Product Quality Deficiency Report (PQDR)

1227 Instruction

User Guide
23 May 2020
# TABLE of CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>FOREWORD</td>
<td>2</td>
</tr>
<tr>
<td>REFERENCES</td>
<td>2</td>
</tr>
<tr>
<td>INTRODUCTION</td>
<td>3</td>
</tr>
<tr>
<td>1 MAIN PDREP APPLICATION SCREEN</td>
<td>4</td>
</tr>
<tr>
<td>1.1 FINDING THE FLY OUTS</td>
<td>5</td>
</tr>
<tr>
<td>1.2 SELECTING THE FLY OUT</td>
<td>5</td>
</tr>
<tr>
<td>2 PQDR AD HOC</td>
<td>6</td>
</tr>
<tr>
<td>2.1 AD HOC TOOL</td>
<td>6</td>
</tr>
<tr>
<td>2.2 QUERYING THE AD HOC</td>
<td>6</td>
</tr>
<tr>
<td>3 PQDR WORKLIST</td>
<td>8</td>
</tr>
<tr>
<td>3.1 ACCESSING THE PQDR WORKLIST</td>
<td>8</td>
</tr>
<tr>
<td>3.2 WORKLIST SETTINGS</td>
<td>9</td>
</tr>
<tr>
<td>3.3 PERSONALIZED PQDR WORKLIST</td>
<td>12</td>
</tr>
<tr>
<td>4 1227 DATA ENTRY</td>
<td>16</td>
</tr>
<tr>
<td>4.1 ENTERING INVESTIGATION RESULTS</td>
<td>16</td>
</tr>
<tr>
<td>4.2 EXPLANATION OF DATA FIELDS</td>
<td>17</td>
</tr>
<tr>
<td>5 CLONING 1227</td>
<td>22</td>
</tr>
<tr>
<td>6 SUMMARY</td>
<td>26</td>
</tr>
</tbody>
</table>

Click link and the hold ‘CTRL’ key 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

2. Federal Acquisition Regulation Parts 9, 13, 15, 42, 46
3. Defense Federal Acquisition Regulation Supplement Parts 209, 242 and 246
4. Defense Logistics Agency Regulations 4155.24
5. Secretary of Navy Manual M-5000.2
6. Secretary of Navy Instruction 5000.2E
7. Secretary of Navy Instruction 4855.3
8. Secretary of Navy Instruction 4855.5
9. DoD 5000.2
10. NAVSO P3683
11. AR 702-7
12. AF(I) 21-115
INTRODUCTION

This document is intended to guide DoD personnel in the use of Product Data Reporting and Evaluation Program – Automated Information System (PDREP-AIS) and in the process of entering new Product Quality Deficiency Reports (PQDRs). 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. Instructions are available on the PDREP home page as linked above. Click on User Access Request for instructions on filling out an access request form. Follow additional directions on the form itself to submit the request for access to the PDREP team.

Existing PDREP users can submit an access change request. To do this, log into the PDREP-AIS and hover over ‘[Your Name]’ in the upper right corner of the page and click ‘Access Change Request’. Update access request as desired. Enter a narrative to describe your change request and click submit account change request button.

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

Online in the PDREP Application

If you are already a PDREP User, log on to PDREP: https://www.pdrep.csd.disa.mil/
Hover over ‘Help’ link at the top of any PDREP page. Select the first option on the fly out to ‘Contact Help Desk with comment, question, or feedback.’

If you wish to provide suggestions to change PQDR or other PDREP-AIS modules, from the same Help menu, select the ‘Suggest a Change’ option. The Customer Service Request (CSR) form will open. Instructions for completion are located at the top of the form.

Also, visit our FAQ Page – your question(s) may be easily answered there.

NSLC Portsmouth Help Desk
Commercial Phone: (207) 438-1690 / DSN 684-1690
FAX: (207) 438-6535 / DSN 684-6535
E-Mail: WEBPTSMH@navy.mil

Mailing Address
Naval Sea Logistics Center Portsmouth
Bldg. 153, 2nd Floor
Portsmouth Naval Shipyard
Portsmouth, NH 03804-5000
1 MAIN PDREP APPLICATION SCREEN

Once you have logged in, the PDREP Home page will display (See Figure 1.1). 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*
1.1 FINDING THE FLY OUTS
Hover your mouse pointer over any PDREP Application located on the upper left portion of the screen and a list of sub-links for that application will appear (See Figure 1.2).

