

SF 368s...

GOT EQUIPMENT PROBLEMS? TURN IN AN SF 368.

DON'T JUST TALK ABOUT PROBLEMS... WRITE 'EM DOWN ON AN SF 368.

SF 368

SF 368

PRODUCT PROBLEMS? DON'T

LET YOUR IDEAS GO TO WASTE!

The Army provides you with state-of-the-art equipment, but there is always room for improvement. And sometimes you need to report equipment problems.

Good ideas don't go anywhere and failures don't get corrected unless you submit them on a SF 368, *Product Quality Deficiency Report (PQDR)*.



HERE ARE THREE REASONS FOR SUBMITTING AN SF 368...

- The item needs to be improved.
- The part is defective.
- The item does not work when it's installed, plugged in or turned on for the first time.



HERE'S WHAT SUBMITTING AN SF 368 CAN DO...

- Provide follow-up if the contractor has not taken timely corrective action on the PDQR to provide replacement or repair.
- Join with similar problems indicate a systemic problem requiring a design change.
- Document ineffective contractor action which can prevent future contracts.
- Track failure rates in order to estimate future buys and to guarantee spare part availability in the supply system.
- Help contracting officers negotiate solutions and corrective actions.

When you submit an SF 368, you'll receive an automatic close-out letter describing the solution taken at the time the PDQR is closed out. You'll also receive a survey to comment on the effectiveness of the corrective action.

DLA/DCMA is notified so specific problems can be identified at the contractor's facility.

You may get credit authorization for your defective items.

SF 368s suggest ways to make maintenance easier, improve component durability and design, and provide missing or correct inaccurate information. As a result, equipment can work better, faster and cost less. Additional information about SF 368s is found in DA Pam 738-751 for aviation and DA Pam 750-8 for all other items.

The preferred way to submit an SF 368 is online at:

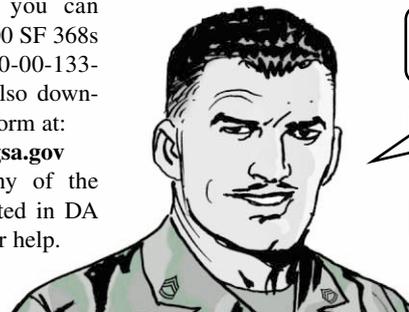
<https://aeps.ria.army.mil/aepspublic.cfm>

(Scroll down to the purple bar that says, "Submit Quality Deficiency Reports.")

If necessary, you can order a pad of 100 SF 368s with NSN 7540-00-133-5541. You can also download an SF 368 form at:

<http://www.gsa.gov>

or call/email any of the PDQR POCs listed in DA PAM 738-751 for help.



REMEMBER, TALKING ABOUT THE PROBLEM ISN'T GOOD ENOUGH.

WRITE YOUR PROBLEM DOWN ON AN SF 368 SO IT GETS SOLVED!

IT'S IN THE DA PAMS!