NAVSEA

NAVAL SEA SYSTEMS COMMAND

Naval Sea Logistics Center

Product Data Reporting and Evaluation Program (PDREP)

Product Quality Deficiency Report (PQDR)

Army Action Officer PQDR Processing

User Guide
September 2016

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*Hold the "CTRL" key and choose paragraph to follow link.

FORWARD

This guide does not replace or amend any Department of Defense (DoD) instructions, regulations, and/or policies. Its purpose is to assist users with PDREP Product Quality Discrepancy Report (PQDR) application 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. DLAI 4155.24
2. SECNAVINST 4855.3B
3. SECNAVINST 4855.5A
4. DoDD 5000.2
5. NAVSO P3683B
6. AR 702-7
7. AF(I) 21-115

INTRODUCTION

This document is intended to guide the use of the user profile tool provided for Product Quality Deficiency Reports (PQDR) in PDREP.

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.

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).

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 Army Master Screener from the drop-down list. If you want to see only PQDRs currently assigned directly to you, click "Display Worklist" now. If you want to see all PQDRs assigned to your activity (DoDAAC) then you may remove your User Code.

3. The "Status" setting of CURRENT WORKLIST will return only PQDRs currently assigned to the Screening Point activity or individual for action. 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 Worklist" to view all PQDRs matching the criteria entered. A sample set of results appears in (**Error! Reference source not found.**2).

4

Product Data Reporting and Evaluation Program (PDREP)

PDREP Home • Submit Feedback • External Links • PDREP Manuals   User Profile: • logout

PQDR 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: ARMY ACTION OFFICER ▾   Status: CURRENT WORKLIST ▾
From Date: 09/19/2013 ▦?   To Date: 09/19/2016 ▦?
DODAAC: User Code:
Sort: RECEIVED DATE - ASC ▾   Organization Code:

[Display Standard Worklist]

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 ▾   [Open my Worklist]   [Create New Worklist]   [Manage my Worklists]

Result count: 1
Worklist Download: Click here to download data in Microsoft Excel format

CAT	Received	History & Corresp.	RCN	SF-368	Vendor Cage	Manufacture Cage	CSI	NSN	Nomenclature	Contact/Phone	Last Action	Last Corr Date	Last Corr From	Status	Days Overdue	Delete
II	08/12/2016	View	-16-0001	SF-368			NO	9999	ASDFASDFASDFASFD ASD FA ADSF ASDF ASDF ASDF ASDFA SDF ASDF ASDF ASDF ASDF ASDF ASDF ASDF ASDF ASDF ASDF ASDF		ACTION POINT FROM SCREENING POINT	08/12/2016		ACTIVE	8	

Figure 1.1

1. The search results include the following fields.

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

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

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

    d. **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.

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

    f. **CAGE (Vendor and Manufacture Entity)**: The CAGE code of the contractor to whom the deficiency is attributed 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.

   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 NIIN component pre-filled. This page searches for PQDRs based on any combination of NSN components, CAGE, contract or requisition number and dates.

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

   j. **Contact/Phone**: The name and telephone number (if provided) of the point of contact who forwarded the PQDR to the current Work List level.

   k. **Last Action**: Displays the last forwarding, release or closure action performed on the PQDR.

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

   m. **Last Corr From**: Displays the userid associated with who completed the last correction.

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

   o. **Days Overdue:** This value is based on the "Show Work List 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.

2 ACTION OFFICER RECEIPT ACTIONS

1. On receipt of a new PQDR, the Action Point can either enter the RCN directly on the PQDR Search > RCN Search page or look up the PQDR on the Worklist page and click on the subject RCN. Once the new PQDR has been selected by either method, the PQDR Base Page will display (Figure 2.1) (NOTE: if this is the first PQDR opened in this login session, the SF-368 will display. Select the appropriate level under "Choose Level" to access Base Page options.

Figure 2.1

2. The Action Officer should initiate the investigation immediately upon receipt of the PQDR. In many cases the investigation may be conducted by direct contact with the supplier of the deficient item. If the deficient item falls under the cognizance of a non-Army Action Point activity (e.g. DLA), was received from a contractor under Support Point oversight, or was overhauled by a repair facility, then the PQDR may be forwarded to the appropriate Support Point or Repair Facility for investigation support. The Action Officer will add or edit information supplied by the Action Point or Support Point using the Action Point Editable Fields on the PQDR base page.

2.1 Action Point Editable Fields

2.1.1 Edit Blocks 1-21 Data

1) This page allows the Action Officer to quickly enter or edit some of the mandatory fields from the SF368 as entered by the Originator.

2) The PQDR Originator Data Entry Blocks 1-21 page (2.2, 2.3 and 2.4) will display. For example, if a complete NSN was not entered the Screening Point can click the "Auto Fill NSN" button to complete as much of the NSN as exists in the PDREP database based upon the NIIN supplied. This will also update the deficient item nomenclature, unit cost, etc.

