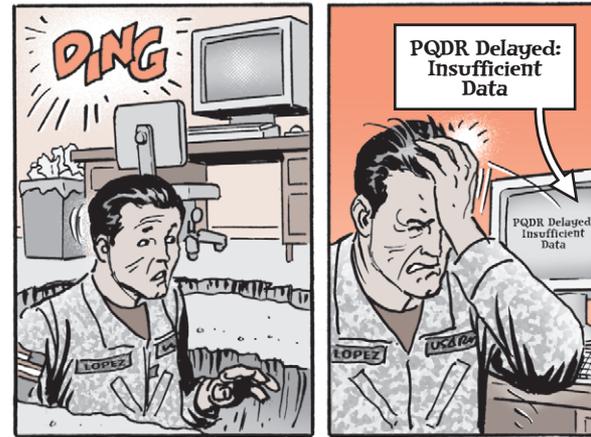


Keep Deficiencies Out of the PQDR Process



The Product Quality Deficiency Report (PQDR) is great for letting the Army know about deficient equipment—unless the report itself contains deficiencies.

When you get bad parts, or have problems with new or refurbished equipment, you and your commander want it replaced—fast. And, your commander wants the unit to be reimbursed for the defective items.

How you fill out the SF 368, PQDR, has a lot to do with how quickly the replacement occurs and whether your unit gets its money back. It's worth your time to do it right.

Here are some of the things you can do to avoid the pitfalls of PQDR filing. The biggest deficiency of all when filling out the SF 348 is leaving data blocks blank or incomplete. Be sure to include all the information called for on the form.

BESIDES THE PERSONAL AND UNIT INFORMATION, THESE ITEMS CAUSE THE MOST PROBLEMS...

- the NSN of the defective item
- the original unit requisition number
- the contract number
- the name of the supplier or overhaul activity off the data plate
- and a complete narrative of the problem.

Anything less than full and complete entries results in delays as PQDR reviewers have to request additional information—provided they can get in touch with the unit!

The data obtained from the PQDRs must be complete enough to identify the specific defective part, the actual problem and whether the problem might extend to other units using the same part/equipment.

Logon to: <https://aeps.ria.army.mil>

Electronic Deficiency Report

* Select the report as a PQDR, EIR, or WCA:

Product Quality Deficiency Report (PQDR) Equipment Improvement Recommendation (EIR) Warranty Claim Action (WCA)

Category I Category II

Initial Failure Yes No

NOTE on Marking Report as an Initial Failure

LAO: Not Used

Office:

DSN:

FAX:

1a. * Originating Address:

Organization:

Street/Office:

City: State:

Zip Code: DODAAC:

1b. Originator's Name, Phone, E-Mail and Fax

* First Name:

* Last Name:

* Duty Phone:

(Indicate if DSN by entering DSN in front of number.)

* E-Mail:

Fax:

(Indicate if DSN by entering DSN in front of number.)

Local QDR Coordinator's Email Address:

(Separate individual emails with commas)

Click on Submit Quality Deficiency Reports.

AR 700-138 and DA Pam 750-8 provide guidance on passing PQDRs through LAO offices.

A LAR's approval is required for initial failure claims.

You can click on an item number to get instructions.

1a. Fill in all blocks.

1b. Fill in all blocks.

Duty phone is used to get additional info.

EMAIL ADDRESSES MUST BE ACCURATE BECAUSE THAT IS WHERE REIMBURSEMENT CONFIRMATION WILL BE SENT.



A GOOD DESCRIPTION OF THE PROBLEM IS NEEDED IN THE DETAILS SECTION...

...SO THAT TRENDS AND RECURRING PROBLEMS CAN EASILY BE IDENTIFIED, CORRECTED AND ELIMINATED IN THE FUTURE.

Your description must give the reviewer an understanding of the actual problem and a place to begin his or her investigation. The following description was actually submitted on a PQDR:

“For the third time....
Engine Broke.”

That description didn't provide any info about what was broken on an engine that has hundreds of parts. The description also failed to describe what the symptoms were. The specific faulty part(s) are not identified and the PQDR couldn't be investigated.

2. Screening Point
"This system will automatically forward your deficiency report to the responsible agency within the Army."

3. * Report Control Number: []

4. Date Deficiency Discovered: []

5. * National Stock Number (NSN): []

6. Nomenclature: []

7. Manufacturer: []

8. Manufacturer's Part Number: []

9. Serial/Lot/Batch No.: []

10. Contract Information
"Filling in Block 10 will expedite investigation and disbursement of credit"
Contract Number: []
"Original" Requisition Number: []
GBL Number: []
Turn-In Document Number: []

11. * Was Item
 New
 Repaired or Overhauled?
 Unknown

3. The RCN is your unit DODAAC followed by a two digit year and a four digit number showing this PQDR in sequence for the number of PQDRs filed during the calendar year.

Only NSNs go here. Part numbers are entered in Item 8 below.

{Use mm/dd/yyyy format}
{If there is no NSN you must enter the part number in block 8.}

7-9. Providing all the manufacturer info speeds PQDR processing and gets reimbursement faster.

10. Original Unit Requisition Number is required for your unit to get reimbursed.

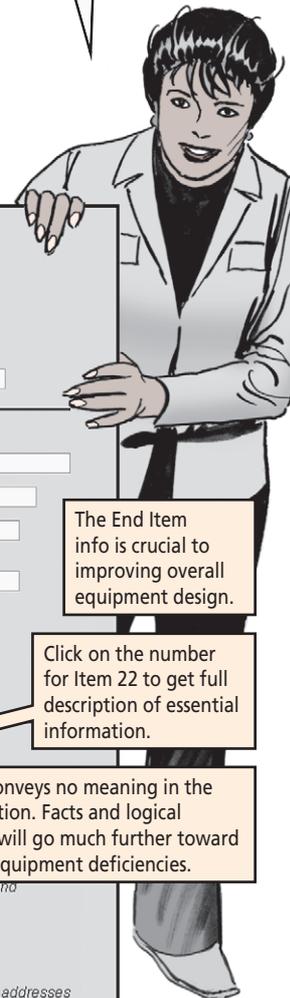
11. Default is Unknown. Select the right category.

The following example actually defines a problem and offers an idea on how the failure may be corrected.

Ref: TM 9-2320-255-34P, Figure 36. After opening can and inspecting the rear [module], it was determined that the power shaft rubs on the housing when rotated. The cause is unknown. The part needs to be replaced. The rear module will be stored in can until further instructions are received. This is the initial failure claim.

REMEMBER, ONLY YOU CAN PREVENT PROCESSING AND REIMBURSEMENT DELAYS CAUSED BY INCOMPLETE PQDRS.

So, when you have a need to file a PQDR remember that **missing data means processing delays** and the potential for losing reimbursable dollars. The more data you include, the faster the system can work for you.



12. Date Manufactured/ Repaired/Overhauled: [] {Use mm/dd/yyyy format}

13. Operating Time at Failure: [] None

14. If you are a contractor: Was this item provided to you as GFM? Yes No

15. Quantity Information
Received: 0 Inspected: 0 Deficient: 0 In Stock: 0

Deficient Item Works on/with:

16a. End Item [] 16b. Next Higher Assembly (NHA) []
End Item [] NHA Nomenclature []
Type/Model/Series: []
End Item [] NHA Serial Number []
Serial Number [] NHA National Stock Number (NSN): []
End Item NSN [] NHA Part Number []

End Item Part Number []

17. Unit Cost: []

18. Estimated Repair Cost: []

19. a. Is the equipment under warranty? [] Unknown
b. Expiration Date: []

20. WUC/EIC: (Navy and Air Force Only): []

21. * Action/Disposition:
 Holding Exhibit for 60 days.
 Returned to Stock
 Disposed of
 Repaired
 Other (See Details)

22. * Details:
(Describe, to best ability, what is wrong, how and why, circumstances of difficulty, cause, action taken including disposition, requisition, and recommendations.)
(You may enter up to 4000 characters.) 4000 characters left

23. Location: []

If you wish to send a copy of your submission to others, please enter their e-mail addresses here. Separate each e-mail address with commas:
[]

Submit Report Reset Form

The End Item info is crucial to improving overall equipment design.

Click on the number for Item 22 to get full description of essential information.

Emotion conveys no meaning in the Details section. Facts and logical discussion will go much further toward resolving equipment deficiencies.

Send a copy to yourself, LARs, etc.