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Acquisition



**DEFICIENCY REPORT (DR) AND EXHIBIT
MANAGEMENT**

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This instruction aligns with T.O. 00-35D-54, *USAF Deficiency Reporting and Investigating System*, AFMAN 23-110, *Basic USAF Supply Manual*, AFI 21-115 (DLAR 4155.24), *Product Quality Deficiency Report Program*. AFMCI 63-510, *Deficiency Reporting (DR) and Investigation Program* and AFMCI 21-130, *Equipment Maintenance Material Control*. It applies to all Product Directorates (PDs) that manage USAF weapon systems/end items/commodities, the Directorate of Maintenance (MA), the Logistics Management Directorate (LG) and Defense Distribution Depot, Warner Robins, Georgia (DDWG). This operating instruction outlines procedures, assigns responsibilities and standardizes the deficiency reporting and investigating process, as much as practicable, at Warner Robins Air Logistics Center (WR-ALC). Information contained in this instruction is to be used as supplemental information and is not intended to supersede any guidance provided by T.O. 00-35D-54.

1. General.

1.1. The Single Point of Contact Office (SPOCO), LGMTC, is the center's designated OPR for the deficiency reporting (DR) process and shall be the designated screening point for DRs submitted, through GO21, *Deficiency Reporting and Investigating System (DRIS)*, file 6, on WR-ALC managed weapon systems/end items/commodities. SPOCO is the one face, one phone number to the internal and external customer concerning the Deficiency Reporting and Investigating System at WR-ALC. SPOCO shall be responsible for developing policy/procedures and monitoring the health of the DR process. In addition, SPOCO shall be the center's OPR for T.O. 00-35D-54 and file manager for GO21, file 6.

1.2. The Supply Chain Managers (SCMs) shall be responsible for implementing the deficiency reporting process on their systems/end items/commodities, reviewing deficiency report data at least annually and designating action points to operate the DR program within their product directorates. The SCM shall ensure funding availability for the evaluation of deficiency report exhibits IAW AFMCI 21-130. The SCM shall chair or designate a chair for the Material Improvement Project Review Board (MIPRB). The MIPRB shall be convened on a quarterly basis, as a minimum, to con-

sider ongoing or recommended actions on material improvement projects (MIPs). The SCM's Chief/Lead Engineer will provide technical approval of MIPRB activities described in T.O. 00-35D-54. The Chief/Lead Engineer will develop a process that ensures the appropriate review of all deficiency reports and their closing actions and will approve closure of all Category 1 (CAT I) deficiency reports (DRs). The term Product Directorate (PD) used through out this document is synonymous with Supply Chain Manager (SCM), System Support Manager (SSM), and System Program Director/Office (SPD/O).

1.3. The Maintenance Directorate (MA) shall develop internal procedures, consistent with the requirements of T.O. 00-35D-54, detailing requirements for assigning originator responsibility of deficiency reports to all personnel who discover defective material during the maintenance process and assigning originating point responsibility to the MA_Q organizations for subsequent input of deficiency reports to the appropriate Application Support Environment (ASE)/ Deficiency Reporting and Information System (DRIS) database. MA shall also require the originating point to process defective items as exhibits to support the deficiency reporting process and the MA_Q organizations to perform support point functions when so requested by the action points.

2. Procedures.

2.1. Originator shall:

2.1.1. Be responsible to discover, identify and document noted conditions, which may become DRs and ensure potential exhibits and supporting data are made available to the originating point.

2.1.2. Comply with the originator responsibilities specified by T.O. 00-35D-54, chapters 3 and 6, and locally developed instructions.

2.2. Originating Point (MA_Q) shall:

2.2.1. Interact with the originator as required to ensure the DR is valid, accurate, and complete.

2.2.2. Ensure that DR submittal criteria is met, exhibit is available if appropriate, and DR is submitted.

2.2.3. Track the progress and resolution of the DR after submittal by accessing the appropriate database.

2.2.4. Comply with the originating point responsibilities specified by T.O. 00-35D-54, chapters 3 and 6, and locally developed instructions.

2.3. Screening Point (SPOCO) shall:

2.3.1. Monitor the GO21, file 6, DRIS database (herein after referred to as GO21) daily for new DRs

2.3.1.1. Input hardcopy DRs (SF 368 or other manual format, to include e-mail) to GO21.

2.3.2. Screen the new DRs to ensure that WR-ALC has management responsibility for the weapon system/end item/commodity reported (DO43A/DO86).