![Figure 1.2](image)

1.2 SELECTING THE FLY OUT
Selecting either of the sub-links will allow the user to go directly to that page within the application (See Figure 1.2).
2 PQDR AD HOC

2.1 AD HOC TOOL
Please refer to the Product Data Reporting and Evaluation Program (PDREP) Ad Hoc Search Tool User Guide for assistance using the PQDR Ad Hoc Tool (See Figure 2.1).

![Figure 2.1](image)

2.2 QUERYING THE AD HOC
The Ad Hoc query generator can be used to generate a variety of reports; all results are downloadable to MS Excel spreadsheets. On screen instructions are available as a reminder...
on how to create the Ad Hoc query. The web page provides a method for users to choose a record type to query, select specific data elements from that record, and base the query on criteria like date range or code used in the record to get results (See Figure 2.2).

Users can run the query and make adjustment, if it is not exactly what they are looking for, by returning to the Ad Hoc report page to update parameters.
3 PQDR WORKLIST
The PQDR Worklist pages is used to filter the list of PQDRs based on access role, status, DoDAAC, and User Code.

3.1 Accessing the PQDR Worklist
To access PQDR Worklist select the **PQDR Worklist** Link from one of the sub-link options from the PQDR in the PDREP Applications (See Figure 3.1) and the PQDR Search/Reports page should display (See Figure 3.2).

![Figure 3.1](image-url)
3.2 Worklist Settings

The Worklist settings will default as shown in Figure 3.2, 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 button. If you want to see all PQDRs assigned to your activity (DoDAAC) then you may remove your User Code and then click Display Standard Worklist button.

A. The Status setting of CURRENT WORKLIST will return only PQDRs currently assigned to the role selected in Show Worklist For. Other available statuses include;

1. **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.

2. **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.

3. **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. **EXHIBIT WORKLIST**: Returns data if the Exhibit Request Date is populated and the Exhibit Return Date is not, regardless of record status (Open, Closed).

B. 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.

C. The Worklist can also be run for a specific team by entering the designator for that team in Organization Code. 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.

D. When you have selected the criteria, click Display Standard Worklist to view all PQDRs matching the criteria entered. The Worklist results will appear as in **Figure 3.3**.

![Figure 3.3](image-url)
E. The search results include the following fields;

1. **CAT (Category):** The category (I or II) of the PQDR. Category I PQDRs will be identified in red.

2. **Received:** The date when the PQDR was forwarded to the Action Point level.

3. **History & Correspondence:** Click the View link in this column to open a new window containing correspondence and forwarding history for this PQDR.

4. **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.

5. **SF-368:** Click SF-368 link in this column to view the Standard Form 368 for the subject RCN in a new window.

6. **CAGE (Vendor and Manufacture 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. Note on Vendor CAGE/Vendor Liability: Vendor CAGE code is the party held responsible contractually for supplying the deficient material. If the PQDR is Vendor Liable, the PQDR will affect the SPRS Score of the Vendor CAGE Code identified.

7. **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.

8. **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.
   ii. **FSC:** (Required) Four-digit Federal Supply Class of the deficient item.
   iii. **NIIN:** (Optional) Nine-digit National Item Identification Number of the deficient item.
   iv. **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.

9. **Nomenclature:** Item description associated with the NIIN.

10. **Contact/Phone:** The name and telephone number (if provided) of the point of contact who forwarded the PQDR to the current Work List level.
11. **Last Action**: Displays the last forwarding, release or closure action performed on the PQDR.

12. **Last Corr Date**: Displays the date of the last correction was completed on the PQDR.

13. **Last Corr From**: Displays the User ID associated with who completed the last correction.

14. **Status**: Displays the current PQDR status.

15. **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.

### 3.3 Personalized PQDR Worklist

Worklists may be created based on specific data elements that return specialized data.

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**Figure 3.4**

A. To create a personalized PQDR Worklist, click *Create New Worklist*, see **Figure 3.4**.

B. If it is advisable to know the number of rows before running the query for the first time, check the ‘Get Row Count’ check box. The initial query will return only the number of
rows returned for the specified parameters. This is especially handy to check if there are more than 20,000 records that match your query. Remember to uncheck the ‘Get Row Count’ box when you’re ready to retrieve the actual data set.