Figure 2.2

(M)   **Material Level Code**

```
21-NOT APPLICABLE                    ▼
```

(M) 6.   **Deficient Item Nomenclature**

```
DOOR,ACCESS,WEAPON SYSTEM
```

Procurement Group Code (PGC)   **DODIC/NALC (ammunition)**

Unit Cost   **Unit of Issue**   **Credit Card Buy Indicator**

```
346.42      EA-EACH       ▼                                ☐
```

Estimated Repair Cost   **Job Order-Keop**

```
0                      [    ] - [    ]
```

MIR Serial No.

```
[    ] - [    ]   [ Add MIR ]
```

Shipper's DODAAC/CAGE Code

```
[         ]  [ Lookup DODAAC ]  [ Lookup CAGE ]
```

GBL Number

7.   **Operating Time at Failure**

```
[         ]  [ <SELECT>                ▼ ]  (Specify hours, days, cycles, etc.)
```

8.   **Deficient Item Part Number**

9.   **Vendor CAGE Code** (Contracted Supplier)

```
[       ]  [ Lookup ]
```

     a. **Manufacturer CAGE Code**

```
[       ]  [ Lookup ]
```

10.   **Quantity**

(M) a. **Received**	b. **Inspected**	(M) c. **Deficient**	d. **In Stock**
8	0	8	0

DoD Unique Item Identifier

◉ Manual Entry   ◯ Scan Barcodes

```
[                    ]  [ Add UII ]
```

11.   **Serial. Lot, or Batch Number**

Serial Number

Lot/Batch Number   **Lot/Batch Type**

```
[            ]       [ <SELECT>      ▼ ]
```

(M) 12.   a. **Item**   **Repairable Item**

```
N-NEW            ▼        UNKNOWN ▼
```

     b. **Date MFRD/Repaired/Overhauled**   **MFRD/Repaired/Overhauled**

```
[          ]  [📷?]              [ <SELECT>        ▼ ]
```

     c. **Last Repair Facility (CAGE or DoDAAC)**

```
[          ]  [ Lookup DODAAC ]  [ Lookup CAGE ]
```

(M) 13.   a. **Contract Number**   **Delivery Order Number**   **Contract Line Item No.**

```
[              ]     [              ]      [          ]
```

☑ **Contract No. not provided or is unknown**
☐ **Performance Based Logistics**

     b. **Requisition/Document Number**

☑ **Requisition No. not provided or is unknown**

     c. **Purchase Order Number**

(M) 14.   **Government Furnished Material**

```
N - No         ▼
```

15.   a. **Item Under Warranty**   b. **Warranty Expiration Date**

```
N - No         ▼             [          ]  [📷?]
```

Figure 2.3

Warranty Item Name

```
[                                    ]
```

FSC   **NIIN**

```
[      ] [           ]
```

Warranty Item Serial Number

```
[                  ]
```

Warranty Item Claim Type

```
[              ]
```

Warranty Cage

```
[        ]
```

Warranty Part Number

```
[                ]
```

16. **End Item EIC/WUC/TAMCN**

```
[              ]
```

17. a. **Next Higher Assembly NSN**

COG   **FSC**   **NIIN**   **SMIC**

```
[    ] [    ] [          ]   [      ]
```

b. **Nomenclature**   c. **Part Number**   d. **Serial Number**

```
[              ]    [              ]    [              ]
```

Next Higher Assembly CAGE

```
[        ]
```

18. a. **End Item NSN**

COG   **FSC**   **NIIN**   **SMIC**

```
[    ] [    ] [          ]   [      ]
```

b. **Nomenclature**   c. **Type/Model**   d. **Serial Number**   **Part Number**

```
[              ]    [              ]    [              ]    [              ]
```

End Item CAGE   **Engine Model**   **Engine Serial Number**

```
[        ]    [              ]    [                  ]
```

19. **Current Disposition of Deficient Item (the Exhibit)**

```
[ H-HOLDING EXHIBIT                              ▾ ]
```

20. **Location of Deficient Material (DODAAC/CAGE)**

```
[        ]
```

Location of Exhibit Narrative (Provide details as to where the material is currently stored.)

```
[                                          ]
[                                          ]
```

Material Return Address

```
[                                          ]
```

Store as Hazardous Material ☐

21. **Action Requested**

```
[ <SELECT>                                    ▾ ]
```

(M)   **Status**

```
[ A -ACTIVE                          ▾ ]
```

[Spell Check] [Save] [Add/View Attachments] [Save and Exit] [Cancel]

[Switch to EZ View]

Figure 2.4

10

2.1.2 View/Edit Action Point Data

This page allows the Action Officer to enter supplemental information about the PQDR and the investigation.

1) To add or edit information, click the View/Edit Action Point Data link.

2) The PQDR – View/Edit Action Point page displays (**Error! Reference source not found.**5 and **Error! Reference source not found.**).

Figure 2.5

Figure 2.6

3) Most of the information on this page is maintained automatically by PDREP. Many fields are optional and not all fields will apply to your activity. There are several fields on this page however that significantly affects other functions in PDREP You should consult local policy for more detailed information regarding the use of these fields:

a) **Status**: This is the current status of the record.

b) **Support Point Release Date**: If the record has been sent to a Support Point and returned to the Action Point this date will be set to the date the Support Point returned the record.

c) **Support Point Due Date**: The Support Point due date is shown here.

d) **Action Point Due Date**: This is the Action Point due date and is not edible.

e) **Action Point Activity**: Shows the Activity assigned to the record.

f) **Action Point Name, Action Point Phone, and Action Point Email**: These are populated by the user profile for user assigned to record.

12

g) **Action Point Control Number**: This is the Action Point's control number for the PQDR. In the case of a DLA investigation this will be either a CDCS or BSM control number. This field is only editable for DLA users. The PQDR Advanced Search can be conducted based on this unique number

h) **Exhibit Required Ship Date**: Date requested for shipping of exhibit, not system generated.

i) **ICP/RIC Code**: ICP/RIC (Routing Identifier Code) routing codes used

j) **LAR#:/ Engineering Activity**: These fields are used by NAVICP to send/note the Cognizant Design Activity and are used in the CDA letter.

k) **Last Repair Facility**: If a repair or overhaul facility will act as an investigation Support Point then the DODAAC of the overhaul facility should be entered here.

l) **DODIC/NALC (ammunition)**: Used to identify ammunition and ammunition components. Used by Army users.

4) These additional fields may be used by the Action Point/ Action Officer but they are purely informational and will not affect any other PDREP functions.

a) **Suspension Status**: This function will allow you to display a message on the PQDR Base Page for all PQDR levels indicating that the investigation may be suspended for a particular period of time. This message is informational only and does not affect suspense dates. Choose a reason for the suspension and then click "Add" and the page will expand to allow you to enter starting and ending dates and to save the suspension message.

b) **Action Point Rebuttal Date**: If the Action Points rebuts the investigation to the Support Point the date is entered.

c) **Action QDR or Previous RCN**: If the reported deficiency has been previously investigated then the Action Point may choose to enter the RCN for the previously investigated PQDR here. This is informational only and does not change the investigation process in PDREP.

d) **Action Point Release Date**: Date the Action Point sends to Support Point.

e) **Alert Notification and Narrative**: This optional indicator and narrative can be used to recommend to NAVICP that the deficiency be reported on the monthly Defective Material Summary.

f) **Action Point Exhibit Request/Return Address**: This optional set of fields allows the Action Point to enter the address that will automatically pre-fill on letters related to exhibit handling.

Note: The section titled "NAVSUP" is used by NAVSUP only

5) The following buttons are on all data entry pages.

a) **Save** – will validate the mandatory entries and save the data, leaving the record at this page

b) **Save and Exit** – will validate the mandatory entries and save the data, returning the User to the PQDR base page.

c) **Cancel** – will return the User to the PQDR base page without validating or saving the data.

2.1.3 Editing Stock Screening Data

Stock Screening is an optional process that the Navy uses to document the screening of Navy material stores in conjunction with a PQDR.

1) To edit Stock Screening data fields click the Edit Stock Screening Data link from the Action Officer base page.

2) The PQDR Stock Screening Fields page displays (**Error! Reference source not found.**).

Figure 2.7

3) The Stock screening page is broken down into 3 sections: Stock Screening Codes, Stock Screening Dates and Stock Screening Data. This page provides a means to track stock screenings that have been conducted based on the PQDR.

2.1.3.1   Stock Screening Codes

Stock Screening Codes include the Alert Type and Action Code.

1) The Alert Type (Figure 2.) identifies the method the stock screening request was received. Choose the appropriate Alert Type from the list for the stock screening that is being initiated.

Figure 2.8

2) Action codes (Figure 2.) are associated with stock screening actions and determine the status of the stock screening during the process.

Figure 2.9

2.1.3.2   Stock Screening Dates

Stock screening dates provide status for the stock screening. See Figure 2..

1) **Requested Date**: The date when the stock screening request letter is sent to the IM (auto populated by PDREP)

2) **Status Date**: The date populated by the Action Officer when status or results of ongoing screening action is received from the IM.

3) **Initiated Date**: The date populated by the Action Officer upon notification from the IM of stock screening being initiated.

Figure 2.10

4) **Declined Date**: The date populated by Action Officer upon notification from IM that the request for stock screening is deemed not necessary.

5) **Completed Date**: The date populated by Action Officer upon notification from the IM of completion of all screening actions.

2.1.3.3   Stock Screening Data

This section provides the results of the stock screening performed, and is updated as the requested stock screenings are completed. See Figure 2.1
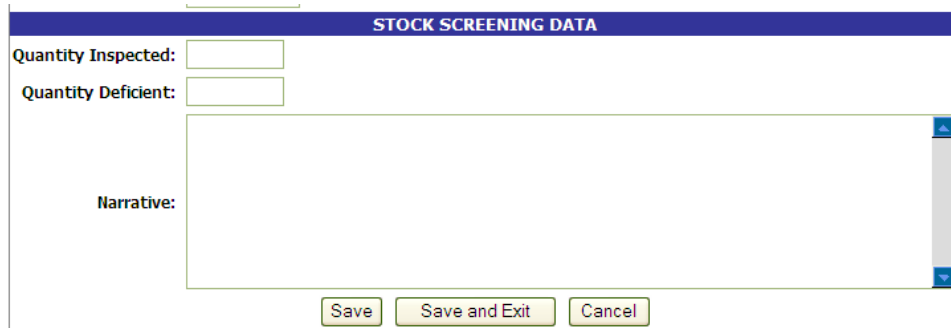

STOCK SCREENING DATA

Quantity Inspected:
Quantity Deficient:
Narrative:

Save   Save and Exit   Cancel

Figure 2.11

1) **Quality Inspected**: A running total of Stock Screening information provided from IM (Item Manager)

2) **Quantity Defective**: A running total of Stock Screening information provided from IM.

3) **Narrative**: A narrative field populated by Action Officer with details related to each response as needed. This field would also act as a journal to indicate and monitor the progression of the screening actions taken.

NOTE; Receive and review screening request responses from the IM and update the associated PDREP PQDR record appropriately. Continue to screen reports from the IM until the screening action is complete or cancelled. Update the PQDR records accordingly. The PQDR can be in a Closed Status while the stock screening is in process. The updates may still be entered in the record after the PQDR is closed.

2.1.4 Complete Action Point Investigation (DLA Fields)

See Action Officer Closing Actions.

2.1.5 View/Add Notes or Reference Briefs

Notes and reference briefs are internal to PDREP and do not appear on any reports or correspondence. They are frequently used for things like workflow notes or documenting telephone conversations regarding a PQDR. Although they are not visible outside of PDREP, the notes are visible to *all* PDREP users, not just the user who entered the note.

1) To enter notes or reference briefs, click the View/Add Notes or Reference Briefs link on the Action Officer Data Entry base page. The form illustrated in Figure 2.22 displays.
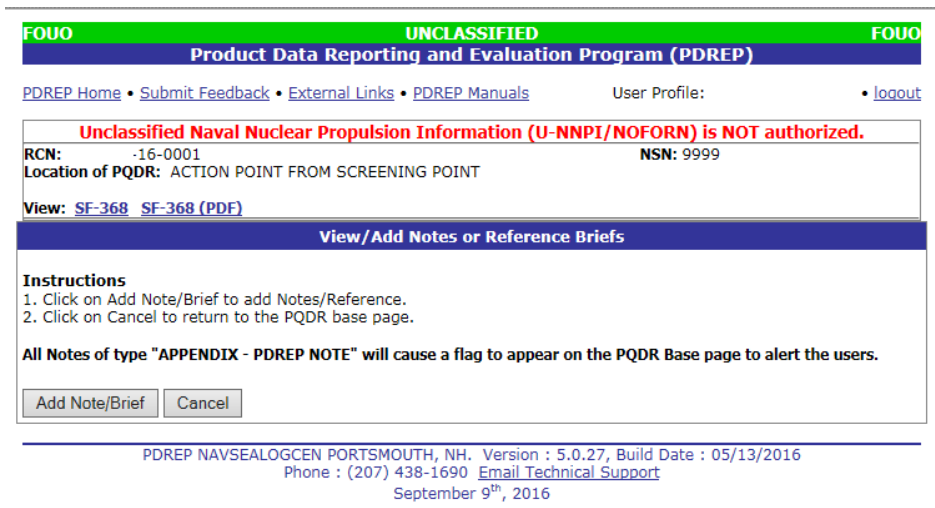
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Unclassified Naval Nuclear Propulsion Information (U-NNPI/NOFORN) is NOT authorized.

RCN: -16-0001   NSN: 9999
Location of PQDR: ACTION POINT FROM SCREENING POINT

View: SF-368   SF-368 (PDF)

View/Add Notes or Reference Briefs

Instructions
1. Click on Add Note/Brief to add Notes/Reference.
2. Click on Cancel to return to the PQDR base page.

All Notes of type "APPENDIX - PDREP NOTE" will cause a flag to appear on the PQDR Base page to alert the users.

[Add Note/Brief]   [Cancel]

PDREP NAVSEALOGCEN PORTSMOUTH, NH. Version : 5.0.27, Build Date : 05/13/2016
Phone : (207) 438-1690 Email Technical Support
September 9th, 2016

Figure 2.22

2) Click the Add Note/Brief to complete this action. The "Add Note/Reference" section (Figure 2.33) becomes visible and may be edited.

Product Data Reporting and Evaluation Program (PDREP)

PDREP Home • Submit Feedback • External Links • PDREP Manuals   User Profile: • logout

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

RCN: -16-0001   NSN: 9999
Location of PQDR: ACTION POINT FROM SCREENING POINT

View: SF-368   SF-368 (PDF)

View/Add Notes or Reference Briefs

Instructions
1. Click on Add Note/Brief to add Notes/Reference.
2. Click on Cancel to return to the PQDR base page.

All Notes of type "APPENDIX - PDREP NOTE" will cause a flag to appear on the PQDR Base page to alert the users.

Add Note/Reference

Instructions
1. Select Note Type.
2. Enter/Select Date.
3. Enter Note/Brief.
4. To save information click Save.
5. Click Cancel to cancel the process.

Note Type: [APPENDIX-PDREP NOTE   ∨]

Date: [09/09/2016] 🔳?

Note/Brief: [   ]

[Save]   [Cancel]

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Phone : (207) 438-1690 Email Technical Support
September 9th, 2016

Figure 2.33

2.2 CORRESPONDENCE

2.2.1 Action Officer Letters

PDREP provides letter templates for common correspondence at each level of access. For example, if the Action Officer wants to document circumstances requiring an extension of the investigation period he can send the "Interim Reply to Screening Point" letter. The Correspondence history also records every movement and message relating to this PQDR. You should consult local policy for guidance on which letters may be applicable to a particular investigation.

1. Click the Action Point Letters link from the Action Officer Data Entry base page and the PQDR Correspondence screen (Figure 2.44) will display.

Figure 2.44

2.2.2 Send Agency Action Notice to GIDEP:

1. Government Industry Reporting Program (GIDEP) reporting is required for issues reported on a PQDR that might affect other US Federal Government Agencies. GIDEP reporting is done using GIDEP's Agency Action Notice (For Government Use Only) to notify Non-DoD federal agencies about material quality issues. To send a GIDEP Agency Action Notice, click the Send Agency Action Notice to GIDEP" link under the Correspondence header on the Action Point web page.

2. PDREP then validates that the investigation results have been entered and that all codes entered on the PQDR meet the criteria for a record that GIDEP will accept. A warning will be provided if any codes do not meet the GIDEP reporting criteria. Use the "Complete Action Point Investigation" link to complete or correct any codes, if the record must be sent to GIDEP.
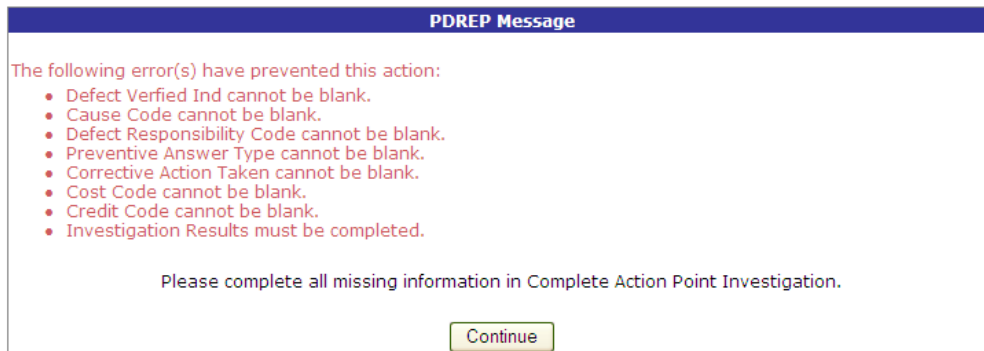

PDREP Message

The following error(s) have prevented this action:
- Defect Verfied Ind cannot be blank.
- Cause Code cannot be blank.
- Defect Responsibility Code cannot be blank.
- Preventive Answer Type cannot be blank.
- Corrective Action Taken cannot be blank.
- Cost Code cannot be blank.
- Credit Code cannot be blank.
- Investigation Results must be completed.

Please complete all missing information in Complete Action Point Investigation.

[Continue]

Figure 2.15

NOTE: If another agency has reported an issue for the same material in the last six months, PDREP will provide a warning that another GIDEP Agency Action notice is not required. If you feel the issue still needs to be reported due to the severity of the material quality issue you may send another GIDEP report anyway.

PDREP Message

- WARNING: An AAN-L Report has already been generated for the same PQDR within the last 180 days. You may continue to submit an updated report, but please be advised that unnecessary duplicates may cause a delay in processing.

Click the Continue button to proceed.

[Continue]
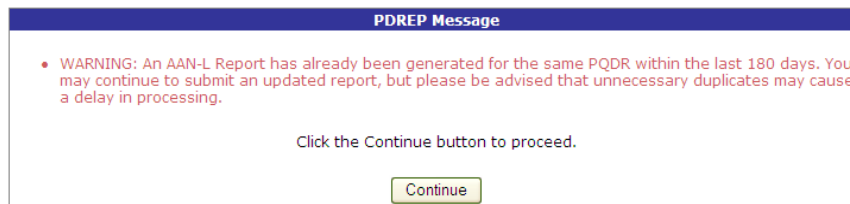
Figure 2.16

3. Once the investigation results are fully completed and the PQDR passes validation as being eligible for reporting to GIDEP, you'll be navigated to the GIDEP- Create Agency Action Notice web page. The Agency Action notice is completely auto filled with data from the PQDR. You may change any prefilled data if you desire. When you're done editing the AAN, clicking the **Send** button will forward an electronic copy of the AAN and complete copy of the SF368 to GIDEP. Click the **Print** button to retain a paper copy of the AAN. Click the **Cancel** button to exit the webpage without sending to GIDEP.

Figure 2.17

4. After sending the AAN you'll be prompted with the following webpage to confirm the transmission. Read the note carefully as it explains GIDEPs process for adding you're submitted AAN into their information system and returning a confirmation Agency Action Notice Serial Number.

Figure 2.18

5. A review the PQDR history will show a GIDEP transmission and subsequently a returned Agency Action Notice Serial Number to confirm that GIDEP added your submission to their database. Below is an example of the history entries made by the system when sending and receiving GIDEP Agency Action notices.

Date Released	Senders Name and Email Address	From Activity DODAAC for Processing Level From PQDR That Is Transferred	To Activity DODAAC for Primary Message Recipient	Emailed Message To	Correspondence	Message
05/06/2010 15:26:15					GIDEP EXPORT	AGENCY ACTION NOTICE SENT TO GIDEP.
05/12/2010 14:55:50					GIDEP IMPORT/UPDATE	GIDEP AGENCY ACTION NOTICE INSERTED/UPDATED. (DOCUMENT NUMBER: AANL10010, ISSUE DATE: 2010-05-04)

Figure 2.19

NOTE: PDREP does not store GIDEP Agency Acton Notice until GIDEP has returned the Agency Action Notice Serial Number, at which time the GIDEP Agency Acton Notice is added to PDREPs database.

6. To view a GIDEP AAN, click the GIDEP Search link on the Main Menu. You'll be navigated to the GIDEP Search page. Here you can search by partial AAN serial number, a Submitting Agency DoDAAC, or by CAGE. The results will appear below the Search criteria you entered. Clicking the link under the Serial Number column returns a view of the data returned by GIDEP and now stored in PDREP.

Figure 2.20

Figure 2.21

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Figure 2.22

NOTE: If there are any questions about GIDEP Data of any kind, please consult GIDEP at http://www.gidep.org/.

2.3 RELEASE PQDR

2.3.1 Forward to Screener for Closing

1. When the investigation is complete, with or without non-Army Action Point and/or Support Point participation, this function will return the PQDR to the Screening level for closure. If the PQDR was routed from an Army Screening Point (Sub-Screener) it will be routed back through that Screening Point prior to routing to the Master Screener for closure. All mandatory investigation result fields must be completed in order to use this function.

2. From the Action Officer Data Entry page, click the Forward to Screener for Closing link.

3. The Forward PQDR from Action Point to Screening Point form displays (Figure 3).

Figure 2.23
22

4. The Army Screening activity and e-mail address will be pre-populated and not editable, based on previous routing.

5. **Send Copy**: If you wish to add CC addresses then you may either type them into the CC: box and click "Add CC" (this must be done one address at a time) or use the "Show Add CC List" button to display a lookup of existing PDREP users by activity.

6. **Message Box**: Once you have chosen your recipients, enter any desired message into the Message box.

7. Unless otherwise directed you should accept the defaults for Attach PQDR Info: (defaults to Yes) and Send in format (defaults to SF368).

8. **Forward PQDR**: Click "Forward PQDR" to complete the forwarding action and to release the PQDR to the Action Point. Click "Cancel" to cancel this action.

2.3.2 Assign to Action Point:

The Action Officer has the option to redirect the PQDR to an Action Point outside of Army if they determine that the PQDR should be investigated by another Agency (i.e., DLA, USMC, etc…).or assign to an Army Action Point.

NOTE: In all cases the PQDR will be routed back to the Army Action Officer to review the investigation.

1. From the Action Officer Data Entry base page, click the Assign to Action Point Activity link. The Forward PQDR from Action Point to another Action Point Activity form (Figure 2.4) will display.

Figure 2.24

2. Choose the activity (DoDAAC) of the individual Action Point.

3. Army Action Point- if you are forwarding to an Army Action Point for investigation the process is the same. You may choose the user if you know who will be working the investigation.

4. If the desired recipient Activity does not currently have a user in PDREP, the Action Officer can still forward the record by selecting "Other DoDAAC" at the bottom of the Activity list and entering the DoDAAC and email of the recipient. However, the recipient will not be able to access the record until they get a PDREP account.

5. Once the Action Point Activity has been selected, the Choose Action Point E-mail Address selection box will display beneath the Activity (Figure 2.5).

Figure 2.25

6. The system will default to the primary Action Point for each activity. If redirecting to another activity it is usually best to accept the default rather than selecting an individual Action Point. This is necessary so that the Action Point for the activity can review and appropriately assign the PQDR.

7. Use one of the following two methods for adding a CC address.

   a. Click the Show Add CC List button. The Choose CC Activity selection box will display (Figure 2.26).

Figure 2.26

24

b. Select an Activity from the Choose CC Activity list.

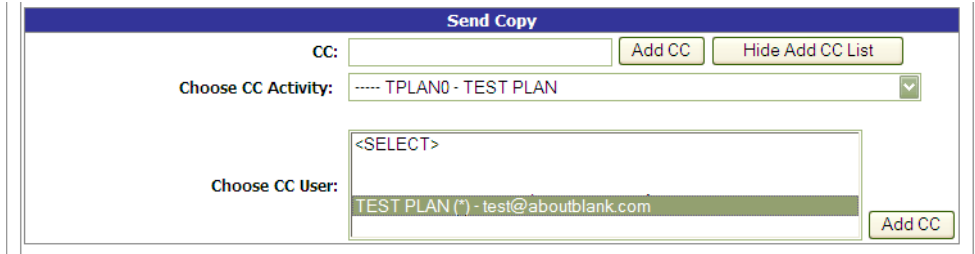c. The Choose CC User selection box will display (Figure 2.27).

Figure 2.27

d. Click the user to CC from the Choose CC User list to highlight the selection.

e. Click the Add CC button.

f. The email address will be added to a Selected CC Addresses table that displays after the selection has been made (Figure 2.28).
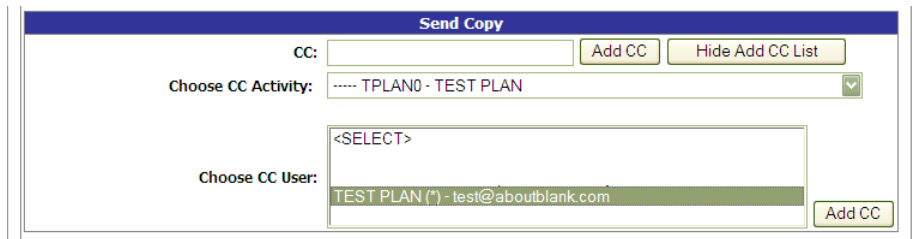
Figure 2.28

g. Alternatively, type the email address directly into the CC box.

h. Click the Add CC button.

i. The address will be added directly to the Selected CC Addresses table.

8. Once you have chosen your recipients, enter any desired message into the Message box.

9. Unless otherwise directed, accept the defaults for Attach PQDR Info (defaults to Yes) and Send in format (defaults to SF368).

10. Click "Forward PQDR" to complete the forwarding action and release the PQDR to the Screening Point.

11. Click the "Cancel" button to cancel this action.

2.3.2.1   NON-ARMY ACTION POINT

When the Army Action Officer forwards a PQDR to a Non-Army Action Point the following will apply:

1. Once the PQDR is forwarded to the Non-Army Action Point the system will trigger a second location on the Army screen (Figure 2.29). One for the DoD level and one for the Army process.

Figure 2.29

2. Action Officer Data Entry page will show two locations of the PQDR. The DoD level will show Action Point from Screening Point or when returned to the Action Point Screening Point from Action Point, because in these cases the Army is working at the DoD Screening Point level. PDREP has added the "Army Location of PQDR" to show where in the Army process the PQDR is. Since the Army process is to have all PQDRs process through a Master Screener and Action Officer, PDREP has added these levels for Army only

3. The SF-368 will show the Army Action Officer listed as the Screening Point and the Non-Army Action Point activity will be listed as the Action Point. This is because in these cases the Army is working at the DoD Screening Point level.

Figure 2.30

PRODUCT QUALITY DEFICIENCY REPORT SUPPLEMENT SHEET

```
RCN: W81D19-11-0004

STATUS: ACTIVE

ACTION POINT ACTIVITY:

      TPLANO
      TEST PLAN
      123 ANY STREET
      PORTSMOUTH, NH 03801

      TEST PLAN
      555-555-5555
      test@aboutblank.com
```

Figure 2.31

2.3.3 Forward to Support Point

If you have determined that an investigation should be conducted by a Support Point activity then this function will complete the forwarding action. This functions in the same manner as the "Assign to Action Point" documented above.

NOTE: In all cases the PQDR will be routed back to the Army Action Officer to review the investigation.

2.3.4 Forward to Government Repair Facility for Support

If you have determined that a Government Repair Facility will support the investigation then this function will complete the forwarding action.

NOTE: This requires that a Last Rework Activity is specified on the "View/Edit Action Point Data" page as previously discussed.   In all cases the PQDR will be routed back to the Army Action Officer to review the investigation. This functions in the same manner as the "Assign to Non-Army Action Point" documented above.

2.3.5 Incorrect Recipient - Return to Screener

This function should be used if the PQDR was forwarded to the wrong Action Officer. This function may also be used if the PQDR was unintentionally released to the Action Officer and needs to be returned to the Screener's control. This functions in the same manner as the other forwarding actions but with the Screener's activity and e-mail address pre-populated and not editable.

2.4 SEND MESSAGE TO

The available recipients here will vary according to the level to which the PQDR has been previously forwarded. For example, upon receipt by the Action Officer the available links would be Originator or Screening for direct messages to the PQDR Originator and Screener or "Other" for all other recipients. The page that displays is nearly identical to the forwarding page previously discussed and the same conventions should be followed. After forwarding the available recipient links may include "Action", "Support", etc.

NOTE: The primary benefit of using the messaging features of PDREP is tracking of correspondence in PQDR History. All PQDR correspondence generated from within PDREP will be captured in history and therefore provides a comprehensive audit trail.

2.5 SESSION TRACKING

Session tracking maintains a record of all PQDRs viewed during the current login session. It also allows the User to quickly switch between records by selecting the linked RCN.

3   ACTION OFFICER CLOSING ACTIONS

Upon completion of the PQDR investigation the Action Officer will review and/or enter closing codes and investigation results and return the PQDR to the Screener for closure. If a Non-Army or Army Action Point and/or Support Point investigation was conducted then the codes will be pre-populated for the Action Officer to review, edit or supplement as necessary. The Support Point (if participating) will return a comprehensive Report of the PQDR Investigation on a DLA-1227 form and the Action Officer will base the PQDR investigation results narrative on this input.

1. Click on "Complete Action Officer Investigation" and the page shown in Figure 3. and Figure 3.2 will display.

RCN: '   -16-0001   **NSN:** 9999
Location of PQDR: ACTION POINT FROM SCREENING POINT

View: SF-368   SF-368 (PDF)

Complete Action Point Investigation

Instructions
(M) denotes a mandatory field
1. Enter mandatory fields
2. Enter optional fields, if information is known
3. To save the record, click **Save**
5. To cancel the process, click **Cancel**

[Save] [Save and Exit] [Cancel]

Description of Deficiency:

ASDFASDFASDFASFD ASD FA ADSF ASDF ASDF ASDF ASDFA SDF ASDF ASDF ASDF
ASDF ASDF ASDF ASDF ASDF ASDF
ASDF ASDF ASDF ASDF ASDF ASDF ASDF ASDF ASDFA SDF ASDF ASDF ASDF ASDF ASDF
ASDF ASDF ASDF ASD
ASDF ASDF

(M) Investigation Results:

TEST

Cause of Deficiency:

Corrective Action by Contractor:

Corrective Action by Government:

Evaluation of Current Production:

Contractors Position with Respect to Repair or Replacement:

(M) Remarks and Recommendations:

TEST

Root Cause of Failure - Actual Defective Parts:

ADD/UPDATE ACTUAL FAILED PARTS

NSN	Nomenclature	Cage Code	Part Number	Serial Number	LRA Manuf	Hours

Figure 3.1

29

Figure 3.2

2. Fields in the interface are described below.

   a. **Defect Verified Ind**: Was the defect verified by the government investigator?

   b. **Cause Code**: This code should correspond with the broad cause of the deficiency.

   c. **Defect Responsibility**: Identifies the party found responsible for the deficiency. Vendor or contractor liability is indicated solely by the code of "A- PRIVATE CONTRACTOR". All other codes indicate some degree of government liability or that the responsibility is unknown.

   d. **Preventive Answer Type**: If the contractor's response included preventive action, was the preventive action satisfactory to the government investigator?

e. **Corrective Action Taken**: Identifies the corrective action taken by the contractor and/or government investigators.

f. **Cost Code**: This code should identify the party who will bear the cost of the deficiency.

g. **Credit Code**: Identifies whether fiscal credit is granted to the Originator.

h. **DLA Credit Code (DLA only)**: Optionally identifies any credit action initiated by DLA if the deficient item was DLA managed.

i. **Investigation Results**: The narrative here should provide a comprehensive set of findings from any investigation conducted. It is supplied by the Action Officer but can be edited by the Screener.

j. **Results of Depot Surveillance**: Used by Navy when a stock screen or depot surveillance was initiated as a result of this PQDR.

k. **Alert Notification and Narrative**: Used by Navy to recommend to the Naval Inventory Control Point (NAVSUPWSS) that the deficiency be reported on the monthly Defective Material Summary.

l. **NAVSUP Disposition Code and Narrative**: This code and the supporting narrative are used for PQDRs where NAVSUP is the Action Point.

4 REBUT PQDR

NOTE: These two options are only seen when the record has been returned to the Action Officer for review of the investigation results.

4.1 Rebut the Action Point Decision

If a record has been forwarded to an Action Point for investigation, and then returned to the Action Officer, a link to Rebut is displayed. Selecting this option allows the Action Officer to return the PQDR to the Action Point for further processing. This functions in the same manner as the other forwarding actions but with the Action Point's activity and e-mail address pre-populated and not editable.

NOTE: Currently DLA does not accept PQDR updates, so DLA will have to be informed via email or telephone if a PQDR is rebutted to them.

4.2 Rebut the Support Point Decision

If a record has been forwarded to a Support Point, and is then returned to the Action Officer, a link to Rebut is displayed. Selecting this option allows the Action Officer to return the PQDR to the Support Point for further processing. This functions in the same manner as the other forwarding actions but with the Support Point's activity and e-mail address pre-populated and not editable.

NOTE: See local policy on rebut guidance.

The following buttons are available on the form.

1. **SAVE** – will validate the mandatory entries and save the data, leaving the record at this page

2. **SAVE AND EXIT** – will validate the mandatory entries and save the data, returning the User to the PQDR base page.

3. **CANCEL** – will return the User to the PQDR base page without validating or saving the data.

Once the investigation results and codes have been entered the PQDR is ready to be returned to the Screener for closure using the "Forward to Screener for Closing" option described in Section 2.3 RELEASE PQDR.

Action Officers should consult Army and/or local policy for guidance regarding any additional requirements.

5 Other PQDR Base Page Features

5.1 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 Support Point 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 Support Point 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.

5.2 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.

5.3 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.

5.4 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.

6 SUMMARY

This concludes the PQDR processing instructions for Army Action Officers. 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