single status at any given time. The
2. Most common use of this search is for investigations where the exhibit has a status of 2-OPEN.
3. SYSCOM: The search can be restricted to a particular service or SYSCOM but would most commonly be run for all SYSCOM codes, which is the default.
4. User ID: The search can be restricted to investigations currently assigned to an individual PDREP user by their PDREP User ID. Given that the primary use of this search is post-investigation, this entry is not commonly used.
5. Org Code (Team): The search can be restricted to investigations currently assigned to individual PDREP users who have entered a particular Organization Code (Team designator) in their user profiles. Given that the primary use of this search is post-investigation, this entry is not commonly used.
6. Region: This entry formerly referred to Support Point geographical districts but would now be used to restrict the search to a particular functional division, e.g. A- AERONAUTICAL SYSTEMS. This search would most commonly be run for ALL region/division codes, which is the default.

7. **Support Point Activity:** Since the primary purpose of this document is to instruct the Program Manager, this is the most common criteria used for this search. To view exhibits pending disposition for a particular CMO (in the example above, S2103A); enter the DoDAAC for the CMO here.
8. **Sort:** The search can be sorted by several criteria but defaults to CAO Suspense Date.

4.6 Cloning 1227

PDREP gives you the ability to clone a 1227 from another record. If you want to copy and then edit the results of a previous deficiency report investigation for the same NIIN and contractor number then cloning may be appropriate. Please see the note regarding the cloning process.

NOTE: Cloning Past 1227 Forms: If you are cloning from an old record please note that the past version of the 1227 input system had fewer data entry elements than the current version. When cloning a 1227 completed before the new data entry fields were available, the information will be mapped as shown in Figure 4.

Old Version	New Version
Block 12	Block 12B
Block 13	Block 13A
Block 14	Block 14A
Block 15	Block 15 (no change)
Block 16	Block 16A
Block 17	Block 17D
Block 18A	Block 18A (no change)

Figure 4.2

If cloning an older 1227 report then you should review the results and separate them into the specific elements provided in the new form.

5 CODE LIST

CAUSE CODE	
C	CONTRACT ERROR
D	TDP/DESIGN ERROR
M	MAINTENANCE DEFICIENCY
N	CONTRACTOR NONCOMPLIANCE
P	PART APPLICATION
S	SHELF-LIFE PROBLEM
U	MISUSE OF ITEM
X	UNDETERMINED CAUSE
Z	NOT APPLICABLE

SEVERITY CODE	
1	CRITICAL
2	MAJOR
3	MINOR
4	SEVERITY UNKNOWN
5	NO DEFECT FOUND

COST CODE	
C	COST TO GOV'T (COMMERCIAL SUPPLIER)
G	COST TO NAVY (GOV'T MFGR/SUPPLIER)
N	NO COST TO GOV'T (COMMERCIAL SUPPLIER)
U	UNDETERMINED
Z	NO COST TO NAVY (GOV'T MFGR/SUPPLIER)

Credit CODE	
C	NO CREDIT (COMMERCIAL SUPPLIER)
F	REPAIRED BY USER
G	NO CREDIT (GOV'T SUPPLIER)
N	CREDIT (COMMERCIAL SUPPLIER)
P	VENDOR REPLACEMENT
R	VENDOR REPAIR
S	SOURCE OF SUPPLY REPLACEMENT
U	UNKNOWN
W	CREDIT AUTHORIZED
X	NO CREDIT AUTHORIZED
Z	CREDIT (GOV'T SUPPLIER)

RESPONSIBILITY	
A	PRIVATE CONTRACTOR
B	PROCUREMENT AGENCY
C	GOVERNMENT CONTRACTOR
D	DESIGN AGENCY
E	GOVERNMENT OVERHAUL FACILITY
G	GOVERNMENT SUPPLY ACTIVITY
H	UNKNOWN
I	INVALID REPORT
U	GOVERNMENT USING ACTIVITY

CORRECTIVE ACTION – Cont.	
N	INTERIM CLOSING
P	POLICY CHANGE
R	C.A. ACCOMPLISHED/NO PA STATED
S	NO CORRECTIVE ACTION MATERIAL SCRAPPED
T	NO CORRECTIVE ACTION
U	NO PA NOT VALID
V	SCREEN/SUSPEND/PURGE STOCK
X	REPAIR/REPLACE
Y	NO PA PROVIDED/ITEM OUT OF WARRANTY
Z	NOT APPLICABLE

