

TO 00-35D-54

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**TECHNICAL MANUAL**

**USAF DEFICIENCY REPORTING AND INVESTIGATING  
SYSTEM**

(ATOS)

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# CHAPTER 1

## REPORTING CRITERIA, SYSTEM DESCRIPTION, AND PROGRAM RESPONSIBILITIES

### 1.1 AUTHORITY.

1.1.1 This Technical Order (TO) implements AFPD 63-5, *Quality Assurance* and AFI 63-501, *Air Force Acquisition Quality Program* requirements for deficiency reporting. The processes of this TO also ensure compliance with federal acquisition requirements in accordance with Title 41, Code of Federal Regulations, Subpart 101-26-8, *Discrepancies or Deficiencies in GSA or DOD Shipments, Material, or Billings* and supports AFI 21-115, *Product Quality Deficiency Report Program*.

### 1.2 PURPOSE.

1.2.1 The processes of this TO supports AFI 63-1201, *Assurance of Operational Safety, Suitability, and Effectiveness* providing standardized methods, supporting databases, tools, and procedures to identify, investigate, and resolve deficiencies. During Test and Evaluation, deficiency reporting identifies deficiencies or proposed enhancements at a point in development where changes may be made at a significantly reduced cost. Throughout operational deployment and sustainment, this TO provides a method to formally communicate user/operator identified deficiencies or proposed enhancements to managing activities for analysis and resolution.

1.2.2 The data captured by deficiency reporting may also be used as a source of information (with analysis), to reflect the past performance history of either a contractor or organic entity. In addition, organizations such as the Air Force Office of Special Investigation and the Defense Criminal Investigation Service may use this data to support or conduct investigations.

### 1.3 SCOPE AND APPLICABILITY.

1.3.1 The USAF Deficiency Reporting and Investigating System (DRIS) applies to USAF and contractor members and organizations who operate or sustain USAF owned or managed military or weapon systems, to include Joint systems, subsystems, and end items; to include trainers, test and support equipment; as well as vehicles, clothing, and textiles. For military and weapon systems, DRIS shall be established not later than acquisition design baseline and will continue throughout the system life cycle.

1.3.2 Applicability includes the National Aeronautics and Space Administration (NASA), which operate systems for which the USAF has program management responsibility. Through letter of agreement, DRIS also provides NASA with the capability to perform cross-component deficiency reporting IAW with this TO and AFI 21-115, *Product Quality Deficiency Report Program*.

1.3.2.1 NASA will perform Originator, Originating Point, and functional manager responsibilities consistent with the requirements identified in paragraph 1.7 and [Chapter 3](#) of this TO.

1.3.2.2 When operations are co-located at a USAF location, the tenant NASA organization will coordinate with the host organization to de-conflict and document exhibit handling support requirements.

1.3.3 The procedures of this TO apply regardless of the contracting methodology employed. Contracting clauses such as warranty special provisions or contractor logistics support shall not preclude the implementation of these procedures for a system or component.

1.3.4 These procedures apply to all agencies and contractors involved in USAF test and evaluation on Air Force managed systems, programs, and items.

1.3.5 Joint systems under test, operated and/or maintained by the USAF will use these procedures to ensure commonality of reporting and resolution. The individual program office or lead service may establish specific reporting and resolution requirements over and above the requirements of this TO as long as those requirements are seamless to USAF users.

1.3.5.1 During test and evaluation, a Joint system may use the US Navy T&E DR process governed by NAVAIR 3960.5, *Naval Air Systems Command Technical Assurance Board Monitoring and Reporting of Aircraft Weapon System*

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Development. However, this process will also include a method to capture the condition and resolution within or through DRIS.

1.3.5.2 During sustainment, deficiencies discovered by USAF users/operators of a Joint system managed by another service component will report these deficiencies to the USAF database. Assigned Action Points will then forward the DR using the cross-component reporting requirements established in AFI 21-115, *Product Quality Deficiency Report Program*.

1.3.6 Countries participating in the Deficiency Reporting program use the procedures under [Chapter 5](#) of this TO and include those involved in the Technical Coordination Program (TCP), International Engine Management Program (IEMP), Foreign Military Sales (FMS), Security Assistance (SA), and European Participating Air Forces (EPAF) governed by AFMAN 16-101, and/or Letters of Offer Acceptance (LOA), and individual FMS case provisions, Multi-National Configuration Management Plan, and IEMP Agreements.

1.3.7 This TO interacts with AFI 21-118, Improving Air and Space Equipment Reliability and Maintainability; AFI 99-103, Capabilities Based Test and Evaluation; AFOTECEI 99-101, Conduct of Operational Test and Evaluation; AFMAN 23-110, USAF Supply Manual; and the Government Industry Data Exchange Program (GIDEP).

### 1.4 METHODOLOGY.

1.4.1 DRIS basic system capability is centrally funded and available without cost to all programs and systems. DRIS shall remain under government cognizance in order to realize the benefits derived from commonality of reporting and to remain uninhibited from outside influences.

1.4.2 DRIS systems may be tailored to the unique aspects of a program while conforming to the requirements of this TO. The use of contractor operated and maintained deficiency data systems may also augment DRIS capability if required, but may not replace the USAF DRIS as the official deficiency repository. When used to compliment DRIS capability the contractor system will have a USAF DRIS database interface and shall provide the same management visibility as established in [Chapter 4](#) of this TO. Tailored requirements outside of the current DRIS baseline may require additional DRIS development and sustainment funding from the requesting organization.

### 1.5 DEFICIENCY REPORTING CRITERIA.

1.5.1 Deficiencies that impact the operational safety, suitability, and effectiveness (OSS&E) of systems or equipment in development, test, or employment shall be reported through DRIS to the appropriate managing activity. [Table 1-1](#) provides examples of attributes to consider when identifying deficiencies and/or recommended enhancements. Deficient conditions shall be identified according to criteria and report type and categorized according to their impact to mission and/or safety, [Table 1-2](#), DR Category and Priority Determination.

**Table 1-1. Attributes That May Affect Operational Safety, Suitability, and Effectiveness**

Compatibility	Malfunction
Design	Quality
Difficulty of operation or maintenance	Reliability
Effectiveness	Repairability
Environmental	Safety
Expense of operation or maintenance	Security
Fidelity/conformity of technical publications	Suitability
Human Factors	Survivability
Integration	Training fidelity
Interoperability	Undocumented features
Logistics supportability	Utility
Maintainability	Vulnerability

1.5.2 Report deficiencies on Government-owned products to include, but not limited to premature equipment failures; products in use that do not fulfill their expected purpose, operation, or service requirement due to deficiencies in workmanship, nonconformance to applicable specifications, drawings, standards, processes or other technical requirements in design, materiel, manufacture, repair, modification, or maintenance; and known or suspected causes of Air Force Mishap/HAP incidents. Report deficiencies on systems undergoing development during the systems acquisition process that do not meet Air Force system specifications or critical performance parameters as measured during developmental test and evaluation (DT&E), or fail to meet operational requirements as measured during operational test and evaluation (OT&E). Deficiencies shall be reported using the Deficiency Report Entry And Mail Submitter (DREAMS) submission tools, (paragraph 1.8.3), the Standard Form (SF) 368, Product Quality Deficiency Report or equivalent format. The types of USAF report designations include:

1.5.2.1 Acceptance Inspection Deficiency Report (AIDR). This report type is used to report discrepancies discovered during acceptance inspections performed on aircraft, engines, engine modules and major assemblies, support systems, and equipment. Reportable discrepancies are those that are attributed to non-conformance to applicable quality specifications during manufacture, repair, modification, or maintenance associated with the general work requirements and contract specifications of the work performed. See [Chapter 9](#) for additional guidance.

1.5.2.2 Dropped Object Report (DOR). A report of a materiel or quality deficiency involving any aircraft part, component, surface, or other item lost during aircrew operations from engine start to engine shutdown that is confirmed or suspected to be the result of a materiel or design deficiency. The DOR will reference the associated dropped object prevention (DOP) program report number, any resulting damages and the results of any further inspections performed as a result of the dropped object.

1.5.2.3 Mishap/HAP Deficiency Reports (MHAP). These are materiel or quality deficiencies that have been identified as having High Accident Potential (HAP) or that are a known or suspected cause of an Air Force 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 local safety office, include the safety investigating officer contact information, and will reference the associated HAP or mishap event number.

1.5.2.4 Materiel Deficiency Report (MDR). This report type is used to report an unacceptable condition such as a component/item failure, or recommendation for an enhancement that impacts the operational safety, suitability, and/or effectiveness 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. A 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.

1.5.2.5 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. 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.

1.5.2.6 Software Deficiency Report (SWDR). These include but are not limited to an error, omission, or enhancement in statements or instructions that comprise a computer program for a system or component. The deficiency may consist of syntax, logic, or other discrepancies that cause the program to fail or inadequately perform the intended functions. SWDRs include, but are not limited to, deficiencies on Mission Information Systems (MIS), Automated Information Systems (AIS), Operational Flight Programs (OFP), and other supporting software.

1.5.2.7 Test and Evaluation Deficiencies (T&E DR). These are reports of deficiency identified during test and evaluation. These include, but are not limited to those deficiencies that are the result of incompatibility or failures as measured against required capabilities, applicable specifications, procedures, or test equipment and recommendations for enhancements to improve OSS&E. T&E DRs will be designated as such in field I4000 and may use a further DR classification as SWDR, PQDR, MDR, etc., in field I550.

1.5.2.8 Warranty Deficiency Report (WDR). These include the reporting of failures that occur on contractually prescribed warranted items within the warranty period. The WDR is treated as an actionable (as opposed to information) PQDR when initial failure occurs on new warranted products or when evidence of failure indicates a quality deficiency. Typically, DRs submitted on warranted materiel that have routine failures during the warranty period, but do not indicate a material or quality deficiency, will be treated as information only. However, because an item is under warranty does not negate the requirement to perform investigations and resolution when indicated by performance trends. Predetermined warranty exhibit disposition instructions should be obtained and communicated to expedite the turn-in of "information only" WDRs.

## 1.6 DEFICIENCY CATEGORIZATION AND PRIORITIZATION.

1.6.1 The deficiency category and associated risk priority is used to capture the severity of the condition by relative importance and the urgency of response. The submitting organization will be diligent in the categorization of deficiencies, particularly when describing support equipment, subsystems, reliability, and maintainability deficiencies. Each deficiency must be considered for its overall OSS&E impact.

1.6.2 Category I deficiencies are those 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 result in a production line stoppage.

### NOTE

The SAF/AQX preferred term of Program Manager is used in place of the Single Manager throughout this TO and is intended to also represent the responsibilities of the System Program Director, and if delegated by the PM, the Supply Chain Manager.

1.6.2.1 Category I deficiencies require the immediate attention and response of the system Program Manager and Chief/Lead Engineer to mitigate risk and/or limit/resolve mission impact, therefore strict application of Category I criteria is essential. If a Category I condition is noted or suspect, assess safety, mission, or operational impact and include a detailed statement outlining the safety, mission, or operational impact to the system or end item.

1.6.2.2 Suspected Category I deficiencies shall be validated as such by the appropriate authority level within the reporting organization (Chief of Maintenance, Safety Office, or other authority within the reporting organization). If any doubt exists concerning the category of a report between Category I and Category II, it will be coordinated with the wing safety office and/or other authority to aid in assessment of the deficiencies impact.

1.6.2.3 Report Category I deficiencies immediately to applicable organizations (MAJCOM, Program Manager, safety offices) within 24 hours by telephone, facsimile, email or other expedited methods, as required. Due to the critical nature of Category I DRs, the use of telecommunications facilities are authorized during MINIMIZE (MINIMIZE is the reduction of record and voice telecommunications traffic in an emergency).

1.6.3 Category II deficiencies are those that impede or constrain successful mission accomplishment (system impacts OSS&E but does not meet the safety or mission impact criteria of a Category I deficiency). Category II deficiencies may also include recommended enhancements that improves or complements successful mission accomplishment but is not absolutely required. If incorporated, the recommendation will enhance a system's operational safety, suitability and/or effectiveness (OSS&E). An enhancement report should not be designated as such solely due to an "out-of-scope" condition as described in contractual requirements.

### NOTE

Program Managers will not close deficiencies as an enhancement solely because it is "out of scope" to contractual requirements. Enhancement deficiencies will be assessed and prioritized based upon their impact to OSS&E.

1.6.4 [Table 1-2](#) will assist the Originating activity in determining the report category and impact are consistent and provides the recommended priority. All Category I reports and all Category I & II T&E reports require the selection of a recommended priority. Priority selection is optional for all other Category II reports.

1.6.5 As a general rule, Priority 1A through 1C identifies an Emergency condition; Priority 2A through 3B identifies an Urgent condition; and Priority 4A through priority 5 identifies a routine condition.

1.6.6 The PM will consider the priority as a statement of the tester and/or operator impact. The PM analyzes the priority in view of existing program factors and budget constraints and should prioritize resolution actions accordingly.

**Table 1-2. DR Category and Priority Determination**

Annotate the DR Category (I or II) and the corresponding alpha-numeric priority (1A-5). Submit a Category I DR and assign the corresponding priority when a condition:		
<b>CAT I</b>	<b>Priority</b>	<b>Impact</b>
	1A	If uncorrected, may cause death, severe injury, or severe occupational illness and no workaround is known; or,
	1B	If uncorrected, may cause major loss or damage to equipment or a system and no workaround is know; or,
	1C	Prevents the accomplishment of an essential capability or critically restricts OSS&E, to include required interaction with other mission critical platforms or systems; and no acceptable workaround is known.
	2A	Adversely affects an essential capability or negatively impacts operational safety, suitability, or effectiveness and no acceptable workarounds are known.
	2B	Adversely affects technical, cost or schedule risks to the project or to life cycle support of the system, or, results in a production line stoppage and no acceptable workaround is known.
When the condition does not meet the safety or mission impact criteria of a Category I report, submit a Category II DR with the corresponding priority (3A-5) when the condition:		
<b>CAT II</b>	<b>Priority</b>	<b>Impact</b>
	3A	Adversely affects an essential capability or negatively impacts operational safety, suitability, or effectiveness and adequate performance is achieved through significant compensation or acceptable workaround.
	3B	Adversely affects technical, cost, or schedule risks to the project or to life cycle support of the system, but an acceptable workaround is known.
	4A	Does not affect an essential capability but may result in user/operator inconvenience or annoyance. Adequate performance is achieved through minimal compensation.
	4B	Results in inconvenience or annoyance for development or maintenance personnel, but does not prevent the accomplishment of the task. Adequate performance is achieved through minimal compensation.
	5	Any other effect
<p><b>NOTES:</b></p> <p>Careful consideration should be given in assigning the category and corresponding priority recommendation to accurately define the deficiencies impact. Priority 1A - 1C are considered Emergency Conditions; Priority 2A - 3B are considered Urgent Conditions; and Priority 4A - 5 are considered Routine conditions.</p> <p>Priority selection, DREAMS field I63, is mandatory for Category I reports and all T&amp;E reports.</p> <p>Category I reports shall be coordinated with the appropriate organizational authority prior to submission.</p> <p>Originators/Originating Points should consider factors such as cost, schedule and performance risks; availability of spares; difficulty of operation or maintenance, repair, or replacement; system redundancy; associated trends; secondary failures or damages; and environmental impacts among other possible factors.</p> <p>Workarounds refer to approved/authorized alternate procedures which could include, but are not limited to: manual processes, order of task accomplishment, more restrictive or intensive procedures, and the use of back-up or redundant systems or processes, etc.</p>		

1.6.7 Conditions that do not meet the criteria of a Category I or Category II report should be investigated by the identifying organization to determine if other reporting avenues are available. These may include, but are not limited to product and component improvement working group action items, as well as transportation and supply discrepancy reporting. Refer to [Table 1-3](#), Conditions Not To Be Reported, for deficiencies which are excluded from the provisions of this TO.