C. After selecting Create New Worklist select the desired Data Elements for the Worklist (See Figure 3.5).

D. Selecting of Data Elements:
   1. Selecting one Data Element will give you only the results on that individual element.
   2. Multiple Data Elements may be selected in the column together by using the CTRL or Shift key.
   3. 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 (See Figure 3.6).
4. 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.

5. Data Elements can be prioritized in the drop down next to the ‘Add Where’ Button.

6. 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 (See Figure 3.7).

7. 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 (See Figure 3.7).

![Figure 3.6](Image)

Figure 3.6
Figures 3.7
4 1227 DATA ENTRY

4.1 Entering Investigation Results

A. To create a new 1227, from the PQDR Support Point Base Page shown in Figure 4.1, click the ‘Input 1227 Data’ link.

B. If you want to copy and then edit the results of a previous deficiency report investigation for the same NIIN and contractor, then cloning may be appropriate. To clone an existing 1227, from the PQDR Support Point Base Page, click the ‘Clone 1227 Data’ link. Please see the note at the end of this section regarding the cloning process.

C. Blocks 1 through 11 will be completed for you from the current PQDR details as found on the SF368 form. You must complete blocks 12 through 18 (See Figure 4.2).
4.2 Explanation of Data Fields

A. Figure 4.2 Data Fields

1. **Block 12: Cause of Deficiency**
   
   i. **Block 12a:** Indicate whether the reported deficiency was validated during the investigation. If the contractor was unable to validate the reported
deficiency, then document the reason why the defect could not be validated.

ii. Block 12b: Document the root cause of the deficiency as identified by the contractor. If the root cause could not be determined, then document the reason.

iii. Block 12c: Document who was found to be responsible for the deficiency e.g. the contractor, the government purchasing activity, the end user, etc. If responsibility could not be assigned or determined, then document the reason.

2. **Block 13: Corrective Action (Contractor)**
   
   i. Block 13a: Document any corrective action taken or planned by the contractor to address the deficiency under investigation. This should include but not be limited to the contractor’s position with regard to repair or replacement of the deficient item(s), which will also be documented in block 16a.

   ii. Block 13b: Document any actions that the contractor either has taken or will take to prevent future occurrences of this same deficiency. This should include the contractor’s actions with regard to items currently in contractor or government inventory or currently in production. Identify those actions taken or planned to prevent or preclude recurrence of the deficiency. This may include changes or adjustments made to the Contractor’s quality assurance program, or special actions taken or planned to assure performance remains adequate and that the same deficiency does not exist in future deliveries.

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*Figure 4.3*
B. **Figure 4.3 Data Fields**

1. **Block 14: Corrective Action (Government)**
   
   i. Block 14a: Document any corrective action taken or planned by the government investigating agency to address the deficiency under investigation. This should include but not be limited to the investigator’s position with regard to repair or replacement of the deficient item(s), which will also be documented in block 16a. Examples might include the recall or return of additional units in government inventory.

   ii. Block 14b: Document any actions that the government investigating agency either has taken or will take to prevent future occurrences of this same deficiency. This should include the investigator’s actions with regard to items currently in the contractor inventory or currently in production. Examples might include increased government surveillance of the contractor’s processes, increased inspection requirements, etc. Identify and verify those actions taken or planned to prevent or preclude recurrence of the deficiency. This may include changes or adjustments made to the Government’s quality assurance program, or special actions taken or planned to assure performance remains adequate and that the same deficiency does not exist in future deliveries.

2. **Block 15: Evaluation**

   Block 15: Document the contractor’s evaluation of the impact of the reported deficiency on current production. For example, do items currently in production require rework, extra inspection or other action?