CORRECTIVE ACTION	
A	PROCESS CHANGED (INCLUDES CHANGES TO PROCESS INSTRUCTIONS)
B	NO PA REQUIRED/INFORMATION
C	INITIATE CLASS 1 ECP
D	INITIATE CLASS 2 ECP
E	REVISE TEST PROCEDURES
F	REVISE/REVIEW SPECS/DRAWING/TECH ORDERS/MANUALS
G	ISSUED TECHNICAL/SAFETY BULLETINS
H	IMPROVE PACKAGING
I	CHANGE CONTRACTUAL REQUIREMENTS FOR FUTURE BUYS
J	SUB-CONTRACTOR ACTION
K	ISOLATED INSTANCE
M	ADMINISTRATIVE CLOSING
DEFECT CODE – Cont.	

DEFECT CODE	
1	PACKING
2	DIMENSIONAL
3	PROCESS
4	TESTING
5	DEFECTIVE COMPONENT
6	WRONG ITEM
7	DOCUMENTATION
8	ITEM MARKING
9	DEFECTIVE MATERIAL
10	MISSING HARDWARE
11	LUBRICATION
12	WORKMANSHIP
STATUS CODE – Cont.	

13	DAMAGED
14	FIELD MISAPPLICATION
15	STORAGE DETERIORATION
16	CONTRACT DESIGN QUESTIONED
17	DEFICIENCY NOT VERIFIED
18	INVESTIGATION INCONCLUSIVE
19	NORMAL WEAR AND TEAR
20	CONTRACTOR REFUSES TO INVESTIGATE
21	UNABLE TO INVESTIGATE DUE TO AGE OF CONTRACT

STATUS CODE	
A	ACTIVE
A1	FOLLOW UP BY ORIGINATOR
A2	FOLLOW UP BY SCREENING POINT
A3	FOLLOW UP BY ACTION POINT
A4	FOLLOW UP BY SUPPORT POINT
A5	2ND FOLLOW UP BY ACTION POINT
A6	INFORMATION PQDR MADE ACTIVE
A7	EXHIBIT RECEIVED
A8	INTERIM RESPONSE NO SCREEN/NO ACTION
A9	RESULT OF DMS/AIG SCREENING
AA	ADDITIONAL INFO REQUESTED
AB	NAVWPNEG SUPPACT INVESTIGATION
AC	60 DAYS INQUIRY ON STATUS
AD	DEFECT UNDER INVESTIGATION
STATUS CODE – Cont.	
CL	CONTRACT CLOSED
CM	NO PROCUREMENT QA

AE	EXHIBIT REQUESTED
AF	EXHIBIT SHIPPED
AG	CASE/PQDR REOPENED
AH	UNACCEPTABLE REPLY
AI	INFORMATION
AJ	FMSO SCREEN W/O IM REQUEST
AK	IM REQUEST SCREEN FMSO DOES NOT
AL	ORIGINATOR TO HOLD EXHIBIT
AM	RETURN FOR DISPOSITION INST.
AN	IM REQUEST FOR ADDITIONAL INFO
AR	INTERIM REPLY
AU	OTHER
AX	INVESTIGATION EXTENSION REQUEST
C	CLOSED
CA	REPORT DOES NOT MEET PQDR CRITERIA
CB	INVESTIGATED BY TECHNICAL ACTIVITY
CC	NO REPLY WITHIN 180 DAYS
CD	DEFECT PREVIOUSLY INVESTIGATED
CE	EXHIBIT RETURNED/INVESTIGATION CONDUCTED
CF	EXHIBIT LOST/MISDIRECTED, ETC.
CG	INVESTIGATION CONDUCTED WITHOUT EXHIBITS
CH	NO INVESTIGATION CONDUCTED
CI	SUBMITTED FOR INFO/RELIABILITY DATA
CJ	CLOSED AT SUPPORT POINT, BUT ACTIVE AT NAVWPNEG SUPPACT
CK	OUT OF WARRANTY
INSPECTION	ATTRIBUTE – Cont.
1AR	PITTING
1AS	HEAT TREAT