2.3.2.1. Transfer misrouted DRs to the appropriate ALC/SPO.

2.3.3. Classify the report as a Quality Deficiency Report (QDR), Material Deficiency Report (MDR), Software Deficiency Report (SDR), or Warranty Deficiency Report (WDR).

2.3.4. Review reports, as much as practical, to ensure that the information is complete and valid.

2.3.5. Assign and forward DRs to the appropriate product directorate.

2.3.5.1. QDRS will be assigned to the PD's Quality Assurance (QA) action point and normally forwarded within two working days of DR input date (i30).

2.3.5.2. All MDRs, SDRs, WDRs, and CAT I DRs, shall have a Material Improvement Project (MIP) number assigned and be forwarded within two hours for a CAT I and two days for a CAT II.

2.3.5.2.1. The Chief/Lead Engineer and MIP clerk shall be notified, by e-mail or telephone, upon receipt of a CAT I DR.

2.3.5.2.2. MIPs shall be initially assigned to the PD's MIP clerk.

2.3.5.2.2.1. MIP clerks shall subsequently reassign the MIP to the appropriate ES action point by inputting the following GO21 data fields: QA/E.S./Phone Number (i450), Outlook E-Mail Address (i455), QA/E.S. Office Symbol (i460). Use of the E.S. Code is optional, but if used, input to field i471 (E.S. Code).

2.3.6. Provide administrative support and perform GO21 updates as requested by the action points to the extent manpower constraints allow.

2.3.7. Provide informal GO21 database training as requested.

2.3.8. Develop and prepare appropriate metrics to monitor the health of the center's DR process.

2.4. Action Points shall:

2.4.1. Promptly acknowledge receipt of all DRs within 1 working day for CAT I DRs and 10 working days for CAT II DRs. When DRs have been submitted via electronic/automated means, receipt acknowledgment and detailed exhibit disposition instructions will be placed directly into the INFOCEN/ASE data base record (in accordance with chapter 6, paragraph 6-8). When DRs have been submitted via manual methods (message, SF 368 Forms), acknowledgments and exhibit disposition instructions will be by message or other appropriate means to the originating point (and appropriate information addressees).

2.4.2. Review newly assigned DRs for correct categorization, completeness and accuracy of all information contained in the report.

2.4.2.1. Review CAT I reports to make sure they are correctly categorized and meet the qualifications of T.O. 00-35D-54. If not, negotiate with the originating point before changing the report category. Upon inability to reach agreement, the SM will have final authority on categorization of all DRs. When downgrading the report, provide an explanation to the originating point in INFOCEN/ASE database. Action Summary field (i1400) shall be annotated with rationale for downgrade action to include individual contacted concerning the downgrade.

2.4.2.2. Special emphasis will be placed on ensuring that if defective item is new ('N' input to i210), the Manufacturer (i140) and Manufacturer's CAGE code (i150) are accurate. If item was repaired ('R' input to i210), ensure that the Repair Facility (i145) and Repair facility's CAGE code (i155) are accurate.

NOTE: Refer to T.O. 00-35D-54, Chapter 7 and Appendix "A" for codes and data field descriptions.

2.4.2.3. Update the report with the corrected information.

2.4.3. All CAT I DRs are required to be acknowledged within 1 working day of receipt by the action point. As part of this acknowledgement, information should be provided which can mitigate the safety issue until a resolution is determined and fielded. Procedures shall be developed by the SM to ensure that the immediate response to a CAT I DR can ensure safe operation of the system/item and the action is approved by the Chief/Lead Engineer.

2.4.4. For CAT II reports, review the information contained in the report, historical records, and trend data to determine if further investigation is warranted. If initial investigation results indicate no further action is necessary, close the report by:

2.4.4.1. Providing rationale to GO21 closing summary data field (i1340), and inputting data into the following fields: DR/MIP Status (i530), Support/Action Point Activity (i880), DR/MIP Close Date (i1330), Results of Investigation code (i1370), Results of Investigation category (i1375), Action Taken code (i1380) and Life Cycle code (i4000).

2.4.4.2. Inputting exhibit disposition data into GO21 fields Exhibit Required/Requested/Hold (i630), Date Exhibit Instructions Provided (i650) and Exhibit Shipped-To Address/Disposition Instructions (i660).

2.4.4.3. If the closed report is repeated to an existing open MIP (master MIP), DR/MIP Status (i530) must be "CLOSED R" and MIP/DR Repeated to MIP Number (i510) must be input. If the exhibit is being held, GO21 fields Exhibit Required/Requested/Hold (i630), Date Exhibit Instructions Provided (i650) and Exhibit Shipped-To Address/Disposition Instructions (i660) must be input. If i630 equals "Y" (Exhibit Required/Requested is "yes"), field Quantity Exhibits Requested (i800).

2.4.5. If the report requires investigation, the action point shall:

2.4.5.1. Determine and task the appropriate support point to perform the investigation. Input the following fields:

2.4.5.1.1. For QDRs: Support/Action Point Request Date (i850), Support/Action Point Master Suspense Date (i860), Support/Action Point Activity (i880). Support Point/POC (i885) is optional.

2.4.5.1.2. For MIPs: Applicable engineering fields, Engineering Organization (i1050), Engineering Request Date (i1060), Engineering Start Date (i1070), Engineering Project Number (i1080), Project Engineer Phone Number (i1090), Engineering Target Date (i1100), Engineering Complete Date (i1110), Engineering Priority (i1120), Engineering Information (i1130).

2.4.5.2. If the support point is an AF organic depot facility, provide exhibit disposition instructions to the originating point within 1 working day for a CAT I and 10 working days for CAT II. If the exhibit is being held, GO21 fields Exhibit Required/Requested/Hold (i630), Date Exhibit Instructions Provided (i650), Exhibit Shipped-To Address/Disposition Instructions (i660) and Quantity Exhibits Requested (i800) must be updated. These instructions may be concurrent with the initial receipt acknowledgement.

2.4.5.3. Instruct the originating point to hold the exhibit an additional 60 days if the support point is another DoD component. Update fields Exhibit Required/Requested/Hold (i630), Date

Exhibit Instructions Provided (i650), and Exhibit Shipped-To Address/Disposition Instructions (i660) with holding data.

NOTE: Any significant update to a GO21 record requires entry into Date of Last Update (i600).

CAUTION

Once valid shipping instructions are input to field i660 and “y” is input to i630, any subsequent updates to i660 may erroneously result in exceeding the 10-day timeframe. Make any subsequent updates to the Action Summary (i1400).

2.4.5.4. Monitor the progress of the investigation to include exhibit movement / status and support point investigation efforts, and follow up as necessary.

2.4.5.5. Provide status updates to the GO21 record as significant events occur, but no less than every 30 days unless rationale is provided in the Action Summary field (i1400) and a date is input to the Next Update Due field (i610). Update field i860 for QDRs or field i1100 for MIPs as appropriate.

2.4.5.6. Review the support point’s investigation findings to ensure that root cause, corrective action and preventive action, when necessary, have been addressed.

2.4.5.6.1. If investigation results indicate that the defective condition is likely to exist in items remaining in stock, notify the IM and request that the affected stock be placed in suspended condition and the appropriate contracting function initiate contractual actions for return/correction of defective material.

2.4.5.6.2. If support point reply is determined to be inadequate:

2.4.5.6.2.1. Notify support point and request re-evaluation.

2.4.5.6.2.2. Update GO21 (i1400) to reflect that support point reply was unacceptable and establish new 30-day suspense.

2.4.5.7. Finalize investigation report of DR and update the GO21 data base record with closing action accordingly in fields i890 (QDRs)/i1110 (MIPs), i530, i1330, i1340, i1370, i1375 (if applicable), i1380, i4000, and i830 (Final Disposition Instructions) and i825 (Date Final Disposition Instructions Provided). If the report was received by manual means, closing responses must also be manually provided to the originating point.

2.4.6. Credit Reversals. If a credit reversal is deemed appropriate per T.O. 00-35D-54, paragraph 4-9, use one of the following Results of Investigation codes upon closure: F, N, O, Q, I, J.

2.4.6.1. Enter a space and “CR” after the current entry in Subject (i20).

2.4.6.2. Input a “Y” in Credit Reversal (i1455).

2.4.6.3. Include a statement in Closing Summary (i1340) to the originating point stating why credit reversal is requested (Ref T.O. 00-35D-54, Table 3-1) and a statement for the originating point to notify the action point (via GO21 field i1590, Additional Information, or e-mail) if they non-concur with the credit reversal.

2.4.6.4. If the originating point is still holding the exhibit, disposition information should be updated to the exhibit disposition fields i630, i650 and i660.

2.4.6.5. If the exhibit was previously requested, final disposition instructions fields i825 and i830 should be updated.

2.4.6.6. Closing date (i1330) will not be accepted at this time, and the DR/MIP Status (i530) must remain "OPEN" until the credit reversal has been accomplished (i.e., i1457 has been updated by the originating point) or retracted.