3. **Block 16: Contractor Position**

   i. Block 16a: Document the contractor’s position specifically with regard to repair, replacement or other restitution to the government for the item(s) found deficient. Also, indicate the position with respect to repair or replacement of any additional, previously supplied material if found with like deficiencies. Also, indicate the date or estimated date on which the repair or replacement of the reported PQDR exhibits will be completed; and if appropriate, indicate the number of days (from receipt of material) required for repair/replacement of any additional items returned with like deficiencies.

   ii. Block 16b: Document the actual or recommended final disposition of the deficient item(s). For example, will the item be returned in working condition to the government?
C. **Figure 4.4** Data Fields

1. **Block 17: Remarks:**
   
   i. **Block 17a:** Document whether potentially deficient quantities of the same item were shipped either previously or subsequent to the shipment in which the deficient item was delivered. In relation to locating and identifying any previously supplied material with like deficiencies, provide destination and shipping dates of other shipments suspected to contain the same deficiency, and provide required disposition/shipping instructions.
   
   ii. **Block 17b:** Document whether an alert should be sent to the government supply system(s) to alert them to the possibility of additional deficient items. Include notices or field bulletins regarding wholesale/retail stock screening recommendations, or reason why stock screening actions are not necessary.
   
   iii. **Block 17c:** Provide specific findings with regard to monetary credit for the deficient item. Provide comments regarding any credit or no credit actions for material and how that credit authorization will be processed (per the Military Standard Billing System).
   
   iv. **Block 17d:** Provide any other general remarks or comments with regard to the investigation. Include other applicable comments, information, or references (including special program Material Identification Code marking - MIC) as necessary.
2. **Block 18: Distribution (Figure 4.5)**
   
   i. **Block 18a:** Document any comments that you would like to provide regarding distribution of the investigation results or of the supporting documents attached to the PQDR. The list of attachments is provided automatically in 18b.
   
   ii. The past versions 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 per Table 4.1.

<table>
<thead>
<tr>
<th>Old Version</th>
<th>New Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Block 12</td>
<td>Block 12B</td>
</tr>
<tr>
<td>Block 13</td>
<td>Block 13A</td>
</tr>
<tr>
<td>Block 14</td>
<td>Block 14A</td>
</tr>
<tr>
<td>Block 15</td>
<td>Block 15 (no change)</td>
</tr>
<tr>
<td>Block 16</td>
<td>Block 16A</td>
</tr>
<tr>
<td>Block 17</td>
<td>Block 17D</td>
</tr>
<tr>
<td>Block 18A</td>
<td>Block 18A (no change)</td>
</tr>
</tbody>
</table>

   **Table 4.1**

   iii. 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 CLONING 1227

A. After the Worklist displays, choose the file to clone by selecting the RCN. The Data Entry base page will appear (See Figure 5.1).

![Image of the Data Entry base page]

**Figure 5.1**

B. If the page does not default to the Support Point base page as shown in Figure 5.1, click the Support Point link under the Choose Level menu.

C. Click the ‘Clone 1227 Data’ link. The PQDR – Clone 1227 page displays (See Figure 5.2).
D. Results in the list are based on the following eligibility parameters.
   1. Same support DoDAAC.
   2. Same NIIN.
   3. Same part number (if on report).
   4. The PQDR must have had an Intern or Final reply sent.

E. Alternatively, access the 1227 Input page and click the Clone List link. The Input 1227 page can be accessed via the Input 1227 Data link located on the Support Point base page directly above the Clone 1227 Data link.
F. The Clone List link will also open the PQDR – Clone 1227 page shown in Figure 5.2.

NOTE: Only PQDR’s that meet these requirements will be displayed. ‘No existing 1227 data found’ will be displayed if no PQDR’s match the above criteria for the record that you are trying to clone.

G. Before selecting Clone Me use the View 1227 link to confirm the content of a previous investigation contains the desired investigative information. Select the Cancel button at the bottom of the result set to return if none of the previous investigations contains the desired investigative information.

Remember: If NIIN or Part Number is present they will be included as part of the search. An Interim or Final Reply must also have been sent for the RCN to show in search results. Cloning 1227 data will result in cloning of all defect codes except the recovery value.

H. Click the Clone Me link for the RCN record to clone.

I. The 1227 Input form opens (Figure 5.4). The data contained in the existing 1227 is displayed within the form.
J. Review the information, modify if necessary and click the Save button to save the new record. You will receive a message that your changes to this record were saved successfully.
6 SUMMARY

This concludes the instructions for completing the DD 1227 form in the latest version of PDREP. For instructions on other PDREP processes please consult the other documents provided in this series. The PDREP Customer Support desk is 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
DSN: 684-1690
Fax: (207) 438-6535