CN	NO PRODUCTION
CO	CONSOLIDATED PQDRS
CP	INVESTIGATION WITH EXHIBIT
CR	PQDR CLOSED AS A RESULT OF STOCK SCREENING
CS	CLOSED SCREENING POINT NOT IN PDREP
CX	CANCELLED
CY	NAVSUP INTERIM CLOSING
CZ	PDREP ADMINISTRATIVE CLOSING
INSPECTION	ATTRIBUTE
1AA	INCORRECT MATERIAL
1AB	POOR WORKMANSHIP
1AC	WELDING
1AD	PROTECTIVE COATING
1AE	IMPROPER MARKING
1AF	IMPROPER INSTALLATION
1AG	DIMENSIONAL NONCONFORMANCE
1AH	MANUFACTURING PROCESS
1AI	INADEQUATE SOLDERING
1AJ	IMPROPER LUBRICATION
1AK	DOCUMENTATION MISSING
1AL	MISSING HARDWARE
1AM	DAMAGED (VISUAL)
1AN	COMPONENT FAILURE
1AP	BRAZING
1AQ	BONDING
INSPECTION	ATTRIBUTE – Cont.
2AH	WORK INSTRUCTIONS
3AF	IMPROPER TORQUE

1AT	PLATING
1AU	CHEMICAL FILM
1AV	IMPREGNATION
1AX	MACHINING (CUTTING, GRINDING, ETC.)
1AY	CLEANING
1AZ	CLEAN ROOM
2AA	INCORRECT TECHNICAL DATA PACKAGE
2AB	INCOMPLETE TECHNICAL DATA PACKAGE
2AC	OUTDATED TECHNICAL DATA PACKAGE
2AD	INADEQUATE TEST PROCEDURES
2AE	INCORRECT MECHANICAL DESIGN
2AF	INCORRECT ELECTRICAL DESIGN
2AG	INADEQUATE CONFIGURATION CONTROL
2AI	ELECTRICAL OPERATIONAL MALFUNCTION
2AJ	ELECTRICAL DEFECTIVE MATERIAL
2AK	ELECTRONIC OPERATIONAL MALFUNCTION
2AL	ELECTRONIC DEFECTIVE MATERIAL
2AM	MECHANICAL OPERATIONAL MALFUNCTION
2AP	NON-ELECTRO/MECH DESIGN DEFICIENCY
2AR	PRESERV/PACKAGING
3AA	INADEQUATE QA REQUIREMENTS
3AB	WRONG ITEM
3AC	PROCURED TO WRONG DRAWING REVISION
3AD	IMPROPER MAINTENANCE PROCEDURE
3AE	INCOMPLETE OVERHAUL
INSPECTION	ATTRIBUTE – Cont.
4AC	IMPROPERLY EXTENDED SHELF-LIFE
4AD	TECHNICAL MANUAL ERROR

3AG	MRB
3AH	COMPUTER (SOFTWARE) QUALITY ASSURANCE
3AI	AUTOMATIC TEST EQUIPMENT
3AJ	CALIBRATION
3AK	ELECTRONIC TESTING
3AL	MECHANICAL TESTING
3AM	NDT
3AN	FINAL INSPECTION
3AP	CHEMICAL ANALYSIS
4AA	EXPIRED SHELF-LIFE
4AB	INAPPROPRIATE SHELF-LIFE

4AE	IMPROPER FIELD FIX
4AF	NORMAL WEAR AND TEAR
4AG	ESD
5AA	PURCHASING
5AB	VENDOR CERTIFICATION
5AC	RECEIVING INSPECTION
5AE	SEGREGATION OF NONCONFORMING MATERIAL
5AF	GEM/GFE/GFP
5AG	LACK OF CLEANLINESS
5AS	SUSPECT COUNTERFEIT MATERIEL
9ZZ	NOT APPLICABLE

6 SUMMARY

This concludes the PQDR entry instructions for Repair Facility Support Point. For instructions on other PQDR investigation activities please consult the other documents provided in this series. The PDREP Customer Support Desk is always available to answer additional questions or to assist in data changes or exception processing and can be contacted as follows:

E-Mail: webptsmh@navy.mil

Commercial: (207) 438-1690

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