2.4.7. Periodically review/query INFOCEN/GO21 for closed deficiency reports to ensure that no exhibits remain in the exhibit storage area. Notify the ALC Holding activity of exhibit disposition instructions if exhibits are shown in field i1660.

2.5. Support Point shall:

2.5.1. Acknowledge receipt of request for support point assistance via e-mail.

2.5.2. Schedule the exhibit for evaluation within five (5) days after being notified of exhibit receipt.

2.5.3. Accomplish investigations as requested by the action point within 30 days after exhibit is inducted for evaluation.

2.5.4. Notify the action point of changes to the status of the investigation as changes occur. As a minimum, provide an interim or final reply to the action point within 30 days. A later suspense date may be established by action point and support point if in agreement.

2.5.5. Determine cause of the reported condition. Identify failed part (part number, NSN), test procedure, software, process etc.

2.5.6. Determine if corrective action is necessary or to be taken.

2.5.7. Initiate preventive action necessary to preclude recurrence.

2.5.8. Evaluate opportunities to incorporate corrective measures on the system/equipment production line.

2.5.9. Provide a written report of findings and actions taken to the action point

2.5.10. Process exhibits that are no longer required for analysis in accordance with their condition and dollar value. This includes replacing the DD Form 1575 tag with the appropriate 1500 series form. If repair of the exhibit is authorized, return to serviceable condition by processing them ahead of like Management of Items Subject to Repair (MISTR) items (Ref AFMCI 21-130).

2.6. Exhibit Processing and Handling.

2.6.1. The DR Originator shall process the exhibit(s) for locally generated DRs IAW T.O. 00-35D-54, paragraph 6-5.

2.6.2. Originating Point shall process the exhibit(s) for locally generated DRs per instructions contained in T.O. 00-35D-54, paragraph 6-6 and shall ensure that any exhibit disposition instructions that are received are forwarded to the exhibit holding activity.

2.6.3. WR-ALC Receiving and Storage Activity (DDWG) shall:

2.6.3.1. Monitor the contractor providing warehouse operations for compliance with contractual requirements concerning DR exhibits.

2.6.3.2. Be responsible for storage and control of DR exhibits while in DDWG possession in

accordance with the T.O. 00-35D-54.

2.6.3.3. Central Receiving shall identify incoming product quality deficiency report (PQDR) exhibits (condition code "Q") and process to the appropriate exhibit holding facility for either "unclassified" or "classified" exhibits. This shall be accomplished within two calendar days for a CAT I DR and three working days for a CAT II DR.

2.6.3.4. Warehouse personnel in the warehouse holding facility shall, upon receipt of the exhibit, access the WARE view to determine the appropriate DR POC and immediately notify the individual identified. Warehouse personnel shall enter receipt information into the appropriate INFOCEN/ASE DR database utilizing the "inn" proc within one working day. All exhibit movement or status changes shall be entered into the appropriate DR record within one working day.

2.6.3.5. Document the date shipped to the investigation facility in the G021 database utilizing the "out" proc.

2.6.3.6. Document the date exhibit is shipped from warehouse into field i1700 (ALC Hold Activity Close Out Date) utilizing the "out" proc after DR closure.

2.6.4. The Action Point shall:

2.6.4.1. Notify the ALC Exhibit Holding Activity (DDWG) to ship an exhibit when the Originator/Originating Point is located on RAFB.

2.6.4.2. Monitor exhibit movement via GO21 database.

2.6.4.3. When the disposition instructions require exhibit release or shipment, request the status from the originating point if exhibit release or shipment has not been confirmed within:

2.6.4.3.1. Three calendar days for a CAT I DR exhibit.

2.6.4.3.2. Thirteen calendar days for a CAT II DR exhibit.

2.6.4.4. Request originating point initiate tracer action if exhibit has not been receipted within 30 days of shipment.

2.6.4.5. If notified that an exhibit has been held by the exhibit holding activity for 30 days, provide disposition instructions or instruct the exhibit holding activity to extend the holding period.

2.6.4.6. At completion of the DR investigation, provide final exhibit disposition instructions to the support point.

2.6.4.7. Input final exhibit disposition instructions into field i830 (Final Disposition Instructions) of the GO21 database.

2.6.5. The support point shall:

2.6.5.1. Schedule the exhibit for evaluation within five (5) days after being notified of exhibit receipt.

2.6.5.2. After exhibit evaluation, process the exhibit in accordance with action point instructions.

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