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TINKER AIR FORCE BASE**

**TINKER AIR FORCE BASE INSTRUCTION
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Maintenance

DEFICIENCY PROCESS PROGRAM

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This instruction implements **Technical Order 00-35D-54, USAF Deficiency Reporting, Investigation and Resolution**. It outlines procedures and assigns responsibilities, as well as standardizes the deficiency reporting, investigating, and resolution process, as practicable, for Tinker Air Force Base. It does not apply to Air Force Reserve and Air National Guard. Should organizations covered by the scope of this instruction determine further refinement of procedures and responsibilities are required beyond those contained in this instruction, development of a lower level instruction is recommended. Refer recommended changes and questions about this publication to the Office of Primary Responsibility using AFIMT 847, *Recommendation for Change of Publication*. Ensure all records created as a result of processes prescribed in this publication are maintained in accordance with AFMAN 33-363, *Management of Records*, and disposed of in accordance with the Air Force Records Disposition Schedule located at <https://www.my.af.mil/gcss-af61a/afirms/afirms> This instruction may not be supplemented.

SUMMARY OF CHANGES

This operating instruction has been substantially revised and requires a complete review. This revision reflects the most recent changes contained in TO 00-35D-54, *USAF Deficiency Reporting, Investigation and Resolution*; and revised AFMCI 63-510, *Deficiency Reporting, Investigation and Resolution*. This revision implements the use of the Joint Deficiency Reporting System (JDRS) replacing Infocen, GO21. JDRS is a cross-service web enabled automated tracking system designed to initiate process and track deficiency reports from the war fighter to the investigating process solution. JDRS implements specific tasking for the different type of user from the originating point, action points and support point tracking. Role-specific training must be accomplished prior to requesting a JDRS account. The required computer

training course work is accessible from <https://afkm.wpf.af.mil/drir.training>. Access is approved on a need to know basis, once approved, JDRS users are required to authenticate using the common access card (CAC), and users without a CAC require PKI certification from one of the DOD approved external authorities.

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Scope. This instruction applies to all Tinker Air Force Base personnel and contractors who operate or sustain the USAF Deficiency Reporting and Investigating System (DRIS). The intended scope of this instruction is that information contained herein will be used as a supplement and is not intended to supersede any guidance provided by TO 00-35D-54. This instruction applies to organizations that are responsible for deficiency process functions to include any agency or contractor who performs exhibit handling and processing responsibilities for USAF managed or repaired "Q" condition assets. The instruction outlines and assigns responsibility for the deficiency process, exhibit shipping and handling procedures, as well as coordinating specific efforts between this ALC and other identified agencies. Although on-base organizations are structured differently, every effort has been made to standardize deficiency process procedures.

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Chapter 1

SINGLE POINT OF CONTACT OFFICE (SPOCO) DEFICIENCY PROGRAM RESPONSIBILITIES

1.1. SPOCO DRIS Oversight. The Single Point of Contact Office (SPOCO) is the designated OPR for the Deficiency Reporting (DR) process for Tinker AFB and provides the management framework to implement TO 00-35D-54 for the base. The SPOCO administers and provides oversight to the DRIS program and measures program compliance. The SPOCO ensures standardized processes to the extent practical.

1.2. SPOCO Program Management. The SPOCO administers implementation of TO 00-35D-54 with coordination from wing deficiency process points of contact (POCs).

1.2.1. Assists in measuring program compliance through self-inspections, Unit Compliance Inspections and other audits as directed.

1.2.2. Advocates deficiency process program and Deficiency Reporting Improvement System (DRIS) improvements.

1.2.3. Serves as focal point for Defense Logistics Agency (DLA) defective material notification. When notified, SPOCO will:

1.2.3.1. Interrogate Air Force Master Item Identification Data Base (DO43) system to determine source of supply (SOS).

1.2.3.2. Research the Joint Deficiency Reporting System (JDRS) database for current DRs, identified by National Stock Number (NSN) in the defective material notification, and ensure correct applicable action point is contacted.

1.2.3.3. Forward the DLA defective material notification to Defense Distribution Depot Oklahoma City (DDOO) for applicable stock screening, contract identification, asset segregation and change of condition code as directed by DLA notification as applicable.

1.2.4. Mediates dispute resolution when identified by deficiency process action points and/or MAJCOM functionals.

1.2.5. Ensures minimum training requirements are communicated to personnel assigned key deficiency process responsibilities.

1.2.5.1. Identify and coordinate with applicable organizations all deficiency process training requirements, as required by HQ AFMC Deficiency Process Training Management Plan, posted on the Deficiency Reporting Community of Practice.

1.2.6. Chairs the Deficiency Process Working Group which provides a forum to address deficiency process issues and taskings identified through management review and special interest items, as well as unique problems as they occur. Organizational representatives include action points, support points, equipment specialists (ESs), originating points, and exhibit shipping and handling personnel.

1.2.7. Participates as primary/alternate member(s) of deficiency reporting, investigation and resolution process advisory council.

- 1.2.8. Solicits and represents base positions at annual workshops.
- 1.2.9. Serves as interface to HQ AFMC deficiency process taskings.
- 1.2.10. Accomplishes transfer and/or reassignment of misrouted DRs to the responsible file/database/action point.

1.3. Deficiency Process Metrics. The SPOCO is responsible to assess the health of the DRIS program through deficiency process performance metrics by measuring the DR process through analysis and comparison to program goals, standards, objectives and trending results. The SPOCO will:

- 1.3.1. Extract monthly and quarterly DR statistics from JDRS, with a breakdown of DR open status by applicable organization to identify specific DRs which exceed the AFMC standard.
- 1.3.2. Segregate "open" DRs where final resolution has been determined and is dependent upon other factors which preclude closing. Information regarding use of these category codes, along with their subsequent processing and status update requirements, is contained in Chapter 4 of TO 00-35D-54. These DRs are in one of the following status codes:
 - 1.3.2.1. Open Awaiting Engineering Change Proposal (ECP).
 - 1.3.2.2. Open Awaiting Funds (AF)
 - 1.3.2.3. Open Awaiting Fix Verification (AFV)
 - 1.3.2.4. Open Repeated (R)
 - 1.3.2.5. Open Dispute (DISP)

NOTE If an open DR has not been actively investigated within 12 months of the initial deficiency reporting, the reason for delayed actions or not funding the investigation shall be noted in JDRS and the DR closed with the status of "Closed-Acceptable Risk". The risk associated with that DR must be formally accepted by the individual in the chain of command with the authority to accept a risk at that level. Ref TO 00-35D-54 sect. 1.7.7.

- 1.3.3. Provide a review of DR progress towards resolution and distribute group-level DR data monthly to cognizant groups and center deficiency process POCs. This review provides an aggregate metric roll-up each quarter to OC-ALC/CC as part of management review indicators. Metrics that do not meet recommended TO 00-35D-54 standards require corrective action plans from the responsible organization.

1.4. Management Indicators. Management indicators developed by the SPOCO provide a standardized method to identify, resolve and prevent stagnation of processes which impede deficiency resolution and opportunities for improvement. Management indicators include and will be supplemented with other metrics deemed appropriate for assessing the health of the center deficiency process.

- 1.4.1. All open status Category (CAT) I and CAT II DRs where resolution of described deficiency has not been determined.
- 1.4.2. Exhibit process and handling process timeliness is a measure of AF and DLA-managed assets for which OC-ALC has reporting responsibilities and engineering authority.

1.4.3. Monthly memoranda is provided to cognizant groups and contain additional metrics, tables and supporting spreadsheets for all "open investigation in work" DRs regardless of status or determined resolution.

NOTE: To portray the most accurate metrics and ensure consistency in reporting, monthly edit assessments are performed through queries to identify records with incomplete or inaccurate data. Errors and missing edits identified are forwarded via e-mail for action points/ESs to correct and update. DRs should be accepted or rejected within ten days. DRs that languish for over ten days without being acknowledged or rejected by the action point may be added to the monthly management indicators.

1.5. File Manager Responsibilities. The SPOCO is the local manager for JDRS. Its operational responsibilities include:

1.5.1. Control JDRS access to include civilian/military support and prime contractors.

1.5.2. Determine JDRS access authorization based on individual deficiency process responsibility area.

1.5.3. Prior to providing access, the SPOCO ensures users complete their specific deficiency process operational training and become familiar with resources on the deficiency process community of practice.

<https://afkm.wpafb.af.mil/community/views/home.aspx?Filter=HE-NP-M0-01>

NOTE: All requests for access and authorization changes to JDRS will be coordinated with the file manager, and submitted via System Authorization to the HQ JDRS clearing house for approval. Users are generally granted access for a two year period, or by the expiration date of their CAC card. Renewal is granted by requesting recertification.

1.6. SPOCO DR Screening Responsibilities. The SPOCO serves as the screening point for receipt of all DRs from USAF major commands, other Department of Defense components and foreign military sales countries. The following activities are noted as part of control and accountability procedures:

1.6.1. Interrogate JDRS database to identify new DRs on a daily workday basis.

1.6.2. Screen new DRs to ensure OC-ALC has management responsibility for the weapon system, end item or commodity being reported.

1.6.3. Research using USAF Master Item Identification Data Base (DO43) and Mission Workload Assignment System (DO86) to verify the following data elements:

1.6.3.1. NSN.

1.6.3.2. Material Management Aggregation Code (MMAC).

1.6.3.3. Manufacturer's Part Number (PN).

1.6.3.4. SOS

1.6.3.5. Equipment Specialist (ES code).

1.6.4. Transfer misrouted DRs to the appropriate Single Point of Contact Office

1.6.5. Assign and forward DRs through JDRS to responsible action point organization establishing a routing and tracking trail of the DR history.

1.6.5.1. Cat I Product Quality Deficiency Reports (PQDRs) shall be assigned to the ES based on the assigned ES code shown in D043 and the individual shown to be assigned that code in the Reutilization Disposition System (RDS) ES code listing.

1.6.5.2. Cat II PQDRs shall be assigned to a Quality Assurance Specialist (QAS) office in the assigned ES code organization.

1.6.5.3. All MISHAP related DRs shall be assigned to the Equipment Specialist based on the assigned ES code shown in D043 and the individual shown to be assigned that code in the RDS ES Code Listing.

1.6.5.4. All DRs identified as Air Force Critical Safety Items (CSI) shall be assigned to the Equipment Specialist based on the assigned ES code shown in D043 and the individual shown to be assigned that code in the RDS ES Code Listing.

1.6.5.5. All Materiel Deficiency Reports (MDRs) shall be assigned to the Equipment Specialist based on the assigned ES code shown in D043 and the individual shown to be assigned that code in the RDS ES Code Listing.

1.6.5.6. All DRs identified as being under warranty shall be assigned to the Equipment Specialist based on the assigned ES code shown in D043 and the individual shown to be assigned that code in the RDS ES Code Listing.

1.6.5.7. All DRs reported against software shall be assigned to the Equipment Specialist based on the assigned ES code shown in the Automated Computer Program Identification Number System database and the individual shown to be assigned that code in the RDS ES Code Listing.

1.6.5.8. All Test & Evaluation (T&E's) DRs shall be assigned to the Equipment Specialist based on the assigned ES code shown in D043 and the individual shown to be

NOTE: If the T&E report does not contain an NSN or ACPIN to determine DR routing, the report shall be assigned to the Action Point office for the weapon systems (i.e. B-1, B-2, E-3, etc.) the report is submitted against.

1.6.5.9. All reports, regardless of category, classification or warranty status, in which OC-ALC is the (SOS), engineering support authority (ESA), Primary Inventory Control Activity (PICA) or Secondary Inventory Control Activity (SICA), submitted against an NSN that does not contain a valid ES code in D043 shall be forwarded to the commodity (QAS) office. An ES code shown in D043 for a specific NSN shall be considered valid when that code is assigned to an ES who is currently assigned equipment of the same federal supply class (FSC) or materiel management code (MMAC), regardless of the source of supply listed in D043 for that item.

NOTE: Deviations to the report routing assignments outlined in paragraphs 1.6.5.1 through 1.6.5.9 may be made on an individual basis when the assigned Action Point obtains written concurrence from the proposed Action Point agreeing to accept and work the report.

1.6.6. Notify, by electronic means (JDRS immediately sends required email notification once the screening point assigns the DR) and telephone, the responsible organization immediately upon receipt of CAT I and Mishap (MHAP) DRs. This must be accomplished no later than one workday after initial receipt.

NOTE: OC-ALC's DR screening responsibilities are decentralized. The technical expertise required for screening deficiency reports to validate accuracy and completeness of the described problem summary is delegated to applicable center action points.

Chapter 2

ORIGINATING POINT DEFICIENCY PROCESS RESPONSIBILITIES

2.1. Originating Point DR Screening. The originating point has overall management responsibility for the submitting organization or group and ensures applicable exhibits are available, secured and properly identified.

NOTE: Originator procedures for initiating a DR are contained in TO 00-35D-54, Chapter 3.4. The originating point may assume some or all of the duties of the originator.

2.1.1. The originating point will screen DRs received from originator. This screening will include the following:

2.1.1.1. Determine validity, accuracy and completeness of report. Reference TO 00-35D-54 Para. 8.4.2.1.

2.1.1.2. Verify NSN/ (PN) correctness using DO43 and DO86 systems.

2.1.1.3. Request a copy of serviceable or bar code tags from originator.

2.1.2. The originating point tracks DR progress and resolution.

2.1.3. The originating point performs trend analysis and DR feedback.

2.2. Originating Point DR Input to JDRS. Validated and completed DR is input through JDRS. A copy of the report is forwarded to the originator with instructions to tag the exhibit IAW TO 00-35D-54, Chapter 6.

2.2.1. Exhibits will be released –Q” condition to DDOO-Standard Operating Procedure (SOP) where they will be held pending induction by center investigating organization or shipped to an off base destination.

NOTE: DDOO will not release the –Q” condition item without coordination from the originating point.

2.3. Originating Point Local Shipping Procedures. When exhibit disposition instructions are received from the action point, the originating point will:

2.3.1. Initiate shipment by completing an TINKER AFB Form 530, *Request for Shipment of Exhibit*, available at: <http://www.e-publishing.af.mil/>

2.3.2. Fax the TINKER AFB Form 530 to the Materiel Support, Stock Control DLA-OC/DLDBA, and using current fax number.

2.3.3. Forward a copy of TINKER AFB Form 530 and shipping instructions to Materiel Support, Stock Control DLA-OC/DLDBA.

2.3.4. Retain a copy of TINKER AFB Form 530 for records documentation.

2.3.5. If a shipping document is not received within two working days, contact Materiel Support, Stock Control DLA-OC/DLDBA and fax a second copy of shipping documents annotating "second submission" on TINKER AFB Form 530 The Materiel Support, Stock Control DLA-OC/DLDBA.

2.3.5.1. Materiel Support, Stock Control DLA-OC/DLDBA faxes a completed copy of DD Form 1348-1A, issue release/ receipt document to OC-ALC receiving and storage activity, to DDOO-SOP. This form is accessible at <http://www.dtic.mil/whs/directives/infomgt/forms/forminfo/forminfo1966.html>

2.3.5.2. A shipping document number is assigned by the Materiel Support, Stock Control DLA-OC/DLDBA and an e-mail is forwarded to originating point which includes a Deficiency Report Unique Identifier (DRUI) and assigned shipping document number.

2.3.6. The originating point will retain shipping documents to obtain shipping and delivery information.

2.3.7. Originating Point Exhibit Shipment. The originating point will update the JDRS database with shipping document number and exhibit tracking information IAW TO 00-35D-54, Section 6.

2.4. Originating Point DR Status and Analysis. The originating point will establish a systematic process to query, follow-up on progress and report on the current status of DRs including disposition instructions.

2.4.1. Perform analysis of reported deficiencies to identify high consumption of manpower, parts and/or other resources to enhance efficiency and effectiveness. Significant results may be forwarded to the action point and/or the ES.

2.4.2. Check respective exhibit status weekly and take any necessary action to ensure exhibits move in a timely manner to DDOO-SOP.

NOTE: Upon receipt of action point instructions that state the exhibit is not needed for an evaluation, the originating point will inform DDOO-SOP of final disposition and change of condition code.

2.5. Originating Point Credit Reversal Actions. When a request for credit reversal is received from the action point, the originating point will:

2.5.1. Forward a request to their supply organization to perform a "reverse post-to-post" action to accomplish reverse credit.

2.5.2. When credit reversal request is perceived as not valid, the originating point has 15 days to contact the action point and attempt resolution.

2.5.2.1. If consensus cannot be reached, the originating point will have 30 days to substantiate their rationale for disagreement and request that SPOCO place the DR in an "open dispute" (DISP) status.

2.5.2.2. When DR has been in a DISP status for 60 days, the originating point can elevate the dispute to SPOCO.

NOTE: The SPOCO will elevate the DISP status to HQ AFMC DR Program Manager.

Chapter 3

ACTION POINT DEFICIENCY PROCESS RESPONSIBILITIES

3.1. Action Point Screening Responsibility. Technical and subject matter expertise required to validate customers' complaints reside with applicable center action points. To meet the needs of the center DR program, screening point functions necessary to validate accuracy and completeness of the described problem summary, including data elements other than those identified in paragraph 1.6. of this instruction, are delegated to applicable center action points.

3.1.1. Obtain inadequate or missing information from originator/originating point.

3.1.2. When determined that a DR has been misrouted or incorrectly assigned, notify SPOCO by rejecting the DR back to the screening point indicating in the comments reasoning behind the requesting transfer of the report to the responsible file/database/action point.

NOTE: If an NSN is catalogued incorrectly in D043 or D086, the action point may request the ES to submit an AF Form 86, *Request for Cataloging Data/Action*, to correct the cataloging error.

3.1.3. In accordance with TO 00-35D-54, the action point serves as service screening point for DRs transferred for resolution across component lines, and specific guidelines provide a reasonable timeline to reject a DR that has been misrouted before action is taken within the metric Management Reporting as specified in section 1.4.3.

3.2. Action Point Request for Credit Reversal. Initiate a request for credit reversal if it is determined that an error was made determining performance expectations or inadequate submittal criteria.

3.2.1. Inform the originator/originating point a credit reversal has been requested.

3.2.2. When credit reversal requests are contested and cannot be resolved, then at the discretion of the command POC or Material Improvement Project (MIP) Review Board member, the report may be placed in status code DISP, through coordination with the SPOCO office and the file or database manager, until the dispute is satisfactorily resolved.

3.2.2.1. If resolution cannot be reached within 60 days, elevate dispute status to SPOCO who in turn will forward described problem to the respective MAJCOM and, if required, elevate to HQ AFMC Deficiency Process Program Management.

NOTE: MAJCOM/Lead Command listings are found in AFPD 10-9, Lead Operating Command Weapon Systems Management.

3.3. Action Point DR Investigation Responsibility. The action point makes the decision whether a physical investigation of DR exhibit is required. This evaluation will include, but is not limited to, review, research and analysis of failure trends derived from information contained in JDRS, the Air Force Deficiency Report Archive and investigation criteria established by the Chief/Lead Engineer. Determination of root cause of the deficiency is a primary focus when evaluating and investigating DRs. Action point familiarization with the various methods and techniques used in root cause analysis is recommended. However, the purpose of exhibit

investigation is not only to identify the root cause of the failure, but also to identify materiel, quality or process improvements to prevent recurrence.

3.3.1. Coordinates the scope and depth of the deficiency report investigation with the applicable support point.

3.3.2. Processes DRs against items under warranty IAW TO 00-35D-54 and local wing procedures or applicable partnering agreement.

NOTE: Warranty manager duties are assigned to the weapon system SPO or the responsible ES.

3.3.3. Processes acceptance inspection (AI) DRs and (T&E) DRs IAW TO 00-35D-54. When applicable, the action point coordinates investigation with support point and other functional areas, as required, and may participate in any technical evaluation team for the purposes described in TO 00-35D-54.

3.4. Action Point Verification of DR Investigation Funding. Prior to providing exhibit disposition, the action point will verify investigation funding availability for items repaired at OC-ALC. Send an email with the Control Number or the N S N/End Item Identity to 76 MXW/OBWW, Maintenance Wing Business Operations to verify Funds availability for items or NSNs with permanent control numbers.

NOTE: When a job designator of "G" has been established for a permanent control number, the "G" job will be used for both PQDR and MDR investigations.

3.4.1. If the reported item or NSN does not have a permanent control number, send a request for AFMC Form 206, *Temporary Work Request*, to the appropriate ES. To ensure investigation timelines identified in TO 00-35D-54 are met, the ES will initiate AFMC Form 206 as soon as possible after receipt of request from the action point. This form is available at <http://www.e-publishing.af.mil>

3.5 Action Point DR Exhibit Responsibilities. Request the status of exhibit if release or shipment has not been confirmed by the shipping activity or documented in the DRIS/JDRS database record within:

3.5.1. Three calendar days for Cat I and Cat II MHAP DR exhibits.

3.5.2. Thirteen calendar days for a Cat II DR exhibit.

3.5.3. If after 30 days from originating point's date of exhibit shipment, receipt notification is not provided by the appropriate receiving activity or documented in the DRIS/JDRS database record, the action point will request the originating point provide status of exhibit shipment.

3.5.3.1. Monitor JDRS or appropriate system for shipment status and coordinate with the support point upon receipt to request that the exhibit be scheduled and inducted for investigation as soon as possible.

NOTE: Action Points shall ensure final exhibit disposition is provided to the holding activity. This is especially important when exhibits remain in the Center Q warehouse upon completion of the investigation and closing action. In this case, the Action Point will provide the Center Q warehouse final material disposition instructions via appropriate means.

3.6. Action Point DR Investigation/Closing Responsibilities. The action point approves DR investigation results, resolution actions and implementation procedures.

3.6.1. Documents in all DR closing summaries whether or not a Government Industry Data Exchange Program (GIDEP) and/or stock screening is applicable. If not, it must be so stated in the closing summaries.

3.6.1.1. If stock screening is required for items managed by the Air Force, the action point will notify item manager (IM)/ES, recommending prime IM be directed to screen and segregate all assets produced on contract cited in deficiency report investigation.

3.6.1.2. If stock screening is required for items managed by DLA, the AF Action Point will notify the applicable DLA product specialist with request to segregate all assets produced on contract cited in deficiency report investigation.

3.7. Action Point GIDEP Responsibilities. During the course of a deficiency investigation, if the action and/or support point determine an item is a critical or major nonconformance of manufacturing specification, design, process, or other contract requirement whereas continued supply or use could adversely affect safety, health or operating performance; or could result in significant maintenance cost and the deficient product or service is commonly available, then the action point will report the nonconformance in accordance with GIDEP procedures. The Department of Defense GIDEP Operation Manual, SO300-BT-PRO-010, is located at <http://www.gidep.org>

3.7.1. Weapon Systems Program Office GIDEP points of contact can request assistance from the center GIDEP focal point from OC-ALC/ENRO, Systems Engineering Policy, in submission of GIDEP alerts.

3.8. Action Point Metric Analysis. The action points will maintain active oversight of DRs assigned to them and monitor program metrics/trends.

3.9. DLA or Cross-Component Elevation Procedures. If DLA or a cross-component agency response becomes delinquent, the center action/screening point is instructed to elevate the report by following HQ AFMC established timeliness and procedures which are found on the web at: <https://afkm.wpafb.af.mil/ASPs/CoP/OpenCoP.asp?Filter=HE-NP-M0-01>. Use the search feature to locate the document titled: *"Elevating Delinquent DLA PQDR Issues."*

Chapter 4

CHIEF/LEAD ENGINEER DR PROCESS RESPONSIBILITIES

4.1. Chief/Lead Engineer DR Accountability and Authority. The designated system chief/lead engineer has responsibility, accountability and authority for all technical activities throughout the operational life of the system program.

4.2. Chief/Lead Engineer DR Investigation Criteria. Chief/lead engineers are responsible to establish exhibit investigation criteria in order to ensure DR investigations provide intended value. Such criteria should be tailored to the specific weapon program and published in a manner readily accessible to all personnel making exhibit investigation recommendations and decisions.

4.2.1. TO 00-35D-54 restricts investigations to those situations involving new failure modes, suspected safety of flight defects, workmanship, and warranty failures on new or newly reworked items, requests by safety investigation authorities or, as required, by specific trend analysis conclusions.

4.2.2. Examples of criteria to assist action point in determining DR investigation scope include, but are not limited to, the following:

4.2.2.1. Consider deficiency history, previous and pending investigations associated with MIPs, Software Deficiency PQDRs and other maintenance and sustaining engineering projects.

4.2.2.2. Performing a process investigation when warranted, rather than a teardown investigation.

4.2.2.3. Engineering reviews of analysis reports.

4.2.2.4. Review investigations performed by an activity, lab, repair center or other identified repair activity performing an investigation.

4.2.2.5. Analyze top NSN drivers, condition previously reported or recurring problem identification.

4.2.2.6. Consideration of the dollar amount of items, quantity of stock in supply and level of production.

4.3. Chief/Lead Engineer DR Safety Mitigation and Closure Responsibilities.

4.3.1. Ensures active oversight, approves safety mitigation and closure of all CAT I, CSI and MHAP deficiencies.

NOTE: The Applicable Program Office has responsibility for identifying part numbers and NSNs of the items that are CSI. CSI deficiencies require a stringent engineering review process to validate impact to critical characteristics and the report category. Verbal communication with the user/operator may provide valuable deficiency details and insight that may not be elaborated in the written problem summary of the deficiency report. Effective communication is essential to understanding the deficiency and improving risk mitigation and resolution IAW TO 00-35D-54.

4.3.2. Provides technical oversight and direction for risk analysis and impact mitigation of deficiencies against their assigned system.

4.3.3. Develops procedures to ensure timely DR investigation and approval of final DR resolution.

4.4. Chief/Lead Engineer DR Program Status Requirements. Establish procedures to maintain awareness of JDRS status, program compliance, metrics and trending analysis.

Chapter 5

SUPPORT POINT DEFICIENCY PROCESS RESPONSIBILITIES

5.1. Support Point DR Investigation Acknowledgement, Notification and Induction.

5.1.1. Coordinate requests from action point to perform DR exhibit investigation.

5.1.2. Ensure DR exhibits are inducted for investigation, IAW TO 00-35D-54 recommended timeline goals.

5.1.2.1. Process DR request package to applicable workload manager/scheduler/quality representative as soon as possible to ensure induction of the asset within 15 days from notification by Action Point.

5.2. Support Point Exhibit Receipt.

5.2.1. Ensure DR exhibits are held in a secure area to prevent assets from being lost, altered, cannibalized or routed through a production process prior to or during DR investigation.

5.2.2. If an exhibit becomes lost after support point receipt or during the investigation process, initiate a DD200, *Financial Liability Investigation of Property Loss* (commonly referred to as a Report of Survey (ROS)) IAW AFMAN 23-220, *Reports of Survey for Air Force Property*.

5.3. Nuclear Weapons-Related Materiel (NWRM).

5.3.1. NWRM is a newly defined material category. Refer to AFI 20-110, *Nuclear Weapons Related Materiel* for guidance and procedures that apply to all nuclear sustainment activities directly or indirectly involved in NWRM management. This includes Air Force supply (base, depot), transportation, maintenance (base, depot contract/organic), munitions, depot storage, disposal, demilitarization, and anywhere NWRM is managed, located, stored, used, etc. The successful application of these procedures requires the full cooperation of all personnel associated with the storage, shipping, transshipping and receiving of all hazardous/non-hazardous and classified/unclassified NWRM assets.

5.4. Support Point DR Investigations.

5.4.1. JDERS is the tool to record and input all findings for reporting DR investigation results.

5.4.2. Notify action point of changes to DR investigation status, including timeframes for completion. As a minimum, provide a final reply within 30 days or interim replies at 30 day intervals.

5.4.3. Review each final investigation report to determine if processes and/or procedures should be revised based on trending analysis, root cause and adequacy of corrective/preventive actions. Recommend stock screening in closing if deemed necessary.

5.4.4. Notify the action point of the investigation results and completion date.

5.4.5. Document the date the DR investigation was forwarded to the action point.

5.4.6. Provide the workload manager with the final disposition instructions after the DR investigation is completed and closing summary is documented in JDERS.

5.4.7. Process AI DRs and T&E DRs IAW TO 00-35D-54. When necessary, the support point coordinates investigation with the action point and other functional areas, as required and may participate in a technical evaluation team for purposes described in TO 00-35D-54.

5.5. Support Point DR Analysis and Trending. Monitor status of DR investigation to ensure timely analysis and trending. Maintain active oversight of DRs assigned and monitor program metrics and trends.

NOTE: If the exhibit is unavailable, the action point may request that a Quality Verification Inspection be performed on the reported deficiency process.

Chapter 6

WORKLOAD MANAGEMENT DEFICIENCY PROCESS RESPONSIBILITIES

6.1. Workload Management Process for Support Point Exhibit Induction. The workload management process is a combination of functions which include the workload manager, scheduler and production planner.

6.1.1. Workload managers/schedulers will expeditiously process requests for deficiency report exhibit induction.

6.1.2. Production planning function, IAW AFMCI 21-156, *Operational Work Loading, Planning and Scheduling Control*, will ensure permanent control numbers (PCNs) are developed with a job designator of "G" for each item worked for investigation, repair and overhaul of whole engines and Management of Items Subject to Repair (MISTR) exchangeables.

NOTE: The AFMC 206 process is not to be used for conducting investigations and restoring assets to a serviceable condition for programmed work on a normal basis. The exceptions are when a PCN does not exist or when the scope of investigation exceeds "normal" DR analysis and report requirements. In this instance, the repair activity should request the IM and/or ES fund the additional expense using the AFMC 206 process. This process will be coordinated through the responsible action point.

6.2. Induction and Receipt of DR Exhibits.

6.2.1. Induct DR exhibit from DDOO-SOP as soon as possible after receipt of PQDR package forwarded by support point.

6.2.2. Verify exhibit receipt within five working days after request. If the exhibit has not been received, contact the Control DLA-OC/DLDBA by phone or by fax for location and shipment date.

6.3. Scheduling DR Exhibits for Investigation.

6.3.1. Schedule deficiency report exhibits into the appropriate production shop at the earliest possible date, not to exceed 15 days, after exhibit receipt using prescribed procedures in AFMCI 21-130, *Depot Maintenance Materiel Control*.

NOTE: Ensure exhibit remains in "as received" condition (crated and boxed) until released for DR investigation. For NWRM refer to AFI 20-110 for proper procedures.

6.4. Notification of Exhibit Receipt, Status, and Final Disposition.

6.4.1. Notify the applicable PQDR investigator of exhibit receipt.

6.4.2. Provide DR status when requested by the support point.

6.4.3. Deliver a copy of all documents to the appropriate quality POC.

6.4.4. Ensure final disposition instructions received from the action and/or support point are accomplished.

6.5. Acceptance Inspection Deficiency Reports. Various functional organizations comprising the workload management process will assist the action point and/or support point, as requested, to participate in any technical evaluation team for the purposes described in TO 00-35D-54.

Chapter 7

OC-ALC RECEIVING AND STORAGE ACTIVITY DEFICIENCY PROCESS RESPONSIBILITIES

7.1. Exhibit Handling and Processing. Perform exhibit handling and processing IAW TO 00-35D-54, Chapter 6, whether the services are performed by contractor or government managed facility. NWRM material will be handled and processed IAW AFI 20-110.

7.1.1. Segregate "Q" condition exhibit assets awaiting induction for DR investigation.

7.2. DR Exhibit Documentation. Document all "Q" condition exhibit asset receipts to Distribution Standard System (DSS) and annotate JDRS DRUI number into the "lot number" field.

7.2.1. Input receipt and contact information using DLA Web Discrepancy Reporting (WebSDR) at <https://www.daas.dla.mil/daashome/websdr.asp>.

7.3. DR Exhibit Notification. Notify action point, support point and originating point of exhibit receipt and location number within one working day for CAT I exhibit and within two working days for a CAT II exhibits.

7.4. DR Exhibit Induction and Disposition. Exhibits will be released for induction only if authorized documents for local issue and DD Form 1348-1A or -2 for off-base shipments are received.

7.4.1. Coordinate efforts with the action point, support point or originating point to trace exhibits received at OC-ALC, but not identified to an exhibit warehouse location.

NOTE: Exhibits will not be stored in a "hold" status for longer than 30 days after receipt unless specific rationale is provided by action point.

7.4.2. The action point exhibit final disposition instructions in the DR record shall be expeditiously handled to ensure assets are returned to supply, field personnel or destroyed as designated.

7.4.3. Ensure exhibit disposition related to USAF MHAPs are approved by investigating officer or investigation board.

7.5. DR Exhibit Reconciliation. Ensure timely exhibit handling and processing by performing quarterly or "as required" exhibit status reconciliation to identify process and/or procedural enhancements.

Chapter 8

INFORMATION TECHNOLOGY SUPPORT

8.1. Computer and Information Technology (IT) support.

8.1.1. The DR process requires support from various operating systems: JDRS help desk, DO43 and e-mail, via local servers. The reliance of processing on these systems is such that computer support is integral to this instruction. This chapter provides instructions regarding specific sources of remedy for difficulties encountered.

8.1.2. JDRS. The SPOCO office is JDRS administrator for OC-ALC. When a problem is identified as a responsibility of HQ AFMC JDRS Clearinghouse administrator, the OC-ALC administrator will notify them of the problem or will ask the action point to do so. Often, specific characteristics of a system problem are better explained "first hand." For problems encountered pertaining to the JDRS database, the JDRS help desk at DFSG.SBPDRIS@WPAFB.AF.MIL may be contacted and send a copy of the problem to the SPOCO for info and tracking purposes.

8.1.3. For any problem(s) encountered with DO43, action point should contact the DO43 Help Desk.

8.1.4. Local Area Network (LAN). All computer related problems, to include LAN access and system or application issues, should be reported to the 72 ABW/SCO Help Desk, 734-HELP. The 72 ABW/SCO Help Desk will create a Remedy ticket, issue a ticket number, and route to the appropriate support area for resolution. The action point should record point of contact information including ticket number, date and time it was issued. This information will assist the action point in performing follow-up queries if timely resolution to the problem has not occurred.

Chapter 9

DOCUMENT AND DATA CONTROL

9.1. Document and Data Control.

9.1.1. An integral part of the deficiency reporting process is control of all processed documents as set forth by the International Organization for Standardization (ISO) 9001:2000 family of international quality management standards and guidelines; Aerospace Standard 9100, *Quality Management Systems - Aerospace - Requirement*; and by TM 90-107, *OC-ALC Quality Manual*, pertaining to written procedures for controlling documents and data relating to ISO requirements. This chapter of the instruction addresses disposition of other quality records such as hardcopy charts or disk presentations created for management review briefings or analyses.

9.1.2. The Deficiency Reporting System, JDRS, is a data system that retains all DR data. The administrator of the JDRS databases controls retention time of DR data files.

9.2. Adopted and Prescribing Forms.

9.2.1. Adopted Forms:

AFMC Form 206, *Temporary Work Request*

AF Form 86, *Request for Cataloging Data/Action*

AFI IMT 847, *Recommendation for Change of Publication*.

9.2.2. Prescribed Form

TINKER AFB Form 530, *Request for Shipment of Exhibit*.

ROBERT D LABRUTTA, Colonel, USAF
Commander, 72 Air Base Wing

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

TO 00-35D-54, *USAF Deficiency Reporting, Investigation and Resolution*, contains procedures to identify, report and resolve deficiencies on weapon systems.

76 MXW Operating Instruction 23-1, *Reports of Survey for Air Force Property*, contains guidance and procedures for maintenance wing personnel when reporting lost or stolen air force property and material.

AFPD 10-9, *Lead Operating Command Weapon Systems Management*, assigns responsibility and overall weapons and support system management to a specific "lead command" ensuring every system receives comprehensive and equitable consideration.

AFMCI 21-115, *Depot Maintenance Quality Assurance (QA)*, provides procedures and responsibilities for depot maintenance QA programs at the ALCs.

AFMCI 21-156, *Operational Workload, Planning and Scheduling Control*, establishes policies and procedures for organic depot level maintenance internal workload control functions, planning functions and scheduling functions within maintenance directorates at the ALCs and Aerospace Maintenance and Regeneration Group (AMARG).

AFMCI 63-510, *Deficiency Reporting, Investigation and Resolution*, provides policy relating to implementing deficiency resolution and creates the management framework for application of systems engineering processes.

AFMCI 63-1201, *Implementing Operational Safety Suitability and Effectiveness (OSS&E) and Life Cycle Systems Engineering*, outlines the chief and lead engineers responsibilities, including responsibility for system and/or end item configurations.

AFI 21-115 (INTERSERVICE)/DLAR 4155.24, *Product Quality Deficiency Report Program*, implements DoD policy for the reporting of product quality deficiency data as required by DoD Instruction 5000.2, *Defense Acquisition Management Policies and Procedures*.

AFMCMAN 23-3, *Cataloging and Standardization*, identifies the GIDEP in Chapter 26 and provides logistic center areas of responsibility.

AFMC Form 206, *Temporary Work Request*, is used when additional funding over and above the 'G' job rate is required to conduct an investigation on an exhibit.

AFMC Form 252, *TO Publication Change Request*, is used to request a change to an existing TO.

DD Form 1348-1A, *DoD Issue Release/Receipt Document*, serves two purposes. The first is selecting, packing, shipping and receiving materiel. It is also used as a receipt transaction and/or the data source for preparation of other documents.

DD Form 1348-2, *DoD Issue Release/Receipt Document with Address Label*, serves three purposes. First it is used for selecting, packing, shipping and receiving materiel. It is also used as a receipt transaction and/or as a data source for preparation of other documents.

DD Form 1574, *Serviceable Tag – Materiel (Yellow)*, is used to identify serviceable materiel.

DD Form 1574-1, Serviceable Label – Materiel (Yellow), is used to identify serviceable materiel.

DD Form 1575, Suspended Tag – Materiel (Brown), is used to identify suspended materiel.

DD Form 1577, Unserviceable (Condemned) Tag–Materiel (Red), is used to identify condemned or scrapped unserviceable materiel.

DLA Form 1227, Product Quality Deficiency Investigation Report, is used to report the results of an exhibit investigation to the action point.

Standard Form (SF) 364, Supply Discrepancy Report, is used to report unsatisfactory conditions detected by the receiving activity that are not otherwise reportable as a deficiency (improper packaging and/or handling, including damage to the item or conditions attributable to or the responsibility of the shipper).

SF 368, Product Quality Deficiency Report, is used within the USAF to record and submit deficiency data.

TINKER AFB Form 530, Request for Shipment of Exhibit, is used to request shipment of exhibit IAW action point disposition.

Terms

Air Force Deficiency Report archive—An automated system that archives the historical records for the deficiency reporting process.

Action Point—The action point is the focal point between the support point and the submitting organization. The action point is responsible for all technical/administrative actions for resolution of a DR submitted IAW TO 00-35D-54. They evaluate and will initiate a course of action for DR resolution in coordination with engineering, IMs, ESs and QASs. Action Points provide status updates, closing actions and exhibit disposition instructions. They maintain active oversight of assigned DRs, monitor program metrics/trends, monitor program compliance and advocate improvement within the center and the DRIS (JDRS)

Business Interface Council (BIC)—An automated interface system which performs the function of transferring electronic information between what are otherwise unrelated or unconnected databases. It is the means through which data is transferred from DRIS to Product Data Reporting and Evaluation Program (PDREP), thus facilitating inter-service operations.

Category I Deficiency (CAT I)—A deficiency which may cause death, severe injury or severe occupational illness; may cause loss or major damage to a weapon system; critically restricts the combat readiness capabilities of the using organization; or which could result in a production line stoppage.

Category II Deficiency (CAT II)—A deficiency which may impede or constrain successful mission accomplishment (system impacts OSS&E, but does not meet the safety or mission impact criteria of a CAT I deficiency). Category II deficiencies may also include recommended enhancements that improve or complement successful mission accomplishment, but are not absolutely required.

SPOCO—In accordance with TO 00-35D-54, each AFMC logistics, product and test center shall have a single point of contact office (SPOCO) to administer and provide oversight of the center

DRIS program. The SPOCO ensures standardized center processes to the extent practical and provides active DRIS oversight. The SPOCO establishes and reviews processes to measure DRIS JDRS status, timeliness of actions and exhibit handling processes.

Chief/Lead Engineers—Designated system chief/lead engineer, in support of the program manager, has technical responsibility, accountability and authority for all technical activities throughout the operations life of the program. They are integral members of DRIS for their system. They support PM-established DRIS processes, specifically providing technical oversight and direction for risk mitigation and deficiency resolution. They are responsible for establishing exhibit investigation criteria to ensure DR investigations provide intended value. They ensure active oversight and awareness of DRIS status, program metrics/trends, program compliance and advocate DRIS improvement.

Credit Reversal—Reversal of a credit issued when it is determined the reason for the credit was invalid or no longer exists. Credit reversals are requested by the applicable action point.

Critical Safety Item (CSI)—A part, subassembly, assembly, subsystem, installation equipment or support equipment for a system that contains a characteristic, where any failure, malfunction or absence of which could cause a catastrophic or critical failure resulting in loss of, or serious damage to, the system or an unacceptable risk of personal injury or loss of life.

Cross—Component Reporting—AFI 21-115, *Product Quality Deficiency Report Program*, provides procedures for submission and support of all cross-component reports on government-owned items. The processes for submitting PQDRs across component lines to another service or DoD agency/activity are the same as for any other DR for the originator or originating point. However, the USAF action point will act as the service screening point and shall forward deficiencies to the appropriate component action point for investigation and resolution.

Deficiency Report (DR)—The generic term used within the AF to record, submit and transmit deficiency data which may include, but is not limited to, a DR involving quality, material, software, warranty or informational deficiency data submitted using the SF 368 or equivalent format.

Joint Deficiency Reporting System (JDRS)—provides a common, seamless solution for deficiency reporting and resolution management across the Aeronautical Enterprise. JDRS is a cross-service web enabled automated tracking system designed to initiate, process and track deficiency reports from the war-fighter through the investigation process, and is managed in conjunction with the Navy at HQ AFMC. Users may query the database via a web-browser interface. Refer to the Deficiency Reporting Homepage, <https://afkm.wpafb.af.mil/community/views/home.aspx?Filter=HE-NP-M0-01> to establish a DRIS account and for more in-depth information on database processes (manuals, procedures, tools, forms, etc.).

DO43A, Master Item Identification Data Base System—An AF-managed, automated database that provides on-line access to supply management data and cataloging data for all DoD stock numbers and part numbers.

DO86, Workload Mission Assignment System—An AFMC-managed automated system that allows identification of AF management authority for all federal stock classes or material management aggregation codes.

Government Industry Data Exchange Program (GIDEP)—The relationship between GIDEP and the DRIS is overlapping. The GIDEP is a government-wide system for exchanging technical information between agencies and supporting contractors about nonconforming products. The GIDEP is the designated repository for discontinued product notices and obsolescence management information for the DoD.

Materiel Deficiency Report (MDR)—This type of deficiency report is used to report an unacceptable condition, such as a component/item failure; or to recommend an enhancement that impacts the OSS&E of a system, subsystem or component. It may include aging system issues or trends, improvement recommendations or request for investigation to determine the root cause or condition that induced the failure. An MDR may be submitted with or without an exhibit and may include trending observations made and/or recommendations for inclusion as an agenda item in improvement working groups or forums.

Materiel Improvement Project (MIP)—A MIP is a planned effort to investigate and resolve deficiencies, adverse trends or to evaluate proposed improvements or enhancements. A MIP may be established whenever a deficiency, improvement or enhancement is determined to warrant further investigation or consideration and is used to monitor and control actions related to it. MIPs are assigned and tracked by an ALC.

Mishap Deficiency Reports (MHAP)—In accordance with TO 00-35D-54, Chapter 3, these are material or quality deficiencies that have been identified as having high accident potential or that are a known/suspected causes of an AF mishap. In all cases, these reports are in support of safety reports and investigations conducted in accordance with AFI 91-204 and shall include coordination with the safety office, identify the safety investigating officer's contact information and reference the associated mishap number.

Nuclear Weapons—Related Materiel Management (NWRM)—Is a newly defined materiel category; refer to terms and definitions for detailed description. The guidance and procedures prescribed in AFI 20-110 apply to all nuclear sustainment activities directly or indirectly involved in NWRM management. This includes Air Force supply (base, depot), transportation, maintenance (base, depot contract/organic), munitions, depot storage, disposal, demilitarization, and anywhere NWRM is managed, located, stored, used, etc. The successful application of these procedures requires the full cooperation of all personnel associated with the storage, shipping, transshipping and receiving of all hazardous/non-hazardous and classified/unclassified NWRM assets.

Originator—The originator may be any individual who identifies conditions which limit or restrict an item or system from fulfilling its intended purpose. The originator discovers the deficiency, identifies its impact and initiates reporting and exhibit processes as established within their organization.

Originating Point—The originating point is a function typically located within the organization's quality, safety or resource management office; and has overall DR program management responsibility for the submitting organization. Responsibilities include promoting the DR program to ensure knowledge of criteria and processes; interacting with originators to ensure the DR is valid, accurate and complete; validating the deficiency category; ensuring applicable exhibits are available, secured and properly identified; submitting the validated report through Deficiency Report Entry Data Entry and Mail Submitter (DREAMS) to the DRIS

database; tracking DR progress and resolution, and performing trend analysis and providing feedback.

Product Data Reporting and Evaluation Program (PDREP)—This is an automated information system designed to track quality and delivery performance on material/services procured by the Navy. Data is collected from all Naval Systems Commands on a daily basis. The application offers a wide selection of standard management and graphic reports. In addition, a powerful ad-hoc feature allows users to design their own reports. It has been authorized and accepted for use as a common database for the transmission and processing of DRs between component services in conjunction with the BIC, by the AF, DLA, DCMA and other cross-component agencies.

Product Quality Deficiency Report (PQDR)—These are reports of deficiency resulting from an initial failure, defect or nonconforming condition discovered on a new, newly repaired or overhauled product when that product is placed in service. Product quality deficiency reports include the reporting of failures that occur on contractually prescribed warranted items within the warranty period. These may also include failures that result after the item was placed in service that are suspected as latent defects or quality escapes resulting from poor workmanship, nonconformance to applicable specifications, drawings, standards, processes or other technical requirements.

Program Manager (PM)—The system or program manager is responsible for implementing the JDRS IAW TO 00-35D-54, Chapter 1, and maintaining consistency with the preservation of OSS&E baselines. They ensure active oversight and awareness of JDRS status. They are responsible for maintaining visibility of DRs reported against their system, regardless of where the DR is assigned for resolution. They manage program metrics/trends, program compliance and advocate DRIS improvement. The PM has final authority, through coordination with the originating organization, on the final report category determination.

Screening Point—The screening point is the receiving activity designated as focal point for the receipt and processing of DRs. These duties may be performed in whole or in part by the SPOCO at each AFMC logistics center or delegated to meet the needs of a center's DR program.

Software Deficiency Report (SWDR)—A report of deficiency submitted against any C41 software or automated data systems. This may include, but is not limited to, deficiencies on Operational Flight Programs, Mission Information Systems, Automated Information Systems and supporting software.

NOTE—: JDRS does not allow submitting SWDRs but may be submitted as PQDRs and identified on the description field.

Support Point—The activity which, upon request, assists the action point by conducting investigations, trend analyses and provides recommendations for corrective and preventive actions. They maintain active oversight of assigned DRs, monitor program metrics/trends and advocate improvement within their activity and JDRS.