**Table 1-3. Conditions Not To Be Reported**

Do not submit a DR when the following conditions are noted:	Applicable Directive or FORM
1. Unsatisfactory condition is attributable to improper packaging and handling. Items found properly packaged with no apparent damage to the container, but the items is damaged. Condition attributable to or responsibility of the shipper, detected by the receiving activity. This includes conditions such as shortages, overages, erroneous material, unacceptable substitute, duplicate shipments, missing tags or labels, or expired shelf life.	Report IAW SF 364, Supply Discrepancy Report (DLAI 4140.55, SECNAVINST 4355.18A, AFJMAN 23-215, AFMAN 23-110.
2. Deficiencies in medical supplies and equipment listed in Military Medical Stock List SL-6500.	Report IAW AFMAN 23-110, Volume 1, part 1, chapter 5 and volume 5, chapter 9.
3. Substitute items.	Report using DD FORM 1608 - Unsatisfactory Material Report - (Subsistence). See DLAR 4155.3.
4. Proposed new allowance documents and changes to existing allowance documents.	Report IAW AFMAN 23-110.
5. Established administrative systems, procedures, methods, publications, and forms.	Report by letter, through channels to the office of primary responsibility.
6. Real property and real property installed equipment.	Report IAW AFH32-9007.
7. Pricing deficiencies (e.g., zero overpricing).	Report AFPAM 23-117.
8. Processing and handling of civilian and military suggestions.	Report IAW AFI 38-401.
9. Deficiencies in items procured from commercial off-the-shelf local purchase/repair, directly from GSA or a commercial vendor, when such items are designated in a supply catalog or stock list for base procurement. This does not apply to components of special purchase equipment (Air Force or Technical Service designated as those items which are procured through other services.)	Resolve locally through the base contracting officer or if an IMPAC purchase, IAW AFI64-117. For items procured directly from GSA, report discrepancies directly to the National Customer Service Center at 1-800-488-3111 or via the GSA website at <a href="http://www/gsa.gov">http://www/gsa.gov</a> .
10. Specific deficiencies in technical orders. Publication change processes apply to specific change requests against specific procedures. A DR may be submitted to identify systemic TO issues involving the acquisition process of publications or TO fidelity/conformity issues impacting OSS&E.	Report IAW AFTO Form 22, Technical Order Improvement Report and Reply, or AFTO Form 27, Preliminary Technical Order (PTO) Publication Change Request (PCR)/TO Verification Record/Approval (TO 00-5-1).
11. Deficiencies in flight manuals.	Report IAW AF Form 847, Recommendation For Change or Publication (Flight Publications).
12. Deficiencies in supply catalogs or stock lists.	Report IAW AFMAN 23-110, Volume 1, part 1, chapter 7.
13. Carrier caused transportation type discrepancies for the purpose of adjusting property and inventory records of damaged freight for action by the transportation contracting officer.	Report IAW SF 361, Transportation Discrepancies Report, (DODM 4140.25).
14. The need for new (not enhancement) operational capabilities.	Submit IAW AFI 23-101 and/or DODI 5000.2 AF SUP1.
15. Category II deficiencies concerning tools procured through GSA Tools Commodity Center, including all Standardization and Control of Industrial Quality Tools (SCIT).	Report tool discrepancies directly to the National Customer Service Center at 1-800-488-3111 or via the GSA website at <a href="http://www.gsa.gov">http://www.gsa.gov</a> .

## 1.7 KEY DRIS RESPONSIBILITIES.

1.7.1 The following provide a summary of primary DRIS positions and their key responsibilities. These responsibilities are not all inclusive; specific tasks and performance responsibilities are in [Table 1-4](#), DR Submission and Processing Responsibility Chart and the corresponding chapters of this TO.

1.7.2 ORIGINATOR. The Originator may be any individual who identifies conditions that 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 or Group.

1.7.3 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 or Group. 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 to the DRIS database by the appropriate means; tracking DR progress and resolution; performing trend analysis and providing feedback.

1.7.4 SCREENING POINT. The Screening Point is the designated focal point for the receipt and processing of DRs. The Screening Point reviews the DR for proper categorization, validity, correctness of entries, accuracy and completion of information addresses; determines and transmits the DR to the proper Action Point within or outside the organization and/or Component; maintains an audit trail for each DR and establishes routing and tracking mechanisms. These duties may be performed in whole or in part by the System Program Office (SPO) or the Single Point of Contact Office (SPOCO) or delegated by the SPO or SPOCO to meet the needs of the Center's DR program.

1.7.5 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 this TO. They evaluate and will initiate a course of action for DR resolution through coordination with engineering, item managers, and equipment and quality specialists. Action Points provide status updates, closing actions, and exhibit disposition instructions. They maintain active oversight of DRs assigned to them; monitors program metrics/trends, program compliance, and advocates improvement within their Center and the DRIS. The Action Point will also act as the service Screening Point when deficiency reports are forwarded across service component lines. In these cases they will forward the report to the appropriate Action Point through the InterService Report Transfer procedure and monitor status in accordance with AFI 21-115, Product Quality Deficiency Report Program.

1.7.6 SUPPORT POINT. The activity that when requested, assists the Action Point by conducting investigations, trend analysis, and recommending corrective and preventive actions. They maintain active oversight of DRs assigned to them, monitors program metrics/trends, and advocates improvement within their activity and the DRIS.

1.7.7 HQ AFMC. HQ AFMC is responsible for overall policy, procedures, and funding for the USAF Deficiency Reporting and Investigating System. HQ AFMC/LGY has responsibility for this publication and policy formulation; plans and coordinates policy between the Air Staff, using commands, and AFMC Centers. HQ AFMC/LGYE also interacts with other DOD components or agencies to maintain equivalent program standardization and awareness; ensures active oversight of DRIS metrics/trends, program compliance, and chairs the Advisory Council and user group meetings.

1.7.8 CENTER SPOCO. Each AFMC Logistics, Product, and Test Center as well as the Space and Missile Systems Center within AFSPC shall have a single point of contact office (SPOCO) to administer and provide oversight to the Center DRIS program. SPOCOs ensure standardized Center processes to the extent practical and provide active DRIS oversight. The SPOCO establishes and reviews processes to measure DRIS status, deficiency report timeliness, and exhibit handling processes.

1.7.9 PROGRAM MANAGER (PM). The system or program manager is responsible for implementing the DRIS IAW with this TO and consistent with the preservation of Operational Safety, Suitability, and Effectiveness baselines. They ensure active oversight and awareness of DRIS 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 category determination.

**NOTE**

The SAF/AQX preferred term of Program Manager is used in-place of the Single Manager throughout this TO and is intended to also represent the responsibilities of the System Program Director, and if delegated by the PM, the Supply Chain Manager.

1.7.10 CHIEF/LEAD ENGINEERS. The designated system Chief/Lead Engineer (in support of the PM) has technical responsibility, accountability and authority for all technical activities throughout the operational life of the program. Chief/Lead Engineers are integral members of the DRIS program for their system. They support the PM established DRIS processes, specifically providing technical oversight and direction for risk mitigation and deficiency resolution. They ensure active oversight and awareness of DRIS status, program metrics/trends, program compliance, and advocate DRIS improvement.

1.7.11 DATABASE/FILE MANAGERS. The Database/File Manager controls access to and manages the database file established for their representative program. The file manager serves as the single face to their database customer for administrative issues and concerns, and advocates DRIS improvement.

1.7.12 MAJCOM/NASA FUNCTIONAL MANAGER. Functional managers, to include those responsible for, but not limited to, aeronautical, air armament, space, C2, and vehicles, must become actively involved when mission objectives or safety warrants. Therefore, using Commands and Activities shall assign DRIS knowledgeable Functional Managers to represent the Command and/or activities. As integral members of the dispute resolution process, they represent their organization/directorate/command on DRIS process issues. Functional managers ensure offices identified in the MAJCOM appendices of TO 00-35D-54 are accurate, actively oversee and are aware of DRIS status, program metrics/trends, program compliance, and improvement within their area of responsibility. Functional managers provide validation and funding status annually on DRs/MIPs that are in open awaiting funds status and will review available DRIS database automated queries to identify deficiencies on systems, subsystems, and processes within their area of responsibility.

**Table 1-4. DR Submission and Processing Responsibility Chart**

<p><b>Originator</b></p> <ol style="list-style-type: none"> <li>1. Discover Deficiency</li> <li>2. Forward draft DR to Originating Point: Category I - 24 hours; Category II - 3 days</li> <li>3. Identify DR exhibits with two copies each of DD Forms 2332 and 1575</li> <li>4. Secure, segregate and suspend DR materials.</li> <li>5. Secure and provide to the Originating Point available supporting documentation, i.e., serviceable tags, inspection forms, requisition documentation, etc.</li> </ol>
<p><b>Originating Point</b></p> <ol style="list-style-type: none"> <li>1. Certify validity, completeness and accuracy of DR and associated documentation.</li> <li>2. Assign RCN and finalizes report.</li> <li>3. Ensure the exhibit is identified with two copies of the DR, that the exhibit is tagged with two copies of DD forms 1575 and 2332, and that it is turned into the exhibit holding activity.</li> <li>4. Submit DR to Screening Point: Category I - 24 hours; Category II - 10 days</li> <li>5. Monitor DRIS Database for exhibit disposition instruction and status.</li> <li>6. Process exhibit according to Action Point instructions and annotate shipping date and tracking/control numbers in the DRIS database.</li> <li>7. Review closing action, ensures Originator agree. If not, contacts Action Point with a rebuttal and continues to monitor progress.</li> <li>8. Ensure credit reversal requests are resolved and documented.</li> </ol>
<p><b>SPOCO</b></p> <ol style="list-style-type: none"> <li>1. Manage the overall DRIS process for the Center.</li> <li>2. Act as the single voice to the customer for the Centers Deficiency Reporting and Investigating System dispute resolution process.</li> </ol>

**Table 1-4. DR Submission and Processing Responsibility Chart - Continued**

3. Responsible to review Center metrics necessary to assess the DRIS health.

Note: The SPOCO may perform or delegate some or all Screening Point responsibilities.

#### **Screening Point**

1. Check DRIS database daily for new DRs.
2. Screen DRs for validity, accuracy and completeness.
3. Input to DRIS database all manually received DRs, e.g., fax, message, SF 368.
4. Coordinate and retransmit misrouted DRs via DRIS database.
5. Assign Action Point via DRIS database input.
6. Assign MIP number or QAS code as required. (May be performed at Action Point level)
7. May update DRIS database with DR acknowledgement, initial or final exhibit disposition, periodic status updates and DR closing actions.

#### **Action Point**

1. Acknowledge receipt goals are 24 hours for Category I reports and 10 days for Category II reports.
2. Evaluate DR to determine the extent of investigation required and need for exhibit investigation.
3. Assign MIP number or QAS code as required. (May be performed at Screening Point level)
4. Determine if warranty applies - takes appropriate action with warranty/Item Manager. Predetermine exhibit disposition for routine warranty item failures whenever possible to minimize the unnecessary holding of warranted assets.
5. Provide exhibit disposition instructions within 24 hours for a Category I and within 10 days for a Category II report.
6. Ensure funding is available to perform organic workload exhibit investigations before exhibit shipping instructions are provided.
7. If program management authority resides within DLA or another service component, forward report to the responsible organization through the Inter-Service Record Transfer (ISRT) process within DRIS.
8. If the report is forwarded using the ISRT process, request Category II exhibits be held up to 60 days pending direction from the managing DLA or service component Action Point.
9. Request Support Point assistance (if required). If DCMA is the support point activity, forward the report to the responsible DCMA activity through the ISRT process within DRIS.
10. Monitor Support Point investigations.
11. Provide status updates via DRIS database as significant events occur but at least quarterly (annually an Open Awaiting Funds reports).
12. Provide investigation results/resolution actions, determine if credit applies and provide rebuttal responses via the DRIS database.
13. Provide final exhibit disposition instructions to the Support Point (if required).

#### **Support Point**

1. Performs investigation when required by Action Point.
2. Provides exhibit disposition instructions to Action Point who will in-turn notify the originating activity and annotate the instructions in the DRIS database.
3. Conducts investigation (when requested) and provides status updates to Action Point as significant events occur.
4. Upon completion of analysis, provides results to Action Point.
5. Processes exhibit according to instructions from Action Point to include:
  - a. Replace DD Form 2332 and DD Form 1575 with appropriate DD Form 1570 series tag and process the exhibit according to its true condition.
  - b. Notify Action Point of final exhibit disposition.
6. Ensure corrective/preventive actions are implemented as required.
7. Initiate AFTO Form 22/202s as required.

<b>Table 1-4. DR Submission and Processing Responsibility Chart - Continued</b>
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8. Initiate follow-on DRs as required.
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## 1.8 DRIS DATABASE.

1.8.1 DRIS is centrally funded and available to all programs and systems. It is supported by a centralized database application providing a comprehensive and standardized software tool to create, process, manage, and track deficiency reports. DRIS may be tailored to add additional information assurance controls and other features when dictated by program requirements and funded by the requesting organization. The Materiel Systems Group (MSG) provides DRIS database support through an arrangement with HQ AFMC. Users may query the database via a telnet session or a web-browser interface. Refer to [Chapter 7](#) of this TO and the INFOCEN Homepage (<https://www.asc.wpafb.af.mil/infocen>) to establish a DRIS account and for more in-depth information on database processes (manuals, procedures, tools, forms, etc.).

1.8.2 INFORMATION CENTRAL (INFOCEN). INFOCEN is one of the servers in the DRIS database. INFOCEN provides the capability of a full-text retrieval database management system for tracking the progress of deficiency investigation within the databases. The structure of the system allows for real-time on-line interrogation of data.

1.8.3 DEFICIENCY REPORT ENTRY AND MAIL SUBMITTER (DREAMS). DREAMS (I or II) are submission tools that allow the creation of DRs using Microsoft applications. DREAMS I is a Word document and uses an Email program to draft and transmit reports to databases maintained by INFOCEN. DREAMS II is a multi-user capable, Microsoft Access based application for drafting and submitting reports to the INFOCEN databases. These tools simplify entry and eliminates on-line connections during the origination process and is the preferred method for creating and submitting deficiency reports.

1.8.4 SUPPORTING DATA - BINARY LARGE OBJECTS (BLOBS). Supporting data may be added to substantiate the deficiency report. The web-enabled version of DRIS provides the capability for viewing attachments (supporting files, pictures, etc.) included with the DREAMS submission.

## 1.9 PERFORMANCE METRICS AND COMPLIANCE CHECKLISTS.

1.9.1 Performance metrics consists of a number of measures and indicators to assess the health of the DRIS. The term performance refers to the results obtained from measurement of processes that permit evaluation and comparison relative to program goals, standards, objectives, and past results. Measurement is also performed through evaluation of DRIS compliance checklists during self-inspection and higher headquarters evaluations.

1.9.2 Originating points, SPOCOs, Program Managers, Action Points, Support Points, and MAJCOM functional managers shall establish and review process, system, and functional metrics necessary to assess the health of the DR system within their areas of responsibility. Appendix Q provides a macro-level view of metrics to assist in identifying performance and satisfaction levels of key processes and requirements.

1.9.3 Functional area checklists are provided (Appendix Q) for guidance and reference. These checklists may be used as a foundation for establishing a DRIS self-inspection program and should be supplemented to support organization specific requirements. These checklists may also be used during higher headquarters compliance inspections and surveillance visits to evaluate DRIS compliance.

## 1.10 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 forward deficiencies to the appropriate component Action Point for investigation and resolution. Use the procedures outlined in AFI 21-115 for PQDRs that cross component lines.

## 1.11 GOVERNMENT INDUSTRY DATA EXCHANGE PROGRAM (GIDEP).

The relationship between GIDEP and the DRIS is overlapping. GIDEP is a partnership between government and industry participants seeking to reduce or eliminate expenditures of resources by making maximum use of existing information. GIDEP is a government wide system for exchanging technical information between government agencies and supporting

contractors about non-conforming products. GIDEP is the DOD designated repository for discontinued product notices and obsolescence management information.

#### 1.12 MATERIEL SAFETY PROGRAM MANAGER (MSPM).

The MSPM should access DRIS Database for safety implications on Category I's and assign action numbers where appropriate for tracking through the DB10 Safety System. In addition the PM or representative will notify the MSPM of any Category I DRs IAW AFI 91-204, Safety Investigations and Reports, AFMC supplement 1. When the MSPM and PM determine it is appropriate, the MSPM will assign an Action Item Number for tracking in the Materiel Safety Task Group (MSTG) unless the DR is already being tracked in a mishap report.

#### 1.13 THE AIR FORCE WORKING CAPITAL FUND (AFWCF).

1.13.1 The AFWCF is a reimbursable operations fund that sells support goods and services to Air Force, DOD, and other users. The AFWCF, through its activity groups, establishes prices necessary to recover the AFWCF's materiel and operating expenses. Operating activities (customers) purchase products the supporting activities sell.

1.13.2 A key aspect of the AFWCF is that it provides operating activities (customers) a method to receive an automatic obligated price credit to their operations and maintenance fund account for validated deficiencies identified in the supporting activities products. Deficiency exhibit turn-ins on stock fund issued items will result in a credit to the unit at the exchange or obligated price. The credit is recorded when the supply transaction is processed as a condition code "Q" as identified on the DD Form 1575.

1.13.3 If it is determined that the Originator/Originating Point made an error in either performance expectations, the application of DR submittal criteria, or if the exhibit is altered or not shipped for investigation according to Action Point direction, then a credit reversal may be appropriate. Upon notification of a request for credit reversal, the Originating Point will ensure actions are expeditiously performed and information verifying the action will be documented in the DRIS database.

1.13.4 Detailed AFWCF cost visibility and accountability, through processes such as those in the DRIS, encourage supporting activities to provide quality products at the lowest cost, and provide decision-makers the information required for efficient resource management.

#### 1.14 WAIVER OF DRIS DATABASE REQUIREMENTS.

1.14.1 The requirement to perform product quality and test deficiency reporting and resolution is mandated by public law and complimentary USAF and DOD guidance. However, when driven by cost, schedule and performance requirements, and/or information assurance requirements dictate, complimentary or stand-alone data systems may be necessary to support the DRIS process. Examples include when a contractor is providing partial or complete logistics support where non-stock listed, but USAF owned components are involved or when sensitive or classified programs require information assurance requirements above that which DRIS is able to provide.

1.14.2 The PM shall submit waiver requests through the parent MAJCOM or AFMC Center to HQ AFMC/LGY, BLDG 262, RM N145, 4375 Chidlaw Road, Wright-Patterson AFB, OH 45433-5006. Waiver requests shall identify the validated needs that the USAF DRIS database does not satisfy, along with the cost, schedule, and performance implications. The waiver request must also state how the program will satisfy the purpose and intent of this TO, maintain USAF standardized deficiency reporting SF 368 or equivalent processes at the user level, provide visibility to MAJCOM functionals, and how the process will remain under government cognizance.

#### 1.15 RECOMMENDING IMPROVEMENTS.

1.15.1 HQ AFMC/LGY has overall responsibility for matters pertaining to policy and procedures within this publication. Staff support for "acquisition cycle" DRIS policy and procedures is provided by HQ AFMC, SAF/AQXA, and AF/TE. HQ AFMC plans and coordinates this policy between the Air Staff, using commands, and AFMC Centers.

1.15.2 DRIS policy clarification requests shall be addressed to the following responsible office: HQ AFMC/LGYE, BLDG 262, RM N145, 4375 Chidlaw Road, Wright-Patterson AFB, OH 45433-5006; DSN 904-0578.

1.15.3 DRIS Database Help. For assistance with DRIS database or tools problem resolution, please contact the MSG VIC Help Desk at DSN: 787-4499, COM: (937) 257-4499 or email [msg.vic.support@wpafb.af.mil](mailto:msg.vic.support@wpafb.af.mil).

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1.15.4 Submit change requests for improving this TO by using an AFTO Form 22, TECHNICAL ORDER IMPROVEMENT REPORT AND REPLY, in accordance with TO 00-5-1.

### 1.16 DRIS ADVISORY COUNCIL.

Purpose. The DRIS Advisory Council recommends policy and procedures required to enable the Air Force Vision and Concept of Operations (CONOPS). They review Deficiency Reporting and Investigating System (DRIS) core and enabling processes, assess performance, recommend and advocate information technology business practices, promote process and tools training, and steer the program towards a vision of increased Warfighter Readiness through Deficiency Resolution.

1.16.1 Methodology. The DRIS Advisory Council is a working level group that reviews and recommends Air Force policy and procedures relating to deficiency reporting. The DRIS Advisory Council meets semiannually as a minimum.

1.16.1.1 The Advisory Council charters working groups (WG) to address required issues. WGs prepare minutes of each meeting. The Committee approves or disapproves WG recommendations.

1.16.1.2 DRIS Action Item Submittal. Any individual or agency that interacts with DRIS may submit suggested action items through their parent MAJCOM Advisory Council Committee representative. Action item submissions will include a statement of the problem or initiative, the suggested corrective action or approach, previous actions taken by the initiator to correct the problem, any anticipated benefits, costs, and effects on DRIS users and identification of the initiator.

1.16.2 Membership. HQ AFMC/LGYE DRIS Program Manager is the committee chairman; members include MAJCOM Functional representatives and SPOCO representation from SMC and each AFMC participating Center.

1.16.2.1 Test and Evaluation ([Chapter 2](#)) members include: HQ AFOTEC, HQ AFMC/DOX, and AF/TE. Inputs will be solicited and considered from AFMC Product and Test Centers.

1.16.2.2 Technical Coordination Group and International Engine Management Program ([Chapter 5](#)) include members from: HQ AFSAC and participating Product and Logistics Centers.

## CHAPTER 2

# DEFICIENCY REPORTING DURING TEST AND EVALUATION

### 2.1 PURPOSE.

2.1.1 This chapter implements deficiency reporting requirements of AFI 99-103, Capabilities Based Test and Evaluation and provides a uniform method to ensure resolution of military and weapon system deficiencies that impact operational safety, operational suitability and operational effectiveness (OSS&E) of systems and their sub and/or support systems; to include trainers, test, and support equipment. T&E deficiency reporting identifies deficiencies and proposed enhancements as early as possible in system development to reduce cost, shorten development cycles, and improve system performance.

2.1.2 Deficiencies identified during test and evaluation phases shall be classified as T&E DRs and reported to the program management activity responsible to determine cause and take corrective action to prevent recurrence. T&E DRs include, but are not limited to those conditions that are the result of incompatibility or failures as measured against applicable specifications, procedures, operational requirements, or test equipment, and recommendations for enhancements to improve OSS&E. A flowchart depicting a typical process used during T&E is shown in [Figure 2-1](#).

2.1.3 During test execution, the contractor, Responsible Test Organization (RTO), and Air Force Operational Test & Evaluation Center (AFOTEC) test team members will identify and document deficiencies and provide recommendations according to the procedures established by this chapter. Other deficiency report types are referenced throughout this TO and it may be necessary to submit these reports against deficiencies discovered during test using the criteria in [Chapter 3](#), [Chapter 8](#), and [Chapter 9](#), if appropriate.

### 2.2 SCOPE.

2.2.1 This chapter applies to all agencies and contractors involved in Air Force test and evaluation of weapon and military systems (e.g., information systems), products, and materiel, including commercial off-the-shelf and non-developmental items, hardware and software in development, or acquisition. In addition, this chapter applies to government furnished materiel provided to acquisition contractors and used as an integral portion of the system.

2.2.2 Test organizations (Originators/Originating Point) will create and submit deficiencies found during test to the Program Manager (PM). Action points representing the PM typically perform and/or oversee the response to, and resolution of DRs. Support points, as requested by the Action Point, perform specific response and investigation. Final resolution is ultimately the responsibility of the PM working jointly within the owning and operating commands guidelines.

2.2.3 The PM must ensure, perhaps through Statement of Work (SOW) and Contracts Data Requirements, that the contractor uses the USAF standard deficiency reporting process. These contract documents, if appropriate, should make provisions for the contractor's DR system to interface with the government's DR system, including TO 00-35D-54 compliant processes and methodologies, and portability of data into government information management systems. The prime contractor must flow down deficiency reporting requirements to subcontractors and suppliers. The PM and/or RTO should validate that the contractor process is adequate. The PM should task Defense Contract Management Agency (DCMA) to assure that the contractor is following the approved reporting process. The RFP and SOW will describe the contractor's support to government T&E.

### 2.3 DEFICIENCY REPORTING AND INVESTIGATING SYSTEM (DRIS) DATABASE.

DRIS is the official deficiency reporting database for all Air Force test programs. DRIS is a centralized database application that provides customers with a comprehensive software tool to originate, process, manage, and track deficiency reports. Refer to [Chapter 7](#) of this publication for procedures to establish a DRIS account. A prime contractor system may be interfaced with, but shall not be used solely as the formal system of record for DR tracking.

### 2.4 CRITERIA, CATEGORY AND PRIORITY.

Deficiency reports will be submitted for conditions listed in [Table 1-1](#) that impact the Operational Safety, Suitability, and Effectiveness (OSS&E) of systems or equipment, according to the criteria in paragraph 1.5 and paragraph 1.6. Deficient conditions are categorized according to their impact to mission and/or safety using [Table 1-2](#), DR Category and Priority Determination and reported through DRIS to the appropriate managing activity.

## 2.5 WATCH ITEM (WIT) PROCESS.

2.5.1 The WIT process is unique to test and evaluation and is used as a method to screen and/or observe identified conditions that do not satisfy deficiency report submission criteria. The WIT process is formally established to complement, not replace the DR process. The Originating Point will use the DREAMS II database or a locally developed WIT tracking system to locally manage and track WITs. DREAMS II is provided as a MS Access file download from the INFOCEN Web page that has the advantage of seamless WIT to DR conversion and submission when appropriate.

2.5.2 While source selection is being conducted, the Air Force will collect WITs; after selection, valid WITs may become DRs during integrated test and evaluation (T&E). During contractor testing, if permitted, the government may observe testing and collect WITs. The Deficiency Review Board (DRB) may review the contractor's noted discrepancies and WITs and compare them with contractor submission of significant discrepancies (i.e., those that impact safety or operational capability). WITs will be compared with the agreed upon system/test configuration, the noted conditions in [Table 1-1, \*Conditions that may affect Operational Safety, Suitability, and Effectiveness\*](#) and submittal criteria in [Table 1-2, \*DR Category and Priority Determination\*](#).

2.5.3 When a suspect condition is noted but is not observed to meet DR criteria, it may be treated as a WIT in order to monitor the condition. As soon as the WIT satisfies the criteria of either a Category I or Category II DR, submit the DR to the system program office for tracking and resolution.

2.5.4 Conditions involving specific Flight Manual or Technical Order procedures may initially be identified as a Watch Item (WIT) to fully assess the situation. If the condition is subsequently determined to be a deficiency necessitating a Flight Manual or TO improvement, the Originating Point will ensure the appropriate process is used to report the improvement.

2.5.5 The Originating Point will track, validate, and prioritize WITs using a DRB process to ensure all are appropriately defined, evaluated, and managed throughout test. WITs, which are open or unresolved at the end of a T&E phase (i.e., completion of DT before dedicated OT), will be reconciled by a DRB to determine if they should be submitted as a DR, closed as WITs, or provided to the testers in the next T&E phase. WITs will not be reported as DRs unless they meet applicable DR criteria.

## 2.6 ORIGINATOR RESPONSIBILITIES.

2.6.1 The Originator discovers the deficiency, identifies its impact, and initiates reporting and exhibit processes. The Originator (normally a test team member) may be any individual who identifies conditions that limit or restrict an item or system from fulfilling its intended purpose. Whenever criteria are met, submit a WIT/DR regardless of whether materiel, property, software, or equipment is government or contractor furnished.

2.6.2 The draft report should provide a detailed problem description focused on only one problem. For system integration deficiencies or when deficiencies are linked by multiple failures, reports should be against an end item and reference subordinate reports. When submitting a single report conveying multiple occurrences of the same deficiency, ensure that all required information is included. WITs/DRs must be a stand-alone document that presents a clear picture of the deficiency and the consequences if not resolved.

2.6.3 Critical elements when documenting deficiencies include capabilities, requirements, and specification compliance. These include, but are not limited to:

2.6.3.1 Test Conditions and Results. Describe the test conditions, quantitative and qualitative results, and the deficiency, so the problem will be understood by those generally familiar with the weapon system. Drawings and photographs, as enclosures, are appropriate to enhance the description of the deficiency and to increase clarity.

2.6.3.2 Mission Impact. Clearly define the significance of the deficiency, the effect on system performance, and the potential impact on operational safety, operational suitability, and operational effectiveness with respect to the primary or alternate missions.

2.6.3.3 Cause Analysis. If known, include the information and analysis to isolate the problem to a specific possible cause factor. May reference other technical documents, as necessary.

2.6.3.4 Remedial Action Taken. If a deficiency has an interim solution or a work around procedure is established to continue testing, describe the remedy. Additionally, state opinion on the suitability of that remedy as a permanent correction to the deficiency.

2.6.3.5 Capabilities Requirements Document. For each deficiency that failed to meet the Capabilities Requirements Document requirements, list the threshold value, the actual value, and the impact of the deficiency upon employment or the next phase of testing.

2.6.3.6 Classification. Ensure the draft DR does not contain classified or sensitive information. If classified or sensitive information is required to substantiate or support the DR, ensure information is provided under the applicable information security guidelines of AFI 31-401 and other 31 and 37 series AFIs.

2.6.4 Exhibit Handling and Processing. Identify, segregate, tag, and secure the applicable exhibits along with any associated items, equipment, material, media or paperwork. Process the exhibit and supporting material IAW [Chapter 6, Exhibit Handling and Processing](#) and locally established exhibit processing procedures. When the contractor owns the materiel, the PM and contractor will determine the need for any materiel (exhibits) required for deficiency analysis.

2.6.5 Forward the draft DR with supporting data to the Originating Point within 24 hours for Category I DRs and within three days for Category II DRs.

## 2.7 ORIGINATING POINT RESPONSIBILITIES.

2.7.1 The T&E Originating Point is the test director (or designated representative) who has overall control of the system being tested. They ensure all suspect/deficient conditions are identified, submitted as WITs/DRs as appropriate, and are sufficiently resolved to satisfy WIT/DR criteria. They also ensure exhibit handling and processing is conducted IAW with this TO and local and/or PM established procedures.

2.7.2 The Originating Point will ensure the WIT/DR is valid, accurate and complete (e.g., sequence of events, details of the problem, recommendations, etc.). If the condition does not meet DR submission criteria, determine if additional information is required or if an alternative process should be used, [Table 1-3, Conditions Not To Be Reported](#), for deficiencies which are excluded from the provisions of this TO.

2.7.3 Coordinate all safety-related DRs with the local safety office. For Mishap/HAP related DRs, reference the Mishap control number assigned by the submitting safety office in data element field i90 of DRs submitted by DREAMS or the Report Control Number (RCN) block of DRs using a message or SF 368 format. Include the name and contact information of the Mishap Investigating Officer. However, do not delay DR submittal to await transmission of the AFI 91-204 Mishap message.

2.7.4 The Originating Point will verify the Security Classification of the DR and handle IAW procedures established by the system Program Manager. Ensure DRs submitted to the DRIS database do not contain classified, source selection sensitive, competitive prototype, proprietary, or other sensitive information.

2.7.5 Validate or obtain item identification data by accessing D043A, Master Item Identification Data Base, FEDLOG and/or D086, Workload Mission Assignment System, (<https://www.msg.wpafb.af.mil/d086>) to determine management authority and proper routing of the DR. If required data is not available, contact the screening or Action Point responsible for the system.

2.7.6 Research historical records (DRs in the DRIS database, aircraft or system logs, etc.). Add any additional information required to substantiate the report.

2.7.7 Ensure the exhibit has been identified, secured, tagged and processed along with any associated items, equipment, material, or media IAW [Chapter 6](#) local and/or PM established exhibit processing procedures. If no exhibit is available, so state in the report (in DREAMS use the Detail/Problem Summary, field i340, and the Exhibit Submitter Holding Status, field i430).

2.7.8 If an obvious workmanship/manufacturing deficiency exists, the Originating Point, with the assistance of the Installation Supply Support Activity, should:

2.7.8.1 Identify any additional defective stock on hand and report the exact or suspected number of defective items. Tag all suspected materiel reported on the DR by attaching a DD Form 1575.

2.7.8.2 Classify, segregate, and control all suspected/known defective items in the appropriate suspended supply condition code pending full implementation of supply condition code Q.

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2.7.9 Prepare final DR in appropriate format; assign the Report Control Number (RCN); and submit the completed DR to the appropriate DRIS database via approved automated means in accordance with times prescribed in Appendix Q, [Table Q-1](#), DR Response Times.

2.7.10 Status Inquiries. The Originating Point will establish a systematic process to query and follow-up on the progress, status, and resolution of the DR after submittal by accessing the appropriate DRIS database/file.

2.7.10.1 Database queries should be made consistent with requirements for reviewing the status of Open DRs and are recommended daily, but required at least weekly.

2.7.10.2 The Originating Point will follow up on exhibit shipping instructions, requests for further information or supporting data request, request for verification, etc., as applicable. The DRIS database BASE PROC query is one recommended method to perform DR follow-up, but other processes may be used as well.

2.7.10.3 If no initial response or update is received from the Screening Point/Action Point by the status due date, the Originating Point will contact the Screening Point/Action Point to receive status. Initial response time goals are 24 hours for a Category I DR and 10 days for a Category II DR (see [APPENDIX Q, Table Q-1, DR Response Times](#)).

2.7.11 The Originating Point will update the Originator (and associate/deputy test director(s) for combined DT/OT) as significant events, such as status changes, investigation results, etc., occur.

2.7.12 Trend Analysis. The Originating Point shall establish a method to screen the DRIS database on a regular basis, monthly as a minimum, for trends associated with the weapon systems/subsystems under test.

2.7.13 Deficiency Report Resolution. Originating Points shall review closing action summaries for complete and thorough resolution. Originating Points should ensure the Originator or designated representative reviews and comments on proposed closing action summaries. Closing action disagreements should be staffed to the extent practical before the MIPRB proceedings. If resolution is not obtained the DR shall be disputed according to paragraph [4.9](#).

2.7.14 Credit Reversal. Refer to Para 3.6.15 for credit reversal procedures.

## 2.8 T&E DEFICIENCY REVIEW BOARD (DRB).

2.8.1 The T&E DRB will be convened by the DT&E/OT&E Originating Point, chaired by DT&E/OT&E test directors, and staffed by T&E personnel. To ensure a maximum interchange concerning DR actions and issues, the PM and operating command may be members of the T&E DRB. Attendees may also include members from supporting/participating commands and system contractor personnel. Attendees should be at a level equal to the DT&E/OT&E test directors and should be able to speak and commit for their organization. The DRB may be called Watch Item Review Board (WITRB) at discretion of local requirements.

2.8.2 The T&E DRB will determine the priority of DRs according to [Table 1-2, DR Category and Priority Determination](#). Prioritization is required for all Air Force acquisition programs beginning no later than the start of DT&E and continuing as long as T&E is being conducted.

2.8.3 The T&E DRB will rank order according to priority all open DRs unless the DR is verified by the Action Point as quality related (reference AFI 63-501, Air Force Acquisition Quality Assurance Plan).

2.8.4 The PM will consider the prioritized ranking of DRs as a statement of the tester and using command priorities. The PM analyzes the list in view of program factors and budget constraints and any recommended revisions will be discussed by the T&E DRB.

2.8.5 All priority 1A through 3B deficiencies (and when applicable their resolution response) will be briefed or forwarded to acquisition decision authorities at each milestone review.

2.8.6 At the completion of T&E, the lead operational MAJCOM project officer for each system, with input and support from the DRB, will validate any open DRs and prioritize them for resolution.

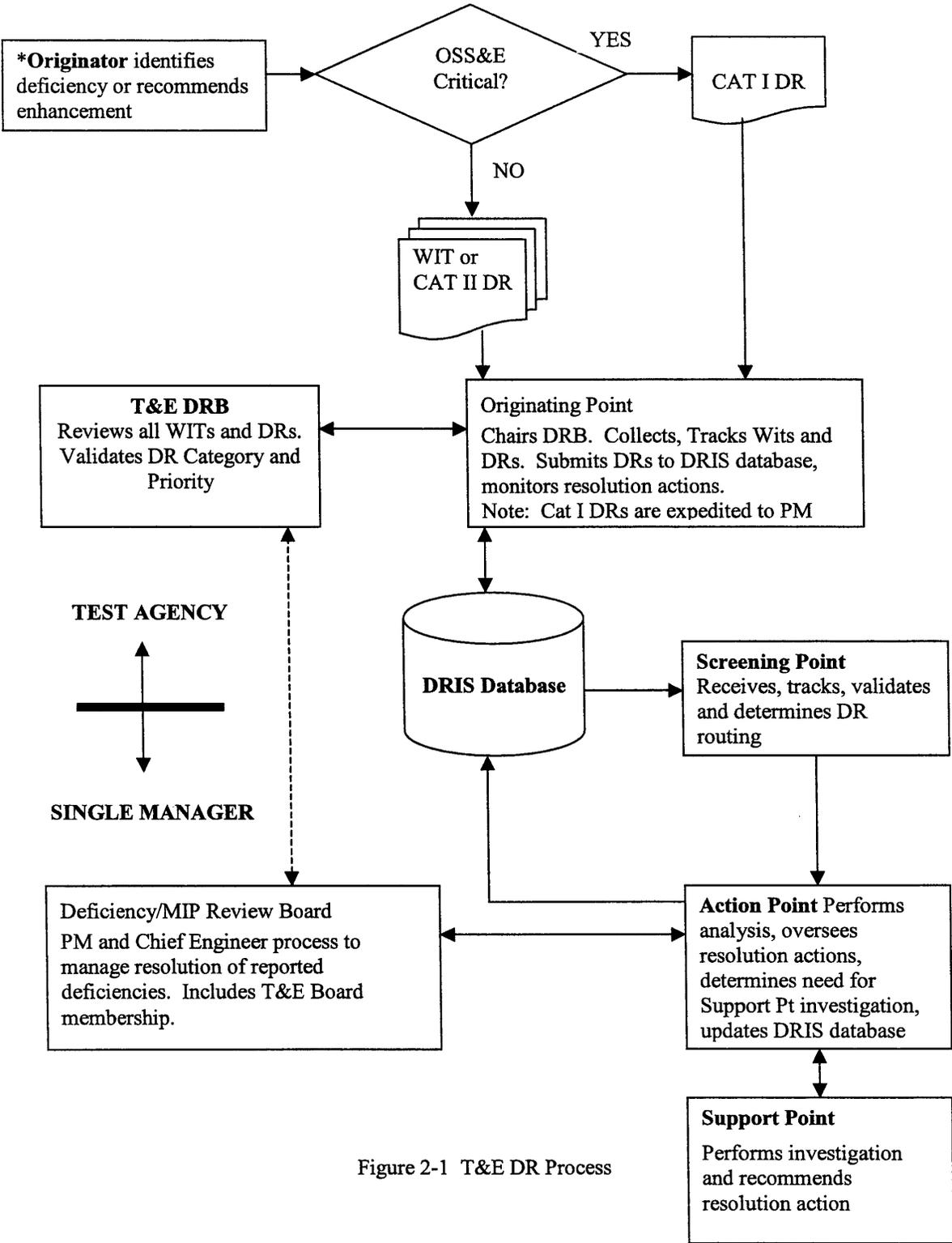


Figure 2-1 T&E DR Process

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Figure 2-1. T&E DR Process



## CHAPTER 3

# DEFICIENCY IDENTIFICATION AND REPORTING

### 3.1 PURPOSE.

3.1.1 This chapter provides a uniform method to communicate military and weapon system deficiencies that impact operational safety, operational suitability and operational effectiveness (OSS&E) of systems and their sub and/or support systems; to include trainers, test, and support equipment. Deficiencies shall be reported to the program management activity responsible to determine cause, take corrective action, and prevent recurrence.

3.1.2 This chapter includes processes to identify and report deficiencies and manage a local deficiency reporting (DR) program.

3.1.3 Originator and Originating Point are generic titles used to identify responsibilities for deficiency identification, reporting and local program oversight.

3.1.4 For software and data systems, the Program Manager may elect to use a Help Desk format, whereas a Help Desk and/or the local database administrator may perform some or all duties as both an Originator and an Originating Point.

### 3.2 SCOPE AND APPLICABILITY.

3.2.1 This chapter applies to all USAF and contractor members and organizations who operate or sustain all USAF owned or managed military or weapon systems, to include Joint systems, subsystems, and end items; to include trainers, test and support equipment; as well as vehicles, clothing, and textiles.

3.2.2 Originating points shall ensure local processes are established to promote knowledge of program methods; shall coordinate with supply and transportation activities to establish deficiency report exhibit handling procedures; shall coordinate with supply and financial resource administrators to establish credit/credit reversal processes; and will perform program self-inspection to improve processes.

### 3.3 CRITERIA, CATEGORY AND PRIORITY.

Deficiency reports will be submitted for conditions listed in [Table 1-1](#) that impact the Operational Safety, Suitability, and Effectiveness (OSS&E) of systems or equipment, according to the criteria in [paragraph 1.5](#) and [paragraph 1.6](#). Deficient conditions are categorized according to their impact to mission and/or safety using [Table 1-2](#), *DR Category and Priority Determination* and reported through DRIS to the appropriate managing activity.

### 3.4 ORIGINATOR RESPONSIBILITIES.

3.4.1 The Originator is responsible to identify, and document deficient conditions and ensure potential exhibits and supporting data are secured and available for evaluation.

3.4.2 The Originator will identify the potential deficiency, assess the impact and recommend the deficiency category and corresponding priority. If any doubt exists concerning the category of a report between Category I or Category II, it will be coordinated with the wing safety office and/or other authority to aid in assessment of the deficiencies impact.

3.4.3 The Originator will initiate the appropriate draft report using the established methodology; i.e., Deficiency Report Entry And Mail Submitter (DREAMS) format, SF 368, or equivalent worksheet.

3.4.4 The DR should typically contain a detailed problem description focused on only one problem and for software deficiencies, one program. For system integration deficiencies or when deficiencies are linked by multiple failures, reports should be against an end item and reference subordinate reports. When applicable, DRs may provide recommendations for fixing the problem.

3.4.5 The deficiency will include user/operator comments/observations to assist in substantiating the deficiency, if appropriate. Substantial comments will include point of contact information.

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3.4.6 Originators are strongly encouraged to provide digital files, photos, and/or other electronic media to further support the reported condition. Examples include digital photos of the reported item showing the extent and location of the deficient condition; photos that provide proof of manufacture, overhaul/repair, warranty data, condition tags, etc.

3.4.7 Reporting Deficiencies on Contractually Warranted Items. Submit a WDR on items that fail within the warranty period according to this TO and TO 00-20-3, [Chapter 5](#), unless prescribed otherwise by specific tech data requirements or warranty manager guidance.

3.4.7.1 Ensure the DR, DD Form 1575, Suspended Tag Material, and the DD Form 2332, Product Quality Deficiency Exhibit, are appropriately completed to reflect the contract number and warranty data.

3.4.7.2 Typically, WDRs submitted on warranted materiel that have routine failures during the warranty period, but do not indicate a quality, mission impacting, or safety deficiency, should include the words “information only” in the subject line.

3.4.7.3 When an initial failure occurs on new or newly repaired warranted products or when evidence of failure indicates a quality, mission impacting, or safety deficiency, the WDR should be considered as an action DR, potentially requiring exhibit investigation. In these situations the DR should be submitted using the type report that best reflects the condition, e.g., PQDR, MDR, MHAP DR.

3.4.7.4 Predetermined warranty exhibit disposition instructions should be sought/obtained to expedite the turn-in and shipment of information only WDR exhibits.

3.4.8 Reporting Deficiencies on Software or Data Systems. For software (to include aircraft Operational Flight Programs) or software data system deficiencies (SWDR), the Originator will validate the deficiency and its impact to the extent practical.

3.4.8.1 Normally, report and handle software deficiencies the same as hardware deficiencies. However, the use of modified SWDR procedures may be established to expedite their handling. If applicable, the local database administrator or other designated representative may validate, assist in resolving, or refer/report the deficiency directly to a Help Desk function or reporting database established by the system in question.

3.4.8.2 Software problems may not always be sufficient to stand alone as a deficiency report (DR), but may be used in the problem summary to help explain the cause of the deficiency. For software deficiencies, the Originator should relate the cause analysis to one or more software problems, if appropriate.

3.4.9 Reporting deficiencies on TCTO Kits. When a deficiency is noted against a TCTO kit, to include an item within the TCTO kit, the report will be submitted against the TCTO kit number (NSN field i100) to ensure that the TCTO Kit Manager is notified.

3.4.9.1 Deficiency reports shall be submitted against the TCTO kit when it does not meet the following minimum requirements:

3.4.9.1.1 All parts furnished must fit properly without force, except where noted.

3.4.9.1.2 All special tools and test equipment provided must fit without force and do the job for which intended.

3.4.9.1.3 After completion of the TCTO, the modified system or commodity must perform to the criteria prescribed.

3.4.9.2 TCTO kit integrity should be maintained; however, if the TCTO is underway, it is not necessary to hold the entire kit as an exhibit, only the deficient item(s) within the kit. If the exhibit is a component of a TCTO kit, the component NSN will be listed in I field 100 and the TCTO kit number will be reflected in the report NHA blocks and also referenced in the remarks section of accompanying tags. When obvious quality deficiencies are noted, TCTO kit screening will be accomplished on all issued kits to determine the extent of the condition.

3.4.9.3 In addition to a detailed problem summary, the DR shall also list the NSN of the failed part/parts, Type of TCTO, Command Document Control Number, TCTO Title, TCTO Number, Data Code Number, Kit Data Code Number, System/Commodity Designation and Serial Number on which the TCTO was being accomplished, and state whether the TCTO was verified or if verification was waived. Additionally the Originating Point should notify the MAJCOM/Lead Command and SPO as listed in AFPD 10-9.

3.4.9.4 Deficiency reports will not be submitted against the TCTO Kit for component failures that occur after the successful accomplishment of the TCTO unless the failure is suspected as being linked to the TCTO procedure, or if failure trends are seen on TCTO modified items.

#### 3.4.10 Reporting Mishap/HAP Related Deficiencies.

3.4.10.1 Submit DRs on known or suspected causes of Air Force mishaps/HAPs. This includes all mishap event categories as described in AFI 91-204. Coordinate all MHAP DRS with the Safety Investigation Board or Investigating Officer.

3.4.10.2 Ensure the Mishap Event Number or the HAP Control Number and if applicable, the associated Hazard Severity Category code are reflected in the report. If reporting using DREAMS, submit this information in field i90 and i92.

3.4.10.3 Coordinate with the Safety office to determine the contact information of the Safety Investigator or Cognizant Official for the Mishap/HAP deficiency. Include name, organization, phone number and email address. If reporting using DREAMS, submit this information in field i456 and i458.

3.4.10.4 Ensure the Safety Investigator or Cognizant Official for the Mishap/HAP DR approves the disposition of exhibits before they are shipped/processed from the originating activity.

3.4.10.5 Do not submit deficiency reports to obtain analysis of electronic media. The Mishap Analysis and Animation Facility (MAAF) at AFSC is the central Air Force activity for recovery, transcription, and analysis of FDR data in support of Air Force safety investigations.

3.4.10.6 MISHAP/HAP DRs will reference all related DRs in field I1590, Additional Information.

3.4.10.7 FOD/Mishap Cost Estimates. Engine related FOD/Mishap Cost estimates may be obtained by submitting OC-ALC/LP FORM 062, NOV 03 which may be obtained at <https://www/lpa.tinker.af.mil/Forms/LP062.pdf>. For situations where a deficiency report is submitted and a request is made in the problem summary of the DR, such as for an internal engine FOD evaluation, cost estimates will be provided in the closing summary of the deficiency report.

3.4.11 Reporting Dropped Object Deficiencies. Report any aircraft part, component, surface, or other item lost during aircrew operations from engine start to engine shutdown that is confirmed or suspected to be the result of a materiel or design deficiency. The DOR will reference the associated dropped object prevention (DOP) program report number, any resulting damages and the results of any further inspections performed as a result of the dropped object.

3.4.12 Exhibit Preparation and Processing. Identify, segregate, tag, and secure the applicable exhibits along with any associated items, equipment, material, media or paperwork. Process the exhibit and supporting material IAW [Chapter 6, Exhibit Handling and Processing](#) and locally established exhibit processing procedures. Ensure the Safety Investigator or Cognizant Official for the Mishap/HAP approves the disposition of exhibits before they are shipped.

3.4.13 Information Security. Ensure the DR does not contain privileged, classified, or sensitive information. If classified or sensitive information is required to substantiate or support the DR, ensure information is provided under the applicable information security guidelines.

3.4.14 Forward the draft DR with supporting data to the Originating Point within 24 hours for Category I DRs and within three days for Category II DRs.

### 3.5 ORIGINATING POINT RESPONSIBILITIES.

3.5.1 The Originating Point shall manage the locally established deficiency reporting program, serve as the focal point for all submitting organization tasks, and ensure exhibit handling and processing IAW with this TO and local procedures.

3.5.2 The Originating Point will ensure the DR is valid, accurate and complete (e.g., sequence of events, details of the problem, Originator's recommendations, etc.), submitted within timelines, and progress tracked through resolution. If the condition does not meet DR submission criteria, determine if additional information is required or if an alternative process should be used (See [Table 1-3, Conditions Not To Be Reported](#), for deficiencies which are excluded from the provisions of this TO).

**NOTE**

Although the DR may be submitted in varying formats; message, SF 368, etc., DREAMS is the preferred method. Appendix A provides specific data element format and descriptions for completing the DR. To learn more about DREAMS go to the INFOCEN Tools web page at <https://www.asc.wpafb.af.mil/infocen/tools.html>.

3.5.3 Coordinate all safety-related DRs with the local safety office, but do not delay submitting the DR submission pending transmission of the AFI 91-204 Mishap message.

3.5.4 Verify the Security Classification of the DR and handle IAW procedures established by the system Program Manager. Ensure DRs submitted to the DRIS database do not contain classified, source selection sensitive, competitive prototype, proprietary, or other sensitive information. If classified or sensitive information is required to substantiate or support the DR, ensure information is provided under the guidelines of the system Program Manager.

3.5.5 Validate or obtain item identification data by accessing D043A, Master Item Identification Data Base, FEDLOG and/or D086, Workload Mission Assignment System, (<https://www.msg.wpafb.af.mil/d086>) to determine management authority and proper routing of the DR. If required data is not available, contact the screening or Action Point responsible for the system.

3.5.6 Research historical records (DRs in the DRIS database, aircraft or system logs, etc.). Add any additional information required to substantiate the reported condition, to include trend data, and previous reports of the same deficiency.

3.5.7 Ensure the exhibit has been identified, secured, tagged and processed along with any associated items, equipment, material, or media IAW [Chapter 6](#) and locally established exhibit processing procedures. If no exhibit is available, so state in the report (in DREAMS use the Detail/Problem Summary field i340 and the Exhibit Submitter Holding Status i430).

3.5.8 Do not ship exhibit until the disposition instructions have been placed in the DRIS database DR record by the Action or Support Point. Refer to [paragraph 6.6.3](#) for information concerning holding of exhibits when disposition instructions are not received.

3.5.9 If an obvious workmanship/manufacturing deficiency exists, the Originating Point, with the assistance of the Installation Supply Support Activity (ISSA), should:

3.5.9.1 Identify any additional defective stock on hand and report the exact or suspected number of defective items.

3.5.9.2 Classify, segregate, and control all suspected/known defective items in the appropriate suspended supply condition code pending full implementation of supply condition code Q.

3.5.10 Prepare final DR in appropriate format and assign the Report Control Number (RCN) and submit the completed DR to the appropriate DRIS database via approved automated means in accordance with times prescribed in [Appendix Q, Table Q-1, DR Response Times](#).

3.5.11 Submitting Software Deficiency Reports. This paragraph is used to augment existing key processes and illustrate a logical flow of the software (to include aircraft Operational Flight Programs) and software data systems deficiency reporting and submission. Program Managers are permitted to tailor their processes as long as they are formally documented and administered consistent with this TO, DRIS reporting tools, and the preservation of OSS&E baselines.

3.5.11.1 The Originating Point (e.g., help desk, data base manager, system administrator, other) serves as focal point for submitting SWDR and may be the designated representative with overall control or responsibility for the system.

3.5.11.2 The Originating Point will ensure submittal criteria is met, supporting documentation is available if appropriate, and the SWDR is submitted through the established process to the reporting database.

3.5.11.3 The Originating Point will determine proper submission routing of the SWDR. If required information is not available, contact the organization responsible for the system to obtain specific reporting instructions.

3.5.11.4 Process applicable SWDR supporting data IAW the processes established by the software or data system Program Manager.

3.5.11.5 SWDRs requiring action by another DOD agency or component will be submitted to the appropriate Help Desk or data system. Where applicable, the Air Force Action Point will affect the SWDR transfer to the DOD Action Point.

### 3.5.12 AIR FORCE REPAIR ENHANCEMENT PROGRAM (AFREP) AND LATERAL SUPPORT DEFICIENCIES.

3.5.12.1 AFREP Procedures. If a deficiency involves an item that according to the serviceable tag was repaired under AFREP (AFI 21-123), the originating organization will perform a reverse post procedure and contact the responsible AFREP office to obtain exhibit disposition instructions. Upon receipt of disposition instructions the Originating Point will submit an Informational DR which includes exhibit disposition. Refer to para 4.5 and AFI 21-123 for additional information.

#### NOTE

Category II deficiencies repaired under AFREP will not be processed as condition code “Q” deficiency report exhibits. Credit for these items shall be returned from AFREP by initiating reverse post procedures.

3.5.12.1.1 The AFREP activity that originally repaired or obtained repair of the item will determine whether the noted condition matches the DR data, type of additional data needed to evaluate the condition, whether further investigation is needed for resolution, and the course of subsequent investigation/repair/replacement.

3.5.12.1.2 The repairing AFREP activity will ensure corrective/preventive actions are implemented if it is determined that workmanship; processes, methods or procedures were at fault. If significant root cause, corrective or preventive actions were noted the information should be provided to the Action Point for inclusion in the DR record.

3.5.12.2 Lateral Support Procedures. Lateral Support is defined as the receipt of an asset that reflects an Organization or Intermediate level certification on the DD FORM 1574/DD FORM 1574-1 Serviceable Tag. Category II “Lateral Support” deficiencies should be troubleshot/repaired by the receiving organization to the extent Organization or Intermediate level capabilities allow. The originating organization should contact the certifying organization to determine the depth of repair and if a deficiency report is determined to be applicable, it should be submitted against the specific component or shop replaceable unit that caused the deficiency.

3.5.13 Status Inquiries. The Originating Point will establish a systematic process to query and follow-up on the progress, status, and resolution of the DR by accessing the appropriate database. Inquiries are recommended daily, but required at least weekly. The GO21 BASPROC query is one method to update records with shipping information and provide additional information to the Action Point.

3.5.13.1 The Originating Point will comply with exhibit shipping instructions, ensure requests for further information or supporting data are completed, and if required follow-up on pending actions such as late disposition instructions, overdue DR acknowledgements, and languishing DRs, as applicable.

3.5.13.1.1 If no initial response or update is received from the Screening Point/Action Point by the status due date, the Originating Point will contact the Screening Point/Action Point to receive status.

3.5.13.1.2 Initial response time goals are 24 hours for a Category I DR and 10 days for a Category II DR (see [APPENDIX Q, Table Q-1, DR Response Times](#)).

3.5.13.1.3 Updates beyond the initial response shall be made as indicated by Action Point response or whenever significant events occur, e.g., status changes, review boards, etc, but should occur quarterly as a minimum (annually for those in Open Awaiting Funds status). Updates will include DRIS database fields i610, Next Update Due; and i1400, Action Summary.

3.5.13.2 The Originating Point will update the Originator as significant events, such as status changes, investigation results, etc., occur.

3.5.14 Trend analysis. The Originating Point shall establish a method to screen the DRIS database on a regular basis, monthly as a minimum, for trends associated with the weapons systems/subsystems within their organization. Fundamental Query and Manipulation (FQM) commands is covered in DRIS database tools training; further training information may be found at <https://www.asc.wpafb.af.mil/infocen>.

3.5.14.1 Trend reviews may include, but are not limited to the following current General and Assigned PROCS provided in the WEB-enabled DRIS: NSN Search, CrossTell and the MAJCOM Functional PROC (MFPOC).

3.5.14.2 Originating points are encouraged to create their own queries and program metrics to include a review of the Product Deficiency Quality Performance Indicator (PDQPI) (download from INFOCEN Home Page).

**3.5.15 Deficiency Report Reviews.** Originating points shall review action summaries for complete and thorough resolution. Originating points shall ensure the Originator or designated representative has an opportunity to review and if necessary challenge, action summaries (see paragraph 3.6 for disagreement resolution).

**3.5.16 Credit Reversal.** A request for credit reversal will be initiated by the Action Point if it is determined that an error was made determining performance expectations or for a misapplication of DRIS submittal criteria.

**3.5.16.1** The following are examples of when a credit reversal is appropriate:

**3.5.16.1.1** Item failed after designed use or following a reasonable period of service. When this statement is used it should be clarified with expected minimum performance criteria to preclude submission of similar failures.

**3.5.16.1.2** DR exhibit has been altered, e.g., seals broken or items cannibalized. However, this does not include authorized organizational maintenance such as adjustments to settings, fittings, etc., as long as a complete assembly is provided, e.g., no missing components. Units should document any authorized maintenance that was performed in an attempt to correct the deficiency.

**3.5.16.1.3** Failed to provide adequate technical data (problem summary details) for proper report analysis within 15 days of request. However, this does not include closing of a report for lack of contract numbers or requisition numbers.

**3.5.16.1.4** The exhibit cannot be evaluated because it was not shipped IAW the disposition instructions provided by Screening/Action Point. This does not include items that were shipped according to disposition instructions but the item was not received at the delivery destination.

**3.5.16.1.5** The DR does not meet submittal criteria.

**3.5.16.2** The request for credit reversal is initiated by the Action Point by entering a “Y” in field i1455 of the DRIS database deficiency report record and changing the report status from Open to Credit Reversal or “Open CR”. Rationale for the credit reversal will be documented within the closing summary. This process generates an automatic email notification to the Originating Point that a credit reversal request has occurred.

#### **NOTE**

Investigation results such as no trend established, isolated case, item previously investigated, or no defect found are invalid reasons for credit reversal action.

**3.5.16.3** The credit reversal must occur or the dispute resolution initiated within 15 days of the initial request. Failure to take action on a credit reversal request will trigger an alert to the Originating Points MAJCOM POC that a credit reversal action is overdue.

**3.5.16.4** The Originating Point will concur or non-concur with the request for credit reversal and update field i1590 of the DRIS database deficiency report record. Provide rationale to support nonconcurrency, as applicable. If consensus on the credit validity cannot be reached, the dispute resolution process (paragraph 3.6) shall be initiated.

**3.5.16.5** To initiate a credit reversal, the Originating Point will notify the servicing Supply organization to perform the reverse post procedure. Supply will coordinate with the resource advisor to ensure funds availability and upon successful credit reversal, will provide validation to the Originating Point who shall then enter the “Date Credit Reversal Accomplished” in field i1457. Upon entering the date in i1457, the status will be automatically changed to “Closed A”.

**3.5.16.6** Originating points shall investigate and implement corrective actions to prevent recurrence of reports closed due to misapplication of submission criteria, failure to provide adequate data for analysis, or lack of an exhibit.

### **3.6 DISPUTING DR RESOLUTION ACTIONS.**

**3.6.1** When the Originator/Originating Point disagrees with the DR response, resolution, or credit reversal request, the Originating Point will contact the appropriate Screening Point or Action Point within 15 days of the contested action to attempt resolution of the disagreement at the lowest level.

**3.6.2** If the disagreement cannot be satisfactorily resolved, the Originating Point shall document justification for the disagreement in I1590 and elevate the disagreement to their command POC for guidance.

3.6.3 At the discretion of the command POC (or MIPRB member), the report may be placed in a status code “Open Dispute (Disp)”, through coordination with the SPOCO, File or database manager, until the report disagreement is satisfactorily resolved.

3.6.4 When a report is placed in a “Open Disp” status, the applicable organization will have 30 days to substantiate their rationale for the disagreement. If resolution does not occur within 60 days after placement in this status the report will be elevated to the next higher level for resolution.

### 3.7 PROCESS SATISFACTION FEEDBACK.

Both formal and informal feedback is essential to the health of the system. Just as a DR provides feedback on the quality of military or weapon systems, the Deficiency Reporting and Investigating System itself requires feedback from its customers to improve reporting and resolution processes.

#### **NOTE**

The Process Satisfaction Feedback should not be mistaken for formal rebuttal of closure actions intended for paragraph 3.6, Resolution of Disagreements.

3.7.1 Informal feedback may be provided at any time. Originating points are encouraged to develop a working rapport with Screening and Action Points; contact information is displayed in i450, i455 and i460, or i1090 and informal communication is encouraged.

3.7.2 The Originator/Originating Point has an opportunity to rate each deficiency report in the five major areas of the DR process (Status Updates, Disposition Instructions, Results of Investigations, Corrective Actions, and Timeliness). Feedback helps identify problems and implementing process improvements.

3.7.3 Formal Customer feedback is due within 45 days of closing status; notice of closing action and feedback instructions are emailed to the Originating Point. Feedback rated “somewhat satisfied” or below requires process improvement comments.



## CHAPTER 4

# DEFICIENCY REPORT PROCESSING, INVESTIGATION AND RESOLUTION

### 4.1 PURPOSE.

4.1.1 This chapter provides policy, responsibilities, methods and procedures to formally establish and communicate, consistent with the requirements of this TO and OSS&E baselines, a systematic method to define, manage, investigate and resolve reported deficiencies.

4.1.2 This chapter applies to all USAF systems, to include Joint systems, subsystems, and end items; DRIS processes shall be established not later than acquisition design baseline; and will continue throughout the system life cycle.

4.1.3 This chapter, in conjunction with [Chapter 5](#) also applies to the resolution of deficiencies reported by participants of the Technical Coordination Program (TCP) and the International Engine Management Program (IEMP) governed by AFMAN 16-101, Letter of Offer and Acceptance (LOA), and/or individual FMS case provisions such as TCP/IEMP agreements, and Multi-National Configuration Management Plan agreements.

### 4.2 SCOPE AND APPLICABILITY.

4.2.1 AFMC and AFSPC Center Commanders and USAF Program Managers, assisted by Program Managers/Directors and their Chief or Lead Engineers, will support and further define where applicable, the processes established by this chapter.

4.2.2 Systems and/or programs requiring Service Level Agreements (SLA) will ensure the SLA addresses Deficiency Reporting and Investigating System (DRIS) processing, investigation, and resolution requirements. DRIS requirements should be incorporated as integral processes within the system OSS&E and Configuration Management plans.

### 4.3 DRIS MANAGEMENT.

4.3.1 The administration of DRIS processes for a particular system, program, or directorate is defined by the PM, consistent with this TO, other complimentary guidance, and local processes. When more advantageous to the program, the PM may set up their DR system jointly with one or more other PMs. However, such joint systems must provide the same management visibility and control as intended by an individual program.

4.3.2 The following key positions provide for the management and oversight of deficiency report processing, investigation, and resolution.

4.3.2.1 AFMC/AFSPC CENTER SPOCO. Each Center shall establish a single point of contact office (SPOCO) to administer the Center DRIS program. SPOCOs ensure standardized Center processes to support the Directorates and Program Manager to the extent practical and provide active oversight of the Center DRIS program. The SPOCO shall:

4.3.2.1.1 Define and maintain awareness of key Center-level DRIS metrics, trends, and processes to include exhibit handling/processing and DR timeliness. ALC SPOCOs will perform analysis to monitor overall process and center performance with the purpose of ensuring policy compliance and developing DR process improvements for both organic and Depot Maintenance Interservice Support Agreement (DMISA) contracted workload.

4.3.2.1.2 Ensure minimum training requirements are communicated to individuals assigned to screening, action and support point responsibilities. SPOCOs coordinate and schedule HHQ level provided tools and process training as required.

4.3.2.1.3 Provide mediation of MAJCOM POC disputed DR actions.

4.3.2.1.4 Support and promote DRIS workshops and advisory council meetings, as well as conduct recurring center level DRIS meetings and promote process improvement.

4.3.2.1.5 Measure program compliance through self-inspection and advocate improvements within their Center and the DRIS.

4.3.2.2 PROGRAM MANAGER (PM). Program Managers are responsible for implementing the deficiency reporting and investigating system (DRIS) for their weapon, military system, or end item IAW this TO and consistent with the preservation of Operational Safety, Suitability, and Effectiveness baselines. Program Managers may tailor their DRIS for a particular

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program or system to the unique aspects of the program while conforming to the requirements of this TO. The PM may delegate responsibility to lateral organizations, such as the Supply Chain Manager, to investigate and resolve deficiencies on items managed by them. However, the PM shall maintain accountability of the actions and activities affecting the weapon system/end item. Delegation shall be documented to ensure understanding of responsibilities, engineering, and program management authority. Specifically the PM shall:

4.3.2.2.1 Establish requirements for the official DRIS Database not later than system acquisition design baseline and implement processes to track and control the resolution of the DRs/MIPs for the systems/subsystems they manage.

4.3.2.2.2 Manage program metrics/trends, measure program compliance, and advocate DRIS improvement within their area of responsibility.

4.3.2.2.3 Ensure active oversight and awareness of DR status impacting their system, regardless of where the DR is assigned for resolution.

4.3.2.2.4 Establish recurring Materiel Improvement Project (MIP) Review Boards (RB) and other mechanisms to consider ongoing or recommended actions on DR/MIPs.

4.3.2.2.5 Designate Screening/Action Point(s) as appropriate to provide administrative support for MIPRB processes.

4.3.2.2.6 Establish an interface with the Federal Aviation Administration's (FAA) Flight Standard Difficulty Program when a military aircraft or engine system has a civilian counterpart. Contact the Aviation Standards National Field Office, Maintenance Support Branch, AFS-640, P.O. Box 25028, Oklahoma City OK 73125, Com 405-954-6495, to set up procedures for providing relevant DR data to the FAA and for obtaining relevant Service Difficulty Report data from the FAA.

4.3.2.3 CHIEF/LEAD ENGINEERS. Chief/Lead Engineers are integral members of the DRIS program for their system. They support Program Manager established DRIS processes, specifically providing technical oversight and direction for risk analysis and impact mitigation of deficiencies against their assigned system. Chief/Lead Engineers shall:

4.3.2.3.1 Be a permanent member of the DR/MIP Review Board.

4.3.2.3.2 Maintain active oversight of all Category I and Mishap/HAP deficiencies; approve their mitigation actions, ensure timely investigations, and will approve final deficiency report resolution.

4.3.2.3.3 Ensures the appropriate subject matter expert review and timely resolution of all DRs.

4.3.2.3.4 Ensure awareness of overall DRIS program status, metrics/trends, program compliance, and advocate DRIS improvement within their area of responsibility.

4.3.2.3.5 Establish valid exhibit investigation criteria in concert with the materiel management team to ensure exhibit investigations provide intended value. Receipt of a DR is not (in itself) sufficient reason for an investigative project. Restrict investigations to those situations involving new failure modes, suspected safety of flight defects, workmanship, warranty failures on new or newly reworked items, requests by safety investigation authorities, or as required by specific trend analysis conclusions. Once a decision to perform an investigation is made, it is essential to maintain asset visibility to ensure investigations are expeditiously performed and provide the intended value.

4.3.2.4 DATABASE/FILE MANAGERS. The Database/File Manager manages and controls access to the database file established for their program. They serve as the single face to the customer for administrative issues and concerns involving their database or file and validate requests for database improvements.

4.3.2.5 SCREENING POINTS. Screening Points are the receiving activities designated 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 the Center's DR program. Aeronautical, Armament, Electronic Systems Center, and the Space and Missile Systems Center Screening Points are typically assigned by their individual program offices.

4.3.2.5.1 Screening points review DRs for proper categorization, validity, and correctness of entries, accuracy and completion of information addresses.

4.3.2.5.2 They assign the DR to the proper Action Point within or outside the organization and/or service component, establish routing and tracking mechanisms, and maintain an audit trail for each DR.

4.3.2.6 **ACTION POINTS.** Action point(s) are assigned by the Program Manager, Program Director, or equivalent and typically administer the DR process on assigned DRs. They perform resolution oversight of DRs by working in conjunction with in-house and Support Point subject matter experts such as item or inventory managers, equipment and quality specialists, engineers and contractors. They serve as the Service Screening Point for DRs transferred for resolution across component lines and must be aware of their requirements IAW AFI 21-115, Product Quality Deficiency Report Program.

4.3.2.7 **SUPPORT POINTS.** The Support Point assists the Action Point by conducting investigations, trend analysis, exhibit processing, and recommending and implementing corrective and/or preventive actions. Support Points maintain active oversight of DRs assigned to them, specifically those involving Category I deficiencies. Once the exhibit is inducted, they provide accurate and timely status updates to Screening and Action Points. Support Point managing activities monitor program metrics/trends, measures program compliance, and advocates improvement within their activity and the DRIS.

#### 4.4 DR RECEIPT, ASSIGNMENT AND ACKNOWLEDGEMENT.

4.4.1 The Screening Point establishes procedures for the review, validation and routing of deficiency reports to the activity responsible for resolution. Specific Screening Point organization and responsibilities will be established by the AFMC Logistics Center SPOCO or AFMC/AFSPC System Program Office. Whether performed by the Action Point or the Screening Point, the actions included in [Table 4-1](#) shall be performed.

**Table 4-1. DR Validation Actions**

<b>Condition</b>	<b>Screening/Action Point</b>
Inadequate information on form	Contact Originator/Originating Point to obtain required information and/or enter data from local/in-house sources
Incorrect category classification	Confer with responsible engineering authority and upgrade or downgrade category classification as appropriate. Attempt to obtain consensus with the Originator/Originating Point. Document justification/explanation within the report record.
Investigation already in progress from prior report	Provide Action/Support with additional information including quantities requiring instruction, create and/or repeat to Master DR/MIP.
Like investigation completed	Provide Action/Support Point any additional information and request disposition instructions for additional quantity.
Deficiency induced by user/operator	Prior to dismissing the DR as invalid, consider possibility of defect in item design, incorrect tech data or handling instructions, or defective packing materials.
No exhibit available	Check available stock for like deficiencies and/or check with Originator to see if any additional data is available to confirm the defect. Credit may or may not be valid dependent upon reason for exhibit unavailability.  If initial investigation indicates further study is warranted, determine if the deficient condition can be verified without an exhibit investigation. Check with Originator to see if any additional data is available to confirm the defect. If confirmation cannot be established or if specific detailed narrative is not available, treat the DR as information only.
Deficiency encountered on material delivered on contracts which records are no longer available	Process DR for possible investigation and screening of assets.  Note: Contractor liability, though important, is secondary to preventing recurrence.

Table 4-1. DR Validation Actions - Continued

Condition	Screening/Action Point
Deficiency involves premature failure (other than new or newly overhauled product)	Forward to Action Point for possible engineering investigation and corrective action.
Non-contractor responsible deficiency	Process DR for possible investigation by another activity and consider screening of remaining assets. Note: Contractor liability, though important, is secondary to preventing recurrence.
Involves warranted materiel	Typically, WDRs submitted on warranted materiel that have routine failures during the warranty period, but do not indicate a quality, mission impacting, or safety deficiency, should be considered as information only. Predetermined warranty exhibit disposition instructions should be sought/obtained to expedite the turn-in and shipment of information only WDR exhibits unless other instructions exist in the contract.  When an initial failure occurs on new or newly repaired warranted products or when evidence of failure indicates a quality, mission impacting, or safety deficiency, the WDR should be considered as an action DR.  Process DR for possible investigation and screening of assets.
Improper storage	When storage problem was at a depot and not a field activity, forward to Materiel/Item Manager for action  When storage damage by user, close the DR as invalid and suggest the user seek resolution through the SF364 Supply Discrepancy Report process.

4.4.2 DRs on Time Compliance Technical Order (TCTO) Kits: DRs received against items on TCTO kits will be forwarded to the kit manager for resolution.

4.4.3 Misrouted Reports/Transfer of Action Point Responsibility. When a misrouted DR is received, transfer the DR to the responsible File/Database/Action Point by forwarding, electronic retransmission, or by internal DRIS database transfer as soon as possible, but not later than two hours for Category I DRs or one day for Category II DRs. Category I DRs should be coordinated and receipt verified by phone, fax, email, or other effective electronic means.

4.4.4 Mishap/HAP (MHAP) DRs. MHAP DRs require expedited handling and processing to support the investigation efforts of the Safety Investigation Board. Ensure processes are in-place to meet AFI 92-104 (para 2.5) goals for MHAP DR investigation. Action Points should coordinate with the designated Investigating Officer/Originating Point to keep them apprised of resolution actions when they are expected to exceed recommended timeline goals.

4.4.5 Manual DRIS Database Entry. Manually input DRs received by mail, message, fax, telephone, etc., into the appropriate database. Acknowledgments, exhibit disposition instructions, updates etc., to DRs that have been submitted via manual methods, will be made by mail, message or other appropriate means back to the Originating Point (and appropriate information addressees).

4.4.6 Validating the Deficiency Report. Upon receipt, the Action Point reviews the categorization and meets the qualifications of this TO. Category I reports will include a mission or operational impact statement, validated at the appropriate level within the submitting organization, which outlines the specific impact to safety/mission.

**NOTE**

If a disagreement exists as to the report category, seek consensus with the Originating Point/DRB prior to changing the report category. If unable to reach agreement, the PM under advisement of the chief engineer, may establish the report category. During T&E, the report category will not be changed without consensus of the MIPRB.

4.4.6.1 Category I DR. All Category I DRs will be acknowledged as soon as possible, but not to exceed 24 hours of receipt. The Program Manager of the deficient system/item shall establish procedures to ensure that an immediate response is made to a Category I DR; that the Chief Engineer approves the mitigation action; and, that the response ensures risks are mitigated and impacts to the mission are limited or resolved. Acknowledgement shall be in an official medium with the appropriate urgency to provide notification to the Originator and other affected organizations.

**NOTE**

Acknowledgement to a Category I report will be in official medium which may include but is not limited to a system advisory notice, or heads-up message, and may be followed up by other means such as a Technical Order Interim Safety, Operational Supplement, or a Time Compliance Technical Order (TCTO).

4.4.6.1.1 The acknowledgement shall provide mitigation or acceptance of risk associated with the mission impact and/or safety issue until a resolution is determined and fielded. Mitigation may include accepting the risk

4.4.6.1.2 Acknowledgement may be acceptance of risk; an approved work-around; restrictions to the usage of the item, such as aircraft grounding or flight envelope restriction; and/or an inspection TCTO to determine the full impact of the Category I condition.

4.4.6.1.3 Ensure all acknowledgement and resulting actions are documented in the DR database record.

4.4.6.1.4 The PM or representative will notify the Material Safety Program Manager (MSPM) of any Category I DRs (reference AFI 91-204, Safety Investigations and Reports, AFMC Supplement 1).

4.4.6.1.4.1 The MSPM will access DRIS Database for safety implications on Category I reports and assign action numbers where appropriate for tracking through the DB10 Safety System.

4.4.6.1.4.2 When the MSPM and PM determine it is appropriate, the MSPM will assign an action item number for tracking in the Materiel Safety Task Group (MSTG), unless the Category I DR is already being tracked in a Mishap Report.

4.4.6.2 Category II DR. Acknowledge all Category II DRs within 10 days of receipt.

4.4.6.2.1 Anyone who reviews a Category II DR and determines it is safety related should immediately alert all concerned by the fastest, most effective means. Those concerned may include, but not be limited to the MSPM, the PM, the Chief/Lead Engineer, any Support Points involved, the Action Point, the Screening Point/SPOCO, the appropriate Database/File Manager, and the Originating Point.

4.4.6.2.2 A DR may be upgraded to a Category I when warranted. This action will be recorded in the DRIS database field i60, and an explanation given in i61, and i1400 or i1590.

4.4.7 Cross-Component Reporting. The USAF Action Point becomes the Service Screening Point when DRs are forwarded to other DOD components for resolution. Retain Service Screening Point responsibility for those DRs forwarded across component lines for investigation under AFI 21-115, Product Quality Deficiency Report Program. Familiarity and compliance with AFI 21-115 is required for those performing cross-component reporting tasks.

4.4.8 Materiel Improvement Projects (MIP). A MIP identifies a planned effort to investigate and resolve deficiencies or proposed enhancements. It implies an extraordinary effort to monitor and control related actions. It may require an extended effort and/or involve multiple agencies.

4.4.8.1 Examples of where a MIP would be applicable are on system integration situations, where a deficiency reported on a single component involves corrective actions on multiple components or items within a system. Another example would be where multiple DRs have been submitted on a single item. A Master MIP may be created and all related deficiencies will use the "repeated" status, which allows attaching all related reports to the Master MIP. Updates to the Master will update all associated DRs.

4.4.8.2 A MIP may also provide the Center SPOCO a method to track the DR throughout its life cycle. Therefore, each Center may use the MIP assignment process as best needed, as long as it is documented as a Center level process.

4.4.8.3 The Screening/Action Point will assign a MIP number per Appendix A and validate the priority established by the Originator.

#### **4.5 AIR FORCE REPAIR ENHANCEMENT PROGRAM (AFREP) AND LATERAL SUPPORT DEFICIENCIES.**

4.5.1 The Air Force Repair Enhancement Program (AFREP). AFREP optimizes Air Force resources by increasing the wing-level repair capability of aerospace parts and equipment. AFREP enables the repair of certain items if the repair of the item is cost effective without risk to mission performance. This program encourages innovation, ingenuity and resourcefulness by allowing organizations to identify items for base level or contract repair. AFREP is not intended to replace any formal repair process but to enhance localized repair capability.

4.5.1.1 If the reported condition involves a Category II initial failure of an item, that according to the serviceable tag was repaired under AFREP (AFI 21-123), the Originating organization will contact the responsible AFREP office to obtain exhibit disposition instructions. Upon receipt of instructions the Originating Point will submit an Informational DR which includes exhibit disposition.

#### **NOTE**

Category II deficiencies repaired under AFREP will not be processed as condition code “Q” deficiency report exhibits. Credit for these items shall be returned from AFREP by initiating reverse post procedures.

4.5.1.2 The AFREP activity that originally repaired or obtained repair of the item will determine whether the noted condition matches the DR data, type of additional data needed to evaluate the condition, whether further investigation is needed for resolution, and the course of subsequent investigation/repair.

4.5.1.3 The AFREP activity is responsible to ensure corrective/preventive actions are implemented if it is determined that workmanship; processes, methods or procedures were at fault. If significant root cause, corrective or preventive actions were noted the information should be provided to the Action Point for inclusion in the DR record.

4.5.1.4 The Action Point shall be responsible for Category I DRs and to identify trends or potential problems indicated by Category II deficiencies that may require an engineering review of AFREP repair results and repair authorization. For example, if reported problems indicate a safety/mission impact or trend, the Action Point, through coordination with the AFREP office and the repair approval authority, will review processes and procedures to re-validate the repair authorization.

4.5.1.4.1 The Action Point may assign investigation (Support Point) responsibilities to the AFREP activity that repaired, overhauled, contracted, or manufactured the item, or may elect to perform an independent investigation.

4.5.1.4.2 The Support Point will determine whether the noted condition matches the DR data, type of additional data needed to evaluate the condition, whether further investigation is needed for resolution, and the course of subsequent investigation.

4.5.2 Lateral Support Procedures. Lateral Support is defined as the receipt of an asset that reflects an Organization or Intermediate level certification on the DD FORM 1574/DD FORM 1574-1 Serviceable Tag. Category II “Lateral Support” deficiencies should be troubleshot/repared by the receiving organization to the extent Organization or Intermediate level capabilities allow. The originating organization should contact the certifying organization to determine the depth of repair and if a deficiency report is determined to be applicable, it should be submitted against the specific component or shop replaceable unit that caused the deficiency.

#### **4.6 WARRANTY MANAGER RESPONSIBILITIES.**

4.6.1 Warranty procedures are uniquely tailored to individual programs and systems. The warranty manager, in conjunction with the affected PM, shall establish warranty guidance and communicate the guidance among the appropriate using communities.

4.6.2 The warranty manager is the Action Point for warranted items. They are responsible for management of warranty property and will ensure warranty provisions are considered to avoid unnecessary duplication or conflict with contractual requirements of warranties.

**NOTE**

Because an item is under warranty does not negate the requirement to satisfactorily resolve an identified deficiency. If an adverse trend or high failure rate develops, an investigation should be performed. When safety issues are identified correction of the unsafe condition will be the primary concern. This may require disregarding warranty provisions and subsequent voiding of the warranty on the exhibit to perform an investigation.

4.6.3 Investigations shall be performed on Category I or safety related reports involving warranty items. Warranty deficiencies identified as safety related or involving failures on new or newly reworked material shall be treated as an action DR requiring initial investigation (see paragraph 4.7.2).

4.6.4 Category II warranty deficiencies on other than safety related and new/newly-reworked material shall be processed according to the individual item warranty plan.

4.6.5 The warranty manager shall use the DRIS database to monitor items for adverse trends or high failures. If an adverse trend or high failure rate develops, the warranty manager should establish a Materiel Improvement Project (MIP), perform a failure analysis, and determine the appropriate course of action.

4.6.6 The warranty manager shall establish pre-determined exhibit disposition instructions for routine warranty failures when appropriate. An example of when pre-determined instructions are applicable would be when the DR is a category II report and is a result of other than safety or an initial failure on a new or newly reworked material. This process allows the immediate disposition of warranted materiel without unnecessarily holding the asset pending Action Point shipping instructions. In these situations, the predetermined instructions should include direction to allow the asset to be processed first as a Q condition to generate the credit for warranty items (AFMAN 23-110 V1, Part 1, Chapter 7, para 7-9.1.6, Warranty Assets Under DIFM control customers are given credit at exchange price for assets covered by a warranty), and then to change the condition code to the appropriate repairable status.

#### 4.7 DEFICIENCY REPORT INVESTIGATIONS, EXHIBIT DISPOSITION, AND ANALYSIS.

4.7.1 Action and Support points play pivotal roles in the timely implementation of resolution processes. They ensure valid determination for exhibit investigations or other actions are warranted, that timely exhibit shipping instructions are provided, expeditious exhibit inductions occur, meaningful investigations are performed and recommendations are made to prevent deficiency recurrence. The following guidelines (in conjunction with Chapter 6) provide a summary of key processes required to determine exhibit disposition, investigation, and analysis.

4.7.2 The designated Action Point shall perform an initial evaluation of the reported deficiency. In cases where the Action Point does not have the appropriate subject matter expertise they will seek assistance from an Equipment Specialist, Engineering, Users/Operators, or other Support Point assistance as required, e.g., engineering, technical support, contractor, other logistics or product centers, or other DOD component personnel.

**NOTE**

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.

4.7.2.1 The initial evaluation will determine the extent of the reported deficiency and depth of the subsequent investigation, if warranted. Action points will follow-up with the Originating Point if additional information is needed. For Technical Coordination Program or International Engine Management Program (TCP/IEMP) deficiencies, the Action Point shall direct all requests for additional information to the TCP/IEMP Screening Point.

4.7.2.2 The initial evaluation will include a review of the DRIS database for failure/trend data and if applicable, will also include reviews of test data, problem reports, supply demand, and other reliability and maintainability data.

4.7.2.3 Infrequent or first time occurrences should be evaluated thoroughly enough to ensure that the deficiency is not a result of a new failure mode or aging aircraft issue which may have safety or supportability implications.

4.7.2.4 If the same deficiency has been reported on a prior deficiency and investigation actions are pending, or if actions have been taken to resolve the reported condition, an exhibit investigation may not be warranted. However, as a minimum, it should be repeated to the existing DR/MIP to create a Master DR/MIP.

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4.7.2.5 Deficiencies that are reported as an initial failure after supply issue or other short duration failures should be evaluated for trends to determine if failure rates are within acceptable standards and if repair/maintenance activity processes are adequate.

4.7.2.6 The appropriate DCMA and/or the repair/overhaul activity will be provided a copy of DRs on all items reported as an initial failure after supply issue, regardless of the decision to perform an exhibit investigation.

4.7.2.7 When trends indicate, field, organic and/or contractor repair processes may require review to improve reliability and determine the root cause associated with deficiencies where no defect is found.

4.7.2.8 Enhancements are a normal process of requirements evolution. Deficiencies that are determined to be out of scope will not be closed without consideration to the deficiencies' impact to OSS&E. This is especially important during the acquisition cycle to ensure proposed enhancements are considered as early as possible in system development to reduce cost, shorten development cycles, and improve system performance.

4.7.3 Exhibit Disposition. Exhibit disposition instructions are required regardless of the requirement for exhibit investigation. The Action Point will provide exhibit disposition instructions to the Originating Point as soon as possible, but NLT 30 days (60 days for cross-component reporting) after input of the DR.

4.7.3.1 Instructions may initially be to hold the exhibit pending investigation determination, but should not exceed 30 days in a hold status (60 days for cross-component reports). However, "Hold" is not an exhibit disposition and does not satisfy the intent of the exhibit disposition goal.

4.7.3.2 The goals for providing disposition instructions are within one day for a Category I DR and within 10 days for a Category II DR. Disposition instructions (ship for investigation or turn-in according to condition) will not be provided until after the exhibit need has been determined. To avoid unnecessary shipping and handling expenses do not direct the exhibit from a base holding activity to a Depot warehouse unless an investigation will be conducted (for exception see paragraph 4.7.3.3).

4.7.3.3 Deficiencies reported by NASA and other Cross-Component Organizations. To enable the credit process, direct the submitting organization to ship qualified exhibits in condition code Q status to the appropriate depot holding facility regardless of whether an investigation is to be performed. Once the exhibit is received at the depot holding facility it may be investigated or processed according to condition as determined by the Action Point.

4.7.4 Exhibit Not Requested. If the deficiency is valid, but the exhibit is not required for investigation, enter "N" in DRIS database field i630, annotate the reason for not requesting the exhibit and note in the DRIS Database record that the DR is accepted, but the exhibit is not required for investigation.

4.7.4.1 Examples of when exhibits may not be required includes when evaluation reflects a pending or in-work, or recently completed investigation on a like failure; where insufficient data or trends do not support an investigation, where warranties are applicable and the DR is a result of other than an initial failure on a new or newly reworked item; and on invalid reports.

4.7.4.2 If the exhibit investigation is not required, instruct the Originating Point to remove all tags and documents identifying the exhibit as a deficiency report exhibit, replace them with the appropriate 1500 series tags, and process the exhibit IAW its true condition by specifying the appropriate condition code.

4.7.5 Exhibit Requested. The decision to perform an exhibit investigation should be supported by objective data. Typically, the Action Point should restrict exhibit investigations to those situations where new failure modes appear, safety of flight defects are suspected, workmanship and/or nonconformance issues, warranty failures on new or newly reworked items, Mishap or HAP deficiencies, requests by safety investigation authorities, or as required by specific trend analysis conclusions.

### NOTE

MHAP DR exhibits must be released by the Safety Investigating Officer prior to shipping.

4.7.5.1 When an exhibit investigation is required, enter a Y in DRIS database field I630 and assign a Materiel Improvement Project (MIP). A MIP is not required for a quality related DR, but may be assigned in accordance with local policy. However, a MIP should be recommended for a quality-related DR if it is determined that the quality issues are directly related to trends or existing contractual issues being monitored/pursued.

4.7.5.2 The investigation will be used to verify or determine the specific exhibit deficiency, type of additional data needed to evaluate the condition, whether further analysis is needed for resolution, and to recommend the course of the subsequent actions.

**NOTE**

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

4.7.5.3 As required, the Action Point requests an evaluation of the deficiency and/or the exhibit by a support point that may be composed of internal engineering/technical support, contractor, other logistics or product centers, or other DOD component personnel.

4.7.5.4 The Action Point shall establish the necessary contract requirements in coordination with the Contract Administration Office (CAO) or organic support agreements and initiate the request for support point assistance as required.

4.7.5.5 Ensure the requirement for investigation support includes a current copy of the DR and all pertinent information from the initial evaluation such as Maintenance Data Collection (MDC) system data, previous deficiency reports and MIP actions.

4.7.5.6 Investigation results data shall be obtained through the imposition of the appropriate Data Item Description such as DI-ALSS-81534, or through the use of DLA Form 1227 or equivalent worksheet and will include a requirement for the support point to provide the cause of the failure, applicable corrective actions, and recommended preventive actions to preclude recurrence.

4.7.5.7 The Action Point shall monitor the status and question situations impacting timely exhibit processing and investigation.

4.7.6 The Support Point shall acknowledge receipt of request for support point assistance, will induct and accomplish investigations as requested by the Action Point and will project a final reply date.

**NOTE**

The exhibit investigation is intended to validate the reported deficiency, identify cause and provide a recommendation to the Action Point to preclude recurrence. Simply stating the failure without causal analysis and/or recommendations for improvement is inadequate.

4.7.6.1 Upon exhibit receipt the support point will ensure the timely induction of the exhibit for investigation. For programmed workload where quality is suspect, exhibits should be inducted for investigation ahead of like Management of Items Subject to Repair (MISTR) items in order for production to benefit from the identification and resolution of the quality problem.

**NOTE**

For additional information to induction processes, refer to AFMCI 21-130, para 1-17.

4.7.6.2 Investigations on organic workload will be scheduled and started within 15 days of exhibit receipt. For non-organic workload, funding, contract requirements, and other special provisions may dictate actual investigation timelines. Investigation goals after exhibit induction are specified in Appendix Q, Timeline Goals and include:

4.7.6.2.1 Complete investigations on all MHAP Category I reports within 15 days, and all other Category I reports within 20 days of induction.

4.7.6.2.2 Complete investigations on all Category II reports within 30 days of induction.

4.7.6.2.3 The Support Point will provide detailed rationale and an expected completion date when the investigation will exceed timeline goals. The Action Point will annotate the DR record when these situations occur and in the case of Mishap or HAP investigations, the Action Point shall also notify the safety-investigating officer identified in the DR record when the investigation will exceed timeline goals.

**NOTE**

For a Mishap related report, sanitize all information gained through official safety messages. This information is privileged and may not be contained in reports that are not marked privileged as prescribed in AFI 91-204. Information relating to the deficiency involved in a Mishap should be phrased to indicate that it is not a direct quote of the mishap investigation report.

4.7.6.3 Notify the Action Point of changes to the status of the investigation as they occur, e.g., scheduled, inducted, completed, etc. Provide a final reply to the Action Point that addresses the following:

4.7.6.3.1 Root cause of the reported condition, including a determination as to responsibility for the deficiency. However, liability is secondary to the evaluation of the condition to determine the root cause of the reported deficiency.

4.7.6.3.2 Although it is appropriate to comment on the received condition of the deficient asset, investigation of the reported deficiency is the task to be performed. Do not refuse to investigate the reported deficient condition based solely on the concern that the asset is no longer in the same condition as it was when it left the repair/overhaul/manufacturers facility. Deficiencies are often discovered during maintenance actions that would be otherwise indiscernible.

4.7.6.3.3 Corrective action necessary or taken if the investigation reveals a workmanship, nonconformance, or process control issues; including contractor action if applicable.

4.7.6.3.4 Preventive actions or recommendations to preclude recurrence. When investigation reveals a deficiency in technical data, the support point will initiate the appropriate change request, e.g., AFTO Form 22, AFMC Form 202, etc., to effect the necessary change.

4.7.6.3.5 Evaluation of current assets including recommendation as to repair/replacement of defective material.

4.7.7 When the investigation indicates that the defect is not isolated and may exist in a significant number of items the Action Point will recommend to the Item Manager (IM) that assets be placed in suspended condition code J or L, pending final investigation and analysis. Alert activities of request for suspension/screening of stocks for suspect item(s) as appropriate.

4.7.8 If the Action and/or Support Point, during the course of a deficiency investigation, determine that an item is a critical or major nonconformance of manufacturing specifications, design, process, or other contract requirements; whereas continued supply or use could adversely affect safety, health, operating performance or could result in significant maintenance cost; and, the deficient product or service is commonly available; then report the nonconformance in accordance with GIDEP Procedures (ref paragraph 4.10.5).

4.7.9 The Action/Support point shall complete analysis, act upon recommendations, and distribute investigation results. If the investigation indicates the need for an operational restriction or grounding action, the PM will immediately inform the applicable operating commands.

4.7.10 Upon completion of investigation the support point shall process the exhibit in accordance with Action Point/item manager direction and/or condition and dollar value. This includes replacing the DD FORM 1575 tag with the appropriate 1500 series form.

**4.8 MIP REVIEW BOARDS (MIPRB).**

4.8.1 The MIPRB is the Program Managers key process for management and oversight of the deficiency reporting and resolution process. The review board provides management oversight and visibility of all open reports, their status, and when necessary, energizes resources to ensure timely resolution. It is intended to be a management level, not working level review of DRIS status. Working level actions should occur prior to convening the MIPRB. The PM may delegate responsibility to lateral organizations such as Supply Chain Managers to hold review boards on items managed by them but shall maintain visibility of their actions and activities affecting the weapon system/end item. Delegation shall be documented in the PM DRIS plan to ensure understanding of responsibilities, engineering, and program management authority. Additionally, the PM may consolidate these activities with other meetings/IPTs to assist in the collection, analysis, verification, and categorization of reliability, maintainability, and availability (RMA) data. An example for Test programs may include Joint Reliability and Maintainability Evaluation Team (JRMET), or similar IPT The JRMET may also review applicable DRs and recommend whether or not they should be closed.

## NOTE

Similar processes, such as Software Configuration Control Boards, and other configuration management activities may be established to augment the MIPRB process as long as a charter or guidelines are documented and the intent and oversight provided by these efforts are maintained consistent with the intent of this TO.

**4.8.2 MIPRB Membership.** The PM or the designated PM representative chairs the review board and the program Chief Engineer/Lead Engineer shall be a primary member. This ensures PM and Chief/Lead Engineer involvement and awareness of DR resolution status and progress. Membership shall also include, but is not limited to, managers of applicable functional areas within the PM and representatives of the operating and supporting commands. During the test phase, membership shall also include a representation of the applicable test agency. Representatives of the contractor(s) involved in the development and/or testing may also be invited to attend as necessary.

**4.8.3 MIPRB Frequency.** The MIPRB shall be held quarterly as a minimum, but may be performed as often as necessary to satisfy MIPRB member concerns.

**4.8.4 MIPRB Responsibilities.** The PM shall approve the documented review board charter to include meeting frequency and format, board membership, and performance measures.

**4.8.4.1** The designated Screening/Action point providing administrative support, will develop an agenda and distribute it to each board member at least one week before the MIPRB. As a minimum, the agenda shall include:

**4.8.4.1.1** A review of previous minutes/action items.

**4.8.4.1.2** A review of all open Category I DRs by status, schedule and impact. Special emphasis shall be placed upon ensuring risk and impact mitigation efforts of Category I DRs throughout resolution.

**4.8.4.1.3** A summary review of all open “Urgent Priority” Category II DRs.

**4.8.4.1.4** A summary review of all open DRs exceeding the resolution timeline goal and the establishment a revised resolution timeline.

**4.8.4.1.5** A summary review of all DRs/MIPs resolved since the previous review board. This review is an administrative review only to affirm concurrence with the recommended action. If no objections are noted the review shall result in formal concurrence of the resolution action. If a non-concurrence is noted, the board will re-open the DR; refer to paragraph 4.9 for resolution of disagreements.

**4.8.4.1.6** A status review of all open DRs/MIPs awaiting funds, fix verification and engineering change proposal to ensure operating command visibility and intended course of action is on track. This review may be limited to ensuring intended actions are on schedule and not overdue.

**4.8.4.1.7** Factors suggesting review consideration might include a review of all open DRs/MIPs where new or significant information becomes available, changes to the DR/MIP priority, completed actions/status changes, need for further MIPRB direction, periodic progress updates, etc. However, individual Category II routine DRs do not require MIPRB consideration if resolution is on track and if there are no issues requiring board member discussion.

**4.8.4.2** The review board shall use minutes to document attendance, DRs/MIPs reviewed, completed actions/status changes and other significant events.

**4.8.4.3** The appropriate Action Point will provide an update of actions to the affected DRIS database record within 14 days of the review board.

## **4.9 RESOLUTION OF DISAGREEMENTS.**

**4.9.1** Any board member may non-concur with the actions and/or closure recommendation of any DR/MIP during or after a MIPRB proceeding. If the disagreement is not resolved during the meeting, the DR/MIP shall remain open and placed in a “dispute” status, ref Table 4-3. The non-concurring organization will then have 30 days to present complete rationale and supporting documentation for reconsideration by the MIPRB chairman. If the non-concurring rationale and supporting documentation is not received within 30 days, the DR/MIP will be closed.

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4.9.2 Every effort shall be made to resolve disagreements at the lowest possible level. When significant disagreements cannot be resolved, the DR/MIP will remain in the dispute status and be elevated, as necessary, to the next management level for resolution.

4.9.3 Disagreement and resolution actions shall be documented within the disputed record of the DRIS Database.

**4.10 DR STATUS, RESOLUTION AND CLOSING.**

4.10.1 The Action point and/or the MIPRB reviews DR/MIP resolution actions and places DR/MIPs in one of the status categories (i530), described in [Table 4-2](#), DR Status Codes.

**Table 4-2. DR Status Codes**

<b>Open Status Codes</b>	<b>Recurring Status Updates</b>
The Action Point has oversight responsibility for the following Open status codes and will perform recurring status updates through resolution.	
Open - Investigation in-work	The reported deficiency is pending investigation or has an on-going investigation.
OECP - Open Awaiting Engineering Change Proposal	This status is used when the deficiency is validated and a request for an engineering change proposal has been formalized. This status will include the documentation of the ECP number and the proposal target date.
OAFV - Open, Awaiting Fix Verification	When investigative and engineering actions are complete and the only remaining step is to verify the fix through retest, analysis, or inspection, in as close to an operational environment as possible (if operational environment is not possible or suitable, simulation or demonstration may be used).
OAF - Open, Awaiting Funds	The deficiency is valid and a corrective action has been determined and verified, but for programmatic reasons such as funding or schedule, there is not a near-term program to install the correction into the existing or future assets. Validity and funding status shall be confirmed annually.
OPEN R = Open Repeated	<p>This code is used only when a deficiency is combined or linked to another open or “master” deficiency. This process establishes a parent-child relationship between two or more reports. Whenever the Master or parent DR/MIP is updated, all reports repeated or children will also automatically receive the same update.</p> <ul style="list-style-type: none"> <li>• This status is recommended to combine multiple software DRs to a pending software build cycle listed as a “Master” MIP.</li> <li>• Same intent as previous “Closed R” status stated in previous TO versions except that it is not “closed” and is automatically updated as changes occur to the master DR/MIP.</li> <li>• For administrative purposes, the Master is the only DR/MIP to be managed.</li> </ul>
The Originator/Originating Point and MAJCOM functional POC are responsible for activities related to resolution of DRs in a Credit Reversal or Dispute status.	
Open Credit Reversal	The DR is invalid and the Action Point has requested a credit reversal. Upon completion of the credit reversal, the status code will be automatically changed to “Closed A”.
Open Dispute	A rebuttal of the status is in process. The rebuttal status may only be requested by a MAJCOM functional or MIPRB member and the non-concurring organization will have 30 days to present complete rationale and supporting documentation for reconsideration by the MIPRB chairman. If rationale is not provided, the report will revert to the previous status until such time as rationale is provided.
The Originator/Originating Point and MAJCOM functional POC are responsible for activities related to resolution of DRs in a Credit Reversal or Dispute status.	
Open CR = Open Credit Reversal	The DR is invalid and the Action Point has requested a credit reversal. Upon completion of the credit reversal the status code will be automatically changed to “Closed A”.

Table 4-2. DR Status Codes - Continued

Open Status Codes	Recurring Status Updates
Open DISP = Open Dispute	A rebuttal of the status is in process. The rebuttal status may only be requested by a MAJCOM functional or MIPRB member and the non-concurring organization will then have 30 days to present complete rationale and supporting documentation for reconsideration by the MIPRB chairman. If rationale is not provided, the report will revert to the previous status until such time rationale is provided.
The following Closed status codes will be used to reflect resolution of the deficient condition.	
Closed CV - Corrected and Verified	The corrective action has been implemented and verification through retest, analysis or inspection has shown that the corrective measure was effective in removing the deficiency.
Closed AR - Acceptable Risk	<p>Closed for Acceptable Risk. The deficient condition, reported failure or recommended enhancement is valid, accepted, or recognized; but corrective action cannot be justified or will not be pursued. Determination will be made using objective criteria and supported by engineering through analysis, risk management, and/or acceptable levels of quality determination. Factors may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Deficiency or recommended enhancement is low risk and investigation or correction will have limited or negative impact to cost, schedule and/or performance.</li> <li>• Reported deficiency is for information only, such as a routine warranty failure; further evaluation will not be pursued as it is low risk and investigation or correction will have limited or negative impact to cost, schedule and/or performance.</li> <li>• Deficiency is inherent in the design and acceptable workarounds are available.</li> <li>• Could not duplicate deficiency.</li> <li>• Deficiency or recommended enhancement not warranted due to life cycle or operational constraints.</li> </ul> <p style="text-align: center;"><b>NOTE</b></p> <p>Deficiencies closed under this criteria may be reviewed by program offices and lead commands to be considered for improvement programs or inclusion in future requirement definition.</p>
Closed E - Enhancement	<p>Closed as a requirements enhancement that has been analyzed and determined to have little or no impact to OSS&amp;E under current requirements. The desired enhancement has been transferred to the appropriate requirements determination authority for potential consideration/adoption.</p> <ul style="list-style-type: none"> <li>• Condition is inherent in the design and acceptable workarounds are available.</li> <li>• Recommended enhancement not warranted due to life cycle or operational constraints.</li> </ul> <p style="text-align: center;"><b>NOTE</b></p> <p>Recommended enhancements closed under this criteria are formally transferred to program offices and lead commands to be considered for inclusion in future requirement definition. Transfer actions will be completed and documented in the DR closing summary prior to closing.</p>

**Table 4-2. DR Status Codes - Continued**

<b>Open Status Codes</b>	<b>Recurring Status Updates</b>
Closed A - Administratively Closed	<p>CLOSED A = Closed administratively. This status is used when the reported deficiency is no longer applicable. No further administration required for DRs in this status. Reasons may include:</p> <ul style="list-style-type: none"> <li>• Invalid submissions; such as those qualifying for credit reversal (Note: DRs requiring credit reversal will first be placed in a credit reversal status.</li> <li>• Elimination of requirements or conditions which drove the deficiency.</li> <li>• Reports erroneously received and subsequently transferred to the correct database.</li> </ul>

4.10.2 Open DRs shall be managed to ensure investigation and resolution actions are appropriate and timely.

4.10.2.1 Open DRs awaiting ECP or fix verification shall be reviewed quarterly to ensure they are on schedule.

4.10.2.2 Open Awaiting Funds DRs that have a corrective action determined and verified, but due to funding or schedule constraints are not planned for correction must be re-validated annually. If it is subsequently determined that funding will not be sought to correct the deficiency, the DR should be Closed AR - Acceptable Risk.

4.10.3 DRs will be considered closed and will not require further tracking after a valid resolution action has been approved and implemented; when evaluation and risk assessment has been performed and it is determined that no corrective actions are planned, or; when a DR is administratively closed.

4.10.4 Finalize the DR/MIP investigation report and update the DRIS database record with closing action accordingly. When closing the report, provide an explanation to the Originating Point and close the report within 10 days after receipt of final investigation results or conclusion of MIPRB, as applicable. The final reply shall include a response indicating:

4.10.4.1 Responsibility for the deficiency. Indicate who was responsible for the deficiency, e.g., Contractor, Procurement Activity, etc., as determined by the Action Point and supported by investigation/support point findings. In addition to the description of responsibility, select and annotate the appropriate responsibility code from [Table 4-3](#) in field i1382.

**Table 4-3. Deficiency Responsibility Code**

The Deficiency Responsibility Code will be annotated in field i1382 and is used primarily to determine who (contractor or Government) was responsible for the reported or any other deficiency found during the investigation. They are measurements used to evaluate contractor's/Government's quality performance. The responsibility for a deficiency can usually be determined by identifying the root cause of the reported deficiency.	
A	Private Contractor. The defect occurred at a contractor-owned facility and was determined to be a contractor's error.
B	Procurement Agency. The defect was the result of a faulty procurement package.
C	Government Contractor (MFR). Defect was determined to be a manufacturing error that occurred at a government operated manufacturing facility and is not related to overhaul, maintenance, or supply.
D	Design Agency. The defect was due to a faulty technical data package.
E	Government Overhaul Facility. The defect occurred at a government operated overhaul facility (Depot) - not including field maintenance.
F	Using Activity. The defect occurred as a result of user error.
G	Government Supply Activity. The defect occurred at a government supply activity and is not related to manufacturing, maintenance, or overhaul.
H	Unknown. Responsibility for the defect could not be determined.
I	Invalid Report. The DR did not meet any of the above categories or other requirements of TO 00-35D-54 or AFI 21-115 and was considered invalid.
L	Lateral Support

4.10.4.2 The Severity Of Defects Noted. State the defect severity as one of the following: Critical, Major, Minor, unknown, or no defect found and annotate the corresponding code from [Table 4-4](#) in field i1384.

**Table 4-4. Severity of Defect**

The Severity of Defect code will be annotated in field i1384 and identifies the severity of the defect in accordance with the definitions for critical, major and minor defects.	
1	Critical
2	Major
3	Minor
4	Severity Unknown
5	No defect found

4.10.4.3 Result of Investigation. Document the cause of the reported deficiency. For example, a deficiency report stated that fluid was leaking from the landing gear strut. Initial investigation shows the leak was due to a distorted strut seal, but it was determined that the fluid was contaminated during manufacture and caused distortion to the seal. The root cause was contaminated hydraulic fluid. Closing summaries that include statements such as "no trend established", "isolated case", and "no defects found" are often valid statements, but are inadequate without an explanation of how the determination was made and documented in field i1340. In addition to the description of the cause, select from using [Table 4-5](#) the result of investigation code, and if applicable, the category that further defines the code that best describes the cause of the reported deficiency.

Table 4-5. Result of Investigation Codes

ROI CODE	STATUS	MEANING & DESCRIPTION
<p>The ROI Code specifies the result of the investigation relative to the reported deficiency; the ROI Code should support, substantiate, or refute the root cause of the reported deficiency will be annotated in field i1370 and will be used with one of the associated status codes which will be annotated in i1375.</p>		
<p><b>A</b></p>	<p><b>Closed CV</b></p>	<p><b>Quality:</b> Any deficiency (e.g., physical, chemical, electrical, functional) noted in material that is attributed to nonconformance to applicable specifications, drawings, standards, TOs or workmanship during manufacture, repair, modification or maintenance.                      Categories:                      (a) Workmanship/Nonconformance - Manufacturing/Repair personnel failed to conform to assembly/repair procedures/specification.                      (b) Internal Processes incomplete or incorrect - The Manufacturing or Repair or Overhaul process was incomplete or incorrect.</p>
<p><b>B</b></p>	<p><b>Closed CV/AR</b></p>	<p><b>Materiel Failure:</b> The failure of an end item which was attributable to neither the repair nor the manufacturing process, but was due to an unpredictable failure of an internal component or sub-assembly.                      Categories:                      (a) Temperature induced                      (b) Stress related                      (c) Exceeded life expectancy                      (d) Could not determine cause                      (e) Secondary damage</p>
<p><b>C</b></p>	<p><b>Closed AR</b></p>	<p><b>No Defect Found:</b> Investigation of the exhibit revealed no deficiency. Equipment conforms to specifications, TOs, standards and procedures.                      Categories:                      (a) Investigation did not confirm defect--An in-depth investigation was conducted but the reported defect could not be confirmed.                      (b) Reported condition within technical specification--The reported defect was found to be within overhaul/repair technical specifications.</p>
<p><b>E</b></p>	<p><b>Closed CV</b></p>	<p><b>Technical Data, Procurement Data, Or Work Specification(S) Inadequate:</b> Data furnished the contractor repair facility was not sufficient to perform the required tasks.                      Categories:                      (a) Technical data/drawings etc., inaccurate--Review of technical data/drawings revealed an inaccuracy/error.                      (b) Procurement data, statements of work, performance specification--Guidance provided by Procurement data, SOW or Work/Performance Specifications proved inaccurate.</p>
<p><b>F</b></p>	<p><b>Closed A</b></p>	<p><b>Field Induced Deficiency:</b> Deficiency, confirmed by the investigation, revealed that the deficiency was caused by the user, i.e., wrong voltage applied, misaligned, or maladjusted. Reasons may include maintenance errors caused by inexperienced or insufficiently trained personnel, mishandling or misapplication. Adequate instructions, guidance, tech data, tools, etc., were sufficiently available.                      There are no categories for this code--<u>leave blank</u>.</p>

Table 4-5. Result of Investigation Codes - Continued

ROI CODE	STATUS	MEANING & DESCRIPTION
<b>H</b>	<b>Closed CV/AR/E</b>	<p><b>Design Deficiency:</b> Categories:</p> <p>(a) Safety - The ability of a system to perform its intended purpose without causing harm or injury to personnel or equipment.</p> <p>(b) Reliability - The ability of a system and its parts to perform its intended purpose without premature failure, degradation, or demand on the support system throughout its operational service life.</p> <p>(c) Maintainability - The ability of an item to be retained in or restored to a specified condition when personnel with specific skill levels maintain it using prescribed procedures and resources at each level of maintenance and repair.</p> <p>(d) Integration - The ability of an item to perform its intended purpose based on the systematic blending of the functions of all its various subsystems and component parts, i.e., hardware to hardware, hardware to software, software to software etc.</p> <p>(e) Survivability - The capability of a system to avoid or withstand man-made hostile environments without impairing its ability to accomplish its designed mission, to include vulnerability, i.e., electromagnetic pulse, electronic countermeasures, threat warnings/suppressions etc.</p> <p>(f) Human Factors - A body of scientific facts about human characteristics covering all biomedical and physiological considerations. This includes, but not limited to, principles and applications in the areas of human engineering, ergonomics, personnel selection, training, life support, job performance aids and human performance evaluation.</p> <p>(g) Performance Requirements - Deficiencies resulting in the inability to accurately and completely translate the user's operational needs into verifiable performance requirements in a specification. These performance requirements must be accurately and completely communicated to the weapon system Program Manager/contractor.</p>
<b>I</b>	<b>Closed A</b>	<p><b>Handling Or Shipping Deficiency:</b> Discrepancies attributed to the shipping activity or carrier should have been reported on SF 364 (Supply Discrepancy Report) or SF 361 (Transportation Discrepancies Report). Categories: There are no categories for this code--leave blank.</p>
<b>J</b>	<b>Closed A</b>	<p><b>Packaging Specification Inadequate or Not Complied With:</b> Unsatisfactory conditions including item damage resulting from improper packaging should have been reported on SF 364 (Supply Discrepancy Report). Categories: There are no categories for this code--leave blank.</p>
<b>M</b>	<b>Closed AR</b>	<p><b>Isolated Case:</b> The number of reports versus the number of units produced or in demand does not indicate a significant problem. Categories:</p> <p>(a) Investigation not conducted--item DR history does not indicate a need for an in-depth investigation.</p> <p>(b) Investigation revealed this to be an isolated case --investigation completed and results indicate no further action required.</p>
<b>N</b>	<b>Closed A</b>	<p><b>Inadequate Information To Support An Investigation:</b> The pertinent problem summary data was insufficient to adequately analyze the condition or conduct an investigation. This code is not to be used to close a report for the lack of contract or requisition numbers. Categories: There are no categories for this code--leave blank.</p>

Table 4-5. Result of Investigation Codes - Continued

ROI CODE	STATUS	MEANING & DESCRIPTION
<b>O</b>	<b>Closed A/AR</b>	<p><b>Exhibit Not Received:</b> A deficiency that requires the exhibit to adequately investigate the condition. Categories (a) and (d) should result in a request for credit reversal.</p> <p>Categories:</p> <p>(a) Requested but not shipped - The exhibit was requested by the Action/Support Point but not shipped by the Using/Originating Activity.</p> <p>(b) Shipped but not received - The exhibit was shipped but was not received by the Action/Support Point.</p> <p>(c) Exhibit not available - Exhibit is not available, i.e., repaired by user.</p> <p>(d) Wrong exhibit shipped - Wrong exhibit was shipped and received by the Action/Support Point.</p>
<b>T</b>	<b>Closed A</b>	<p><b>Report Transferred:</b> The report has been transferred to another DRIS database for resolution.</p> <p>Categories: There are no categories for this code--leave blank.</p>
<b>U</b>	<b>Closed CV/AR/E</b>	<p><b>Software Induced:</b></p> <p>Categories:</p> <p>(a) Software manifested a non-software problem - i.e., software working properly; however, related components had malfunctions.</p> <p>(b) Software itself was defective.</p> <p>(1) Requirement (incomplete, undefined).</p> <p>(2) Design/code (requirement OK; however, design failed to implement the requirement properly).</p> <p>(3) Enhancement/adaptive (change in environment or added capability).</p> <p>(c) Software not defective. Reported deficiency is an enhancement to the current software version, which would add new, previously undefined capabilities.</p>
<b>V</b>	<b>Closed AR</b>	<p><b>Warranty:</b> Item was a routine warranty failure and the exhibit will be returned to the contractor for repair at no cost. Note: This code will not be used when warranted items indicate other than routine or predictive failures within the warranty period.</p> <p>Categories: There are no categories for this code--leave blank.</p>

4.10.4.4 Corrective action taken. State what was done to correct the root cause of the reported or discernible deficiency and actions taken to prevent recurrence. Choose the appropriate code in [Table 4-6](#) that most closely summarizes the action taken.

**Table 4-6. Action Taken Code**

The Action Taken Code codes will be annotated in field i1380 and identify the primary action taken by the responsible party (contractor, item manager, depot, etc.) to correct the root cause of the reported, or discernible discrepancy/deficiency, and to prevent recurrence.	
A	Process Changed (includes changes to process instructions).
B	Human Factor - This code addresses DRs closed as workmanship error where the responsible party was retrained, recertified, etc.
C	Initiate Class I ECP
D	Initiate Class II ECP
E	Revise Test Procedures
F	Revise Specification, Drawing, Technical Orders, Publications, Manuals, etc.
G	Issued Technical/Safety Bulletins
H	Improved Packaging
I	Change Contractual Requirements for Future Buys
P	Policy Change
T	The desired enhancement has been transferred to the appropriate requirements determination authority for potential consideration/adoption. May only be used with Results of Investigation Code E.
Z	Not Applicable

4.10.4.5 Results of stock screening. Annotate the results of, or necessity for stock screening in field I 900-940. Submit a stock screening alert to all appropriate organizations when applicable, if not applicable, so state in the closing summary.

4.10.4.6 Material disposition. Determine and annotate the disposition of the defective materiel at the completion of exhibit investigation in I field 1386.

**Table 4-7. Material Disposition**

Material Disposition. These codes will be annotated in field i1386 and identify the final materiel disposition actions at the completion of the exhibit investigation.	
1	To be repaired by contractor (at no cost to government)
2	Repaired by using activity (not contractor representative)
3	To be repaired by government depot/overhaul facility
4	Scrap
5	Use as-is
6	Exhibit destroyed, not available
7	Not used
8	Exhibit requested but never received
9	Undetermined
0	None of the above
Z	Not applicable

4.10.5 GIDEP Reporting. Report critical and major nonconformance defects on commonly available supplies and services to GIDEP through the Center GIDEP Representative. The Department of Defense GIDEP Operations Manual SO300-BT-PRO-010, is located at <http://members.gidep.org/mgmt/opmanual/index.htm>. Submit a GIDEP alert when applicable; if not applicable, so state in the closing summary.

#### 4.11 CREDIT REVERSAL PROCEDURES.

4.11.1 The Material Support Division process provides instant credit to customers returning a defective part with a valid deficiency report. However, if it is determined that a customer has made an error in either performance expectations or application of DR submittal criteria, a credit reversal is appropriate.

##### NOTE

Investigation results such as no trend established, isolated case, item previously investigated, known condition, or no defect found will not be used to support a request for credit reversal.

4.11.2 A credit reversal should be requested whenever a DR is found to be invalid. The following are examples of when a credit reversal is appropriate:

4.11.2.1 Item failed after designed use or following a reasonable period of service. When possible, attempt to quantify the performance expectations to eliminate further inappropriate reporting.

4.11.2.2 DR exhibit has been altered, e.g., seals broken or items cannibalized. However, this does not include authorized organizational maintenance such as adjustments to settings, fittings, etc. Units will document any authorized maintenance performed in an attempt to verify the deficiency.

4.11.2.3 When a request for additional data has been made to the Originating Point (use e-mail, FAX, or phone in addition to documenting in the database record) and adequate data for proper report analysis is not provided within 15 days of the request. However, this does not include closing of a report for lack of contract or requisition numbers related to USAF procured DLA items.

##### NOTE

The contract number or requisition number may not be available to the Originating Point; excluding this information does not justify a credit reversal.

4.11.2.4 The exhibit cannot be evaluated because it was not shipped IAW the disposition instructions.

4.11.2.5 The DR does not meet the submittal criteria noted in paragraph 1.5 and paragraph 1.6 or is excluded by [Table 1-3, Conditions Not To Be Reported](#).

4.11.3 When a credit reversal is warranted, the Action Point will annotate in the closing summary the rationale for the request for credit reversal, enter a "Y" in I1455, the Credit Reversal indicator field and place the report in a Open CR Status.

4.11.3.1 The Originating Point will update field i1590 to notify the Action Point of their concurrence or non-concurrence with the credit reversal request and any information to support a non-concurrence reply.

4.11.3.2 If it is agreed that a credit reversal is warranted the Originating Point will notify Base/Depot Supply to initiate reverse post procedures to effect the credit reversal and shall update I1457 (Date Credit Reversal Accomplished). After the Originating Point annotates the credit has been reversed the status code will be automatically changed to "Closed A".

#### 4.12 DR/MIP RESPONSE/RESOLUTION PERFORMANCE METRICS.

4.12.1 Performance measurements are necessary to measure the health of the USAF Deficiency Reporting and Investigating System. In addition to the metrics and indicators available in Appendix Q, organizations should consider specific measures of performance to evaluate potential constraints, weapon system health, and the effectiveness of their implementation of the TO procedures.

4.12.2 Center SPOCOs and Program Managers will use local checklists and metrics in Appendix Q as guides to establish performance measures for responding to and resolving deficiencies. Measures should include a review of the results of the ALC organic and DMISA contracted workload and the Program Managers DRIS to verify that results of investigation and actions taken are actually driving improved system/component reliability.

4.12.3 Appendix Q Timeline goals are used to assist in determining if DR investigations are on schedule. The category, priority, and complexity of the deficiency, among other requirements, impact the timeliness of the investigation. It is understood that individual investigation and resolution actions may exceed timeline goals, however, these situations should

be monitored to ensure that the investigation remains active and that realistic suspenses are established based upon necessary actions.

4.12.4 Performance measures should also be developed to allow the identification and correction of bottlenecks associated with the process flow of the deficiency. As all deficiencies go through some or similar steps to reach a logical resolution, analysis of the timelines associated with these steps will allow a determination of constraints. These steps may include, but are not limited to: initial evaluation, exhibit disposition, in-depth analysis/tear-down investigation, review boards, recommendations, engineering action, engineering change proposal, prioritization, funding, fix verification, and closing.

4.12.5 The impact of the deficiency to OSS&E requirements will be the primary driver of investigation/resolution processes. It is understood that existing contractual issues, funding, etc., may affect recommended goals/guidelines, thus increasing the time required to reach successful closure/resolution. However, DRs should be prioritized by PM and using Command according to risk and impact

#### 4.13 FEEDBACK.

4.13.1 The Originator/Originating Point have an opportunity to rate each deficiency report in the five major areas of the DR process (Status Updates, Disposition Instructions, Results of Investigations, Corrective Actions, and Timeliness). Feedback is due within 45 days of closing status and helps identify problems and process improvement opportunities.

4.13.2 Action points will establish a process to review feedback to ensure necessary processes are occurring as intended. Feedback rated "somewhat satisfied" or below warrants a review of processes for improvement opportunities.

4.13.3 Feedback should not be considered as the sole measure of DR satisfaction. SPOCOs, screening, action and support points should establish other methods to measure the health of DR response and resolution actions, to include establishing a rapport with Originating Points to identify and correct problems as they arise.



## CHAPTER 5

# TECHNICAL COORDINATION PROGRAM (TCP) AND INTERNATIONAL ENGINE MANAGEMENT PROGRAM (IEMP) PARTICIPANTS DEFICIENCY REPORTING AND INVESTIGATING PROCEDURES

### 5.1 PURPOSE.

5.1.1 The purpose of this chapter is to provide guidance in reporting and investigation of Deficiency Reports (DