NAVSEA

NAVAL SEA SYSTEMS COMMAND

Naval Sea Logistics Center

Support Point Deficiency Report Program Manager

Product Quality Deficiency Report (PQDR) Investigations

In

PDREP

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 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.*

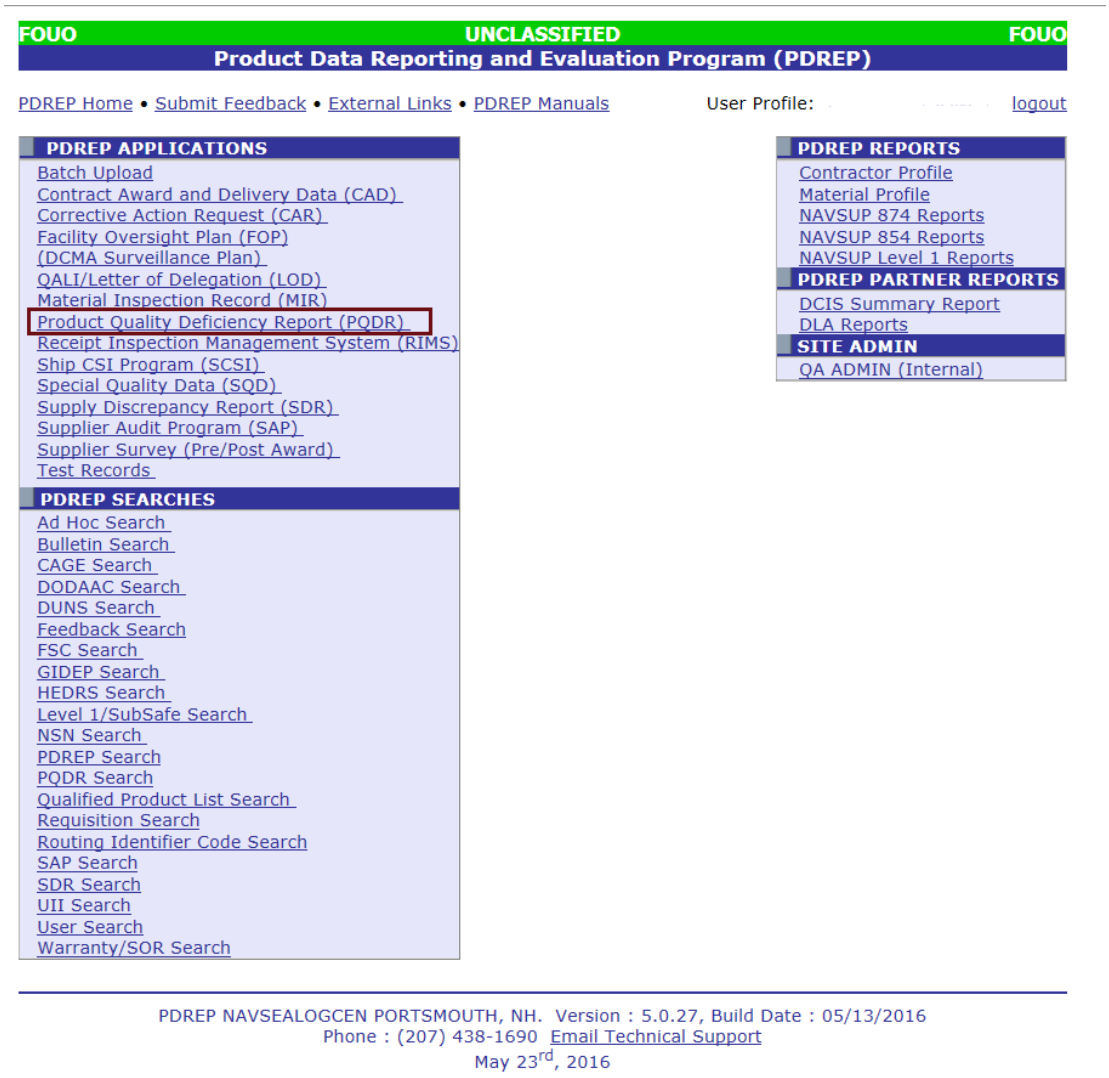


Figure 1.1

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).

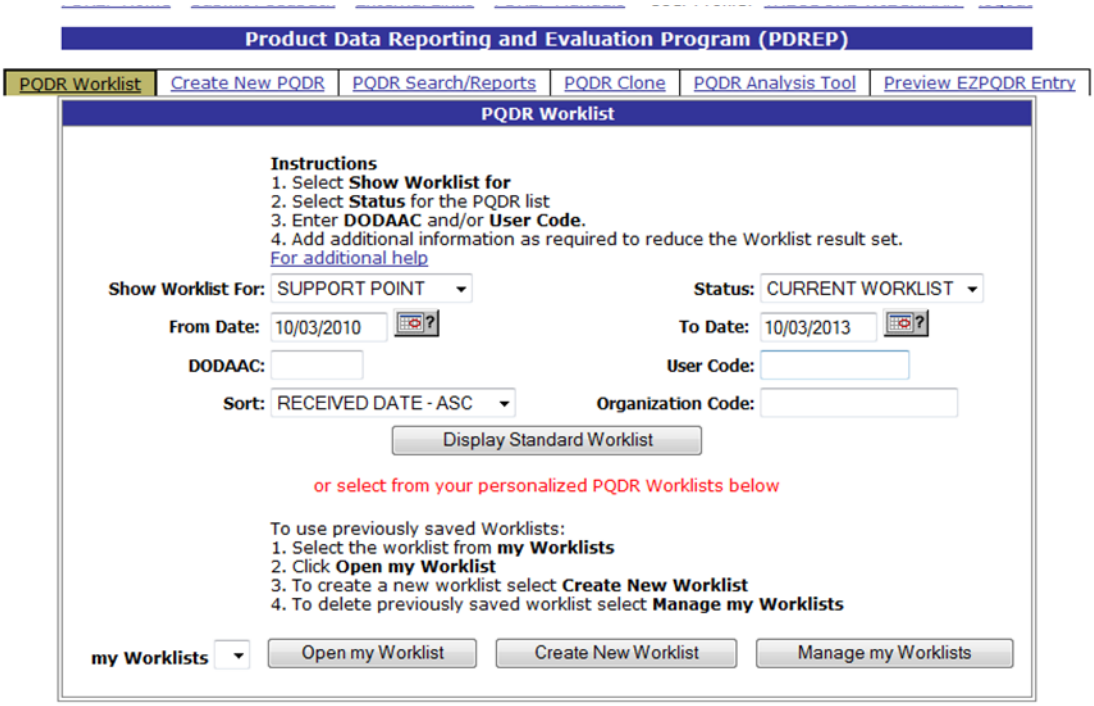


Figure 1.2

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 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).

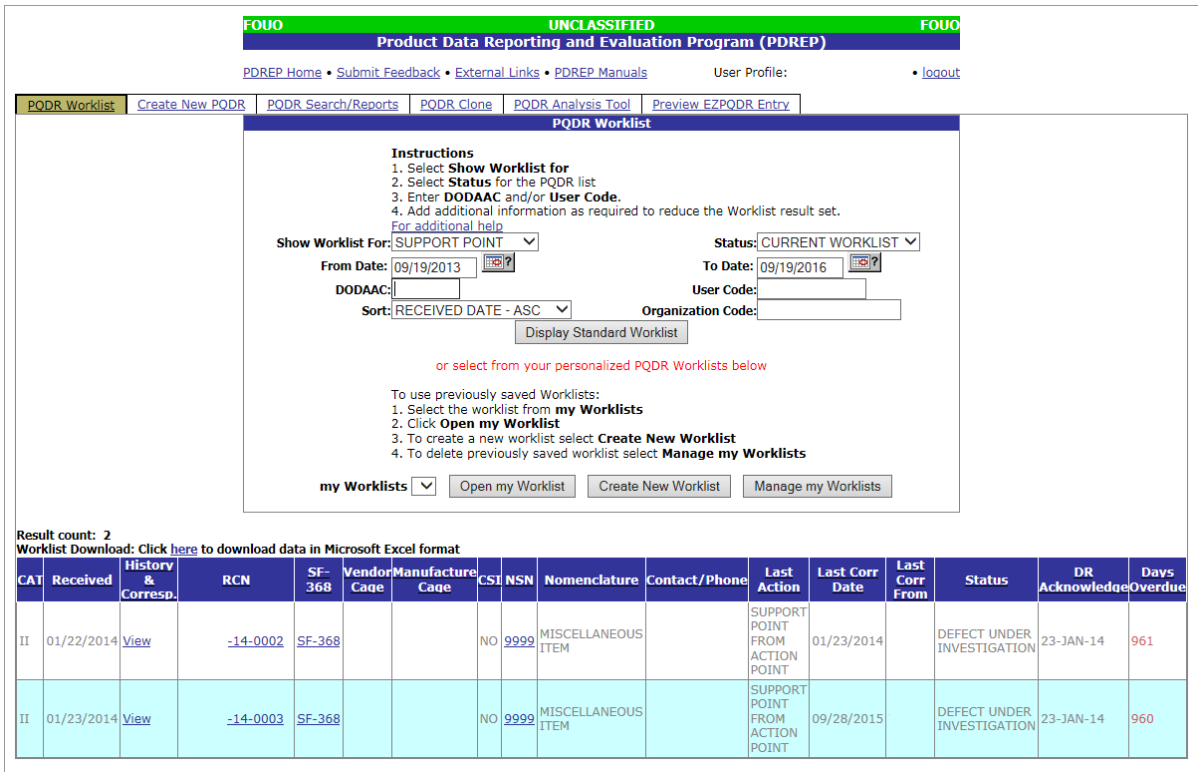


Figure 1.3

7. 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 *SF-368* 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 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.

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

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

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

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

p. **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)

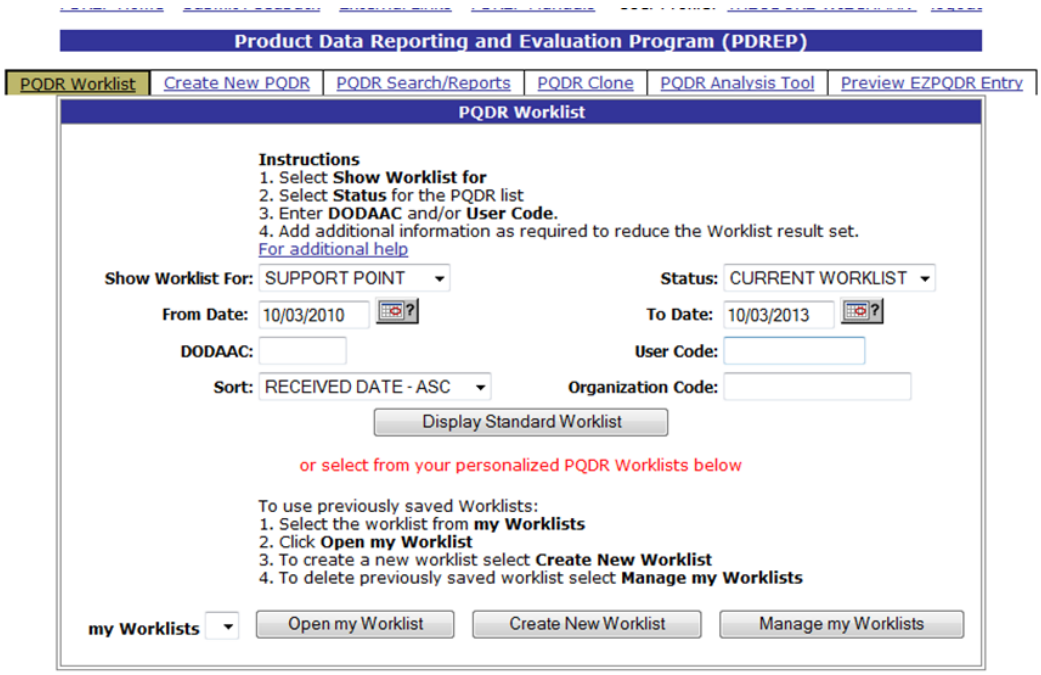


Figure 1.4

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

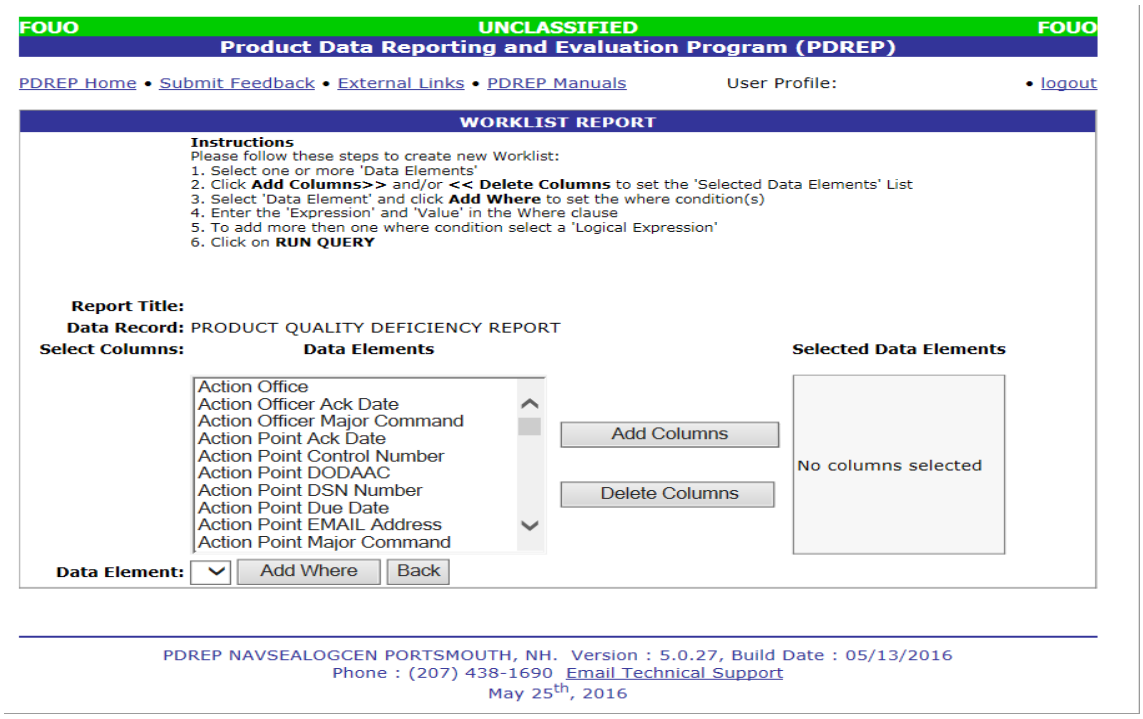


Figure 1.5

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 selected 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.

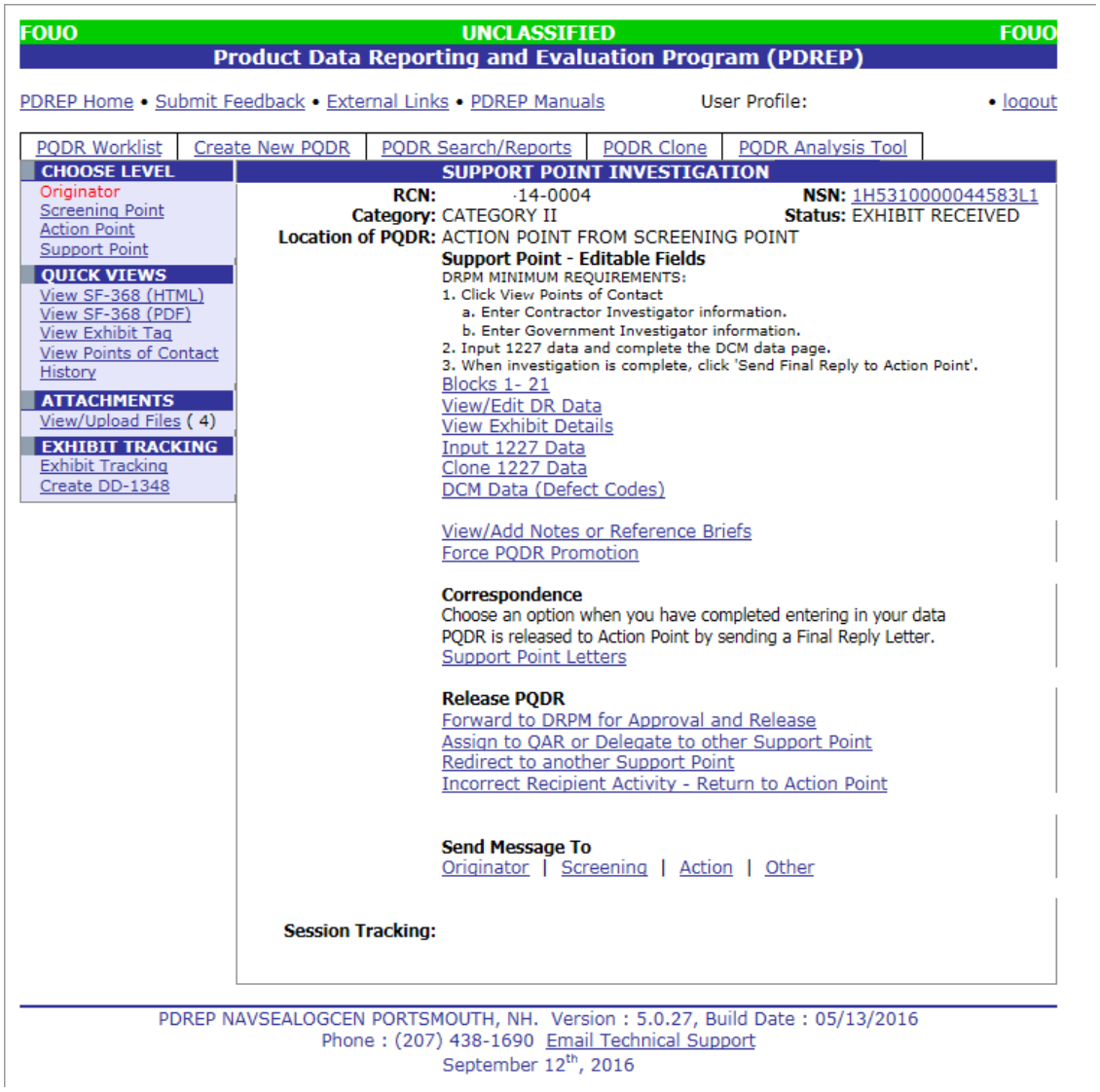


Figure 2.1

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 <u>critical</u> to the proper maintenance of these dates.

2.2.1 Support Point Letters

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 Program Manager, but there are two letters that can only be sent by the Program Manager; the Interim Reply and the Final Reply. In the absence of other investigation activities like the request or receipt of exhibits, the Program Manager should send an Interim Reply for any open investigation when the suspense for that investigation is about to expire.

1. Click the link under "Correspondence" for "Support Point Letters" and the PQDR Correspondence page will display (Figure 2.2).

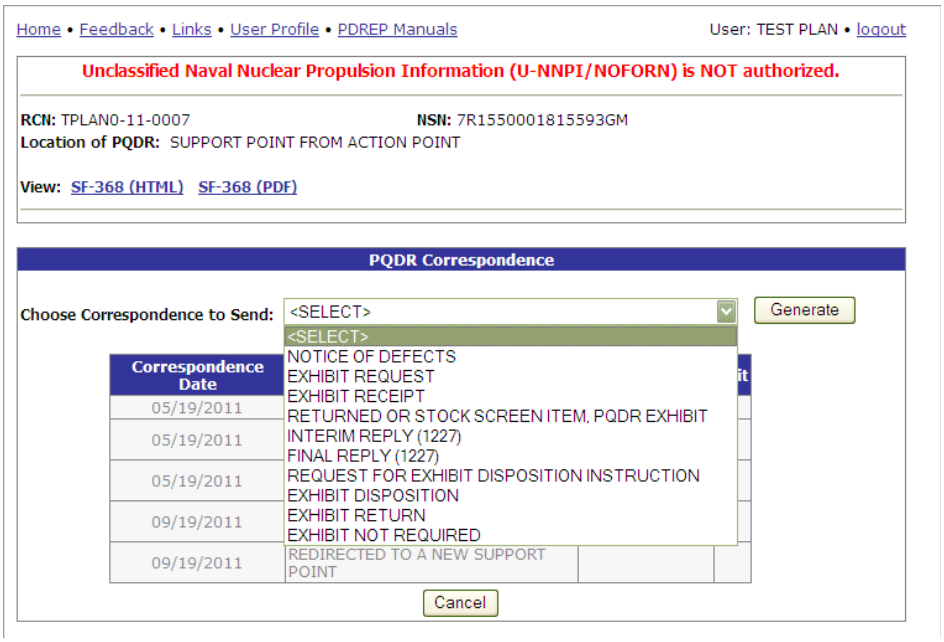


Figure 2.2

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. 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. 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.

2.3 Closing the Investigation

2.3.1 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 2.3).

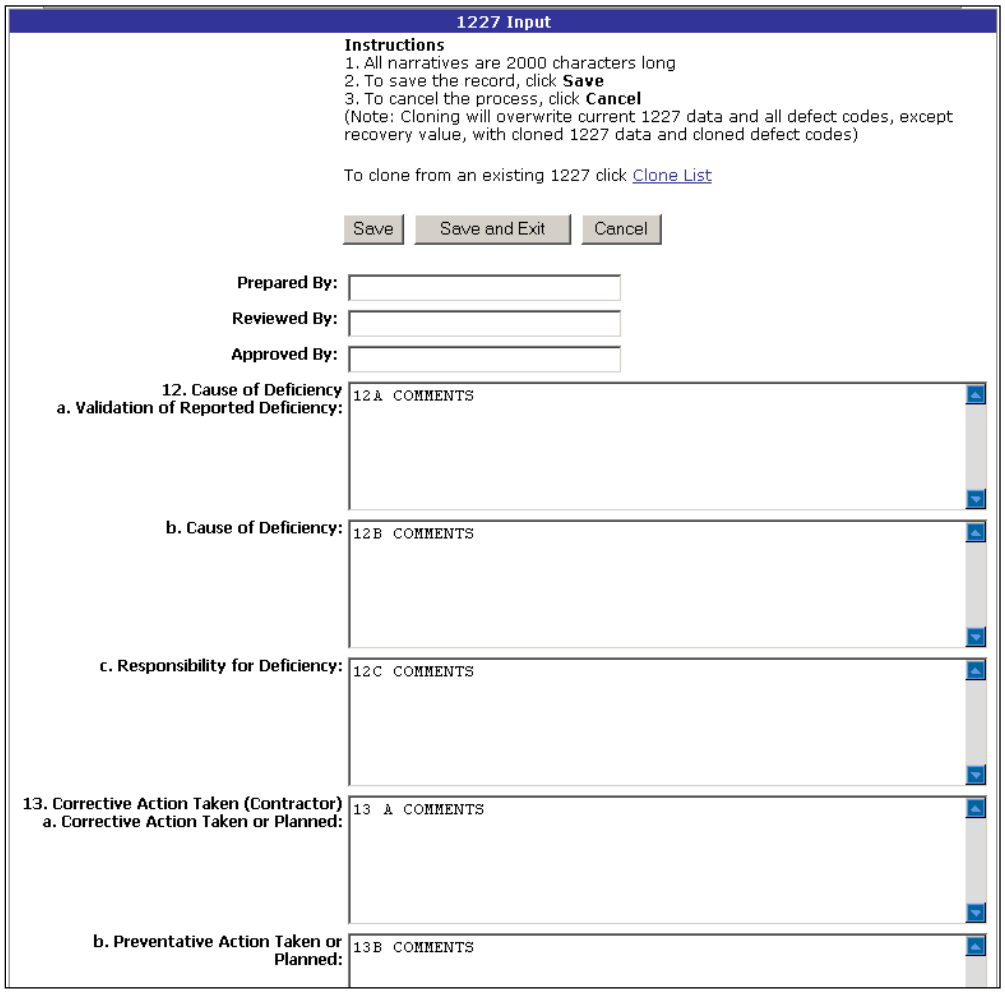


Figure 2.3

2.3.2 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 2.4) will display.

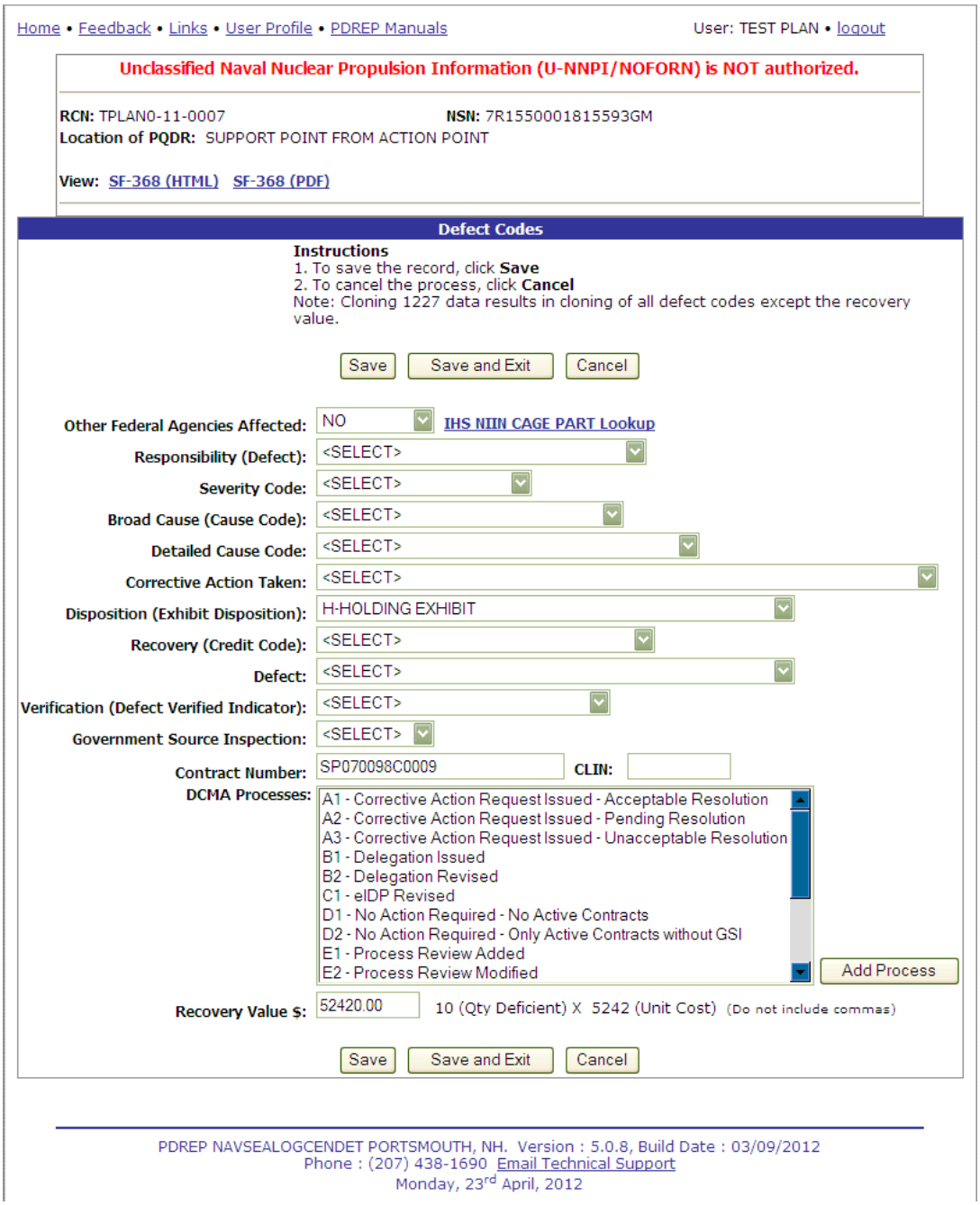


Figure 2.4

2.3.3 Generate Final Reply

1. Click the link under "Correspondence" for "Support Point Letters. 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.

2. 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.

2.3.4 Exhibit Disposition

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

1. 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.
2. 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.

3 Other PQDR Base Page Features

3.1 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.

3.2 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.

3.3 EXHIBIT TRACKING

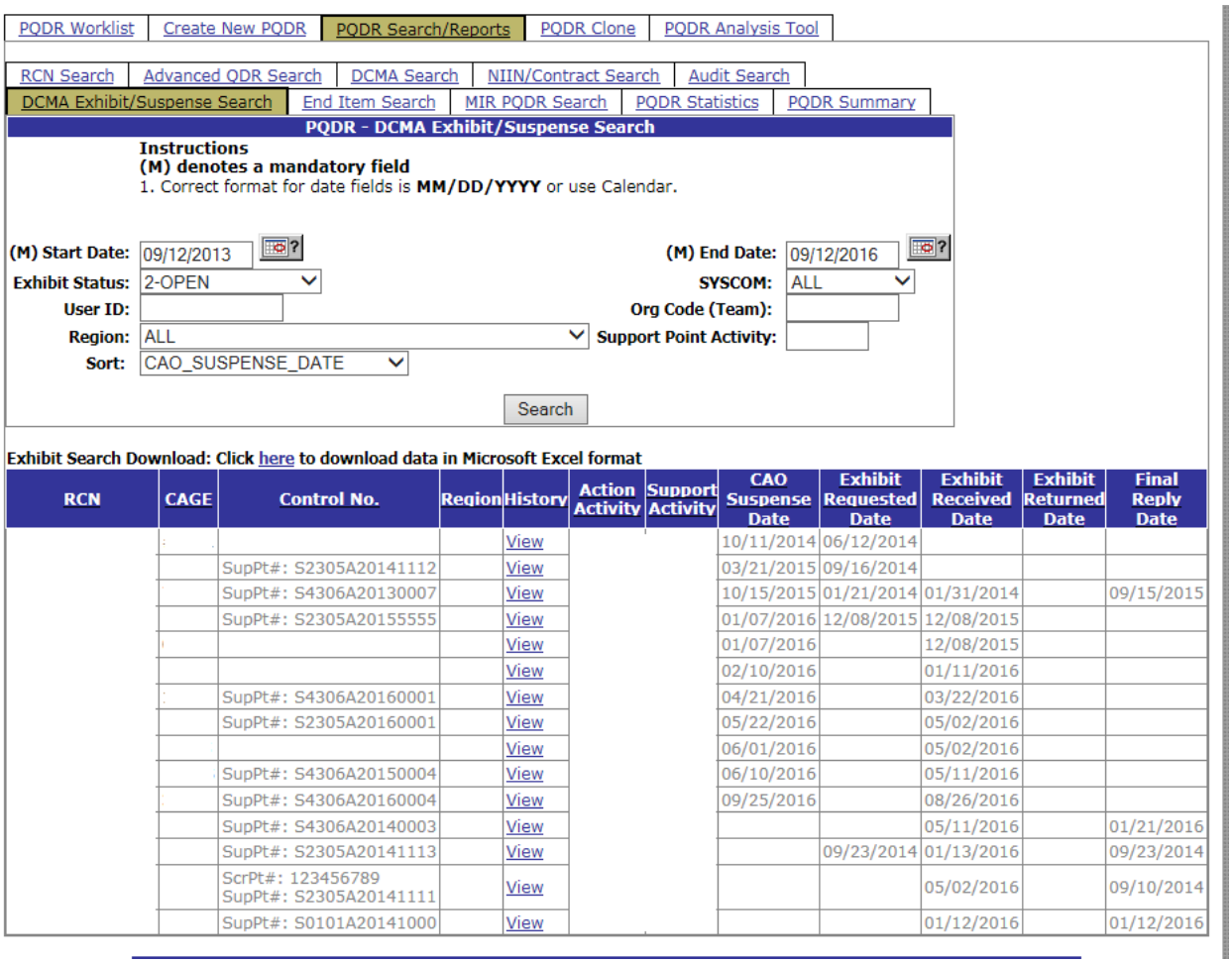
The shipment and receipt of exhibits associated with the PQDR investigation can be tracked here. Click the "Exhibit Tracking" link and follow the instructions on the page if you wish to track exhibits.

3.4 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 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.



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 SupPt#: S2305A20141111		View					05/02/2016		09/10/2014
		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.

5 SUMMARY

This concludes the investigation instructions for Support Point Report Program Manager Investigations. For instructions on other PQDR investigation activities 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