



**Product Data Reporting and
Evaluation Program (PDREP)**

**Product Quality Deficiency Report
(PQDR)**

DD1227 Instructions

**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. Code of Federal Regulations, 41 CFR 101-26.803-1 - Reporting discrepancies or deficiencies.
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/>

User access and login procedures can be located in the PDREP User Access and Login Procedures guide. 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 PDREP application or any of the NSLC Portsmouth web pages should be submitted to:

Customer Support Desk

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

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

Email: webptsmh@navy.mil

Mailing Address

Naval Sea Logistics Center Portsmouth

Bldg. 153, 2nd Floor, Portsmouth Naval Shipyard

Portsmouth, NH 03804-5000

Online in the PDREP Application

If already a PDREP User, log into PDREP and click on “[Submit Feedback](#)” at the top of most web pages.

There are two methods of entering a PQDR. Both methods are accessible from the PDREP Home Page link provided above.

- Personnel can apply for a PDREP-AIS user account and enter and manage PQDRs directly in the PDREP-AIS. Access to the PDREP-AIS allows the Originator to track the PQDR as it is processed, allows “Auto Fill” and “Lookup” options and validation of data entries when creating the PQDR, and allows access to PDREP data, search functions, reports and notifications.
- The Easy Product Data Reporting (EzPDR) application allows personnel to submit PQDRs without having a PDREP account or User ID. Personnel can monitor the progress of the PQDRs they have submitted, but are not permitted access to the full power of PDREPs entire PQDR database.

1 ENTERING INVESTIGATION RESULTS

1. To create a new 1227, from the PQDR Support Point Base Page shown below (Figure 1.1) click the “Input 1227 Data” link.
2. 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.

Product Data Reporting and Evaluation Program (PDREP)	
PQDR Worklist	Create New PQDR PQDR Search/Reports PQDR Clone PQDR Analysis Tool Preview EZPQDR Entry
CHOOSE LEVEL Originator Screening Point Action Point Support Point	SUPPORT POINT INVESTIGATION (DRPM) RCN: Category: CATEGORY II NIIN: Status: INVESTIGATION CONDUCTED WITH EXHIBIT on 06/01/2011 Location of PQDR: CLOSED Suspend Message: THIS PQDR WAS CLOSED [SUPPORT PT CASE #]: [MFG CASE #]: 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 Exhibit Details Input 1227 Data Clone 1227 Data DCM Data (Defect Codes) View/Add Notes or Reference Briefs Force PQDR Promotion Add Additional Information 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 Release PQDR Forward to DRPM for Approval and Release Assign to QAR 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: _____
QUICK VIEWS View SF-368 (HTML) View SF-368 (PDF) View DLA-1227 (HTML) View DLA-1227 (PDF) View Exhibit Tag View Points of Contact History	
ATTACHMENTS View/Upload Files (2)	
EXHIBIT TRACKING Exhibit Tracking Create DD-1348	
USER INFORMATION User Profile	

Figure 1.1

3. 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 as shown below:

Figure 1.2

a. 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.

b. 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.

14. Corrective Action Taken (Government) a. Corrective Action Taken or Planned:	
b. Preventative Action Taken or Planned:	
15. Evaluation:	
16. Contractor Position a. Contractor's Position With Respect to Repair or Replacement:	
b. Final Disposition:	

Figure 1.3

c. 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.

d. Block 15: Evaluation

- i. 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?

e. 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?

17. Remarks and/or Recommendations

a. Previous/Other Shipment Data:

b. Need for Alert Notifications:

c. Credit:

d. Other Remarks as Necessary:

18. Distribution

a. Comments:

b. Attachments: (Attachment list is added automatically) NO ATTACHMENTS

Description of Deficiency (For reference only): SAMPLE DESCRIPTION OF DEFICIENCY NARRATIVE.

Save Save and Exit Cancel

Figure 1.4

f. 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.

g. Block 18: Distribution

- h. 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.
- i. Note on Cloning Past 1227 Forms: (See Cloning DD 1227 User Guide)
- j. 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 as follows:

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)

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

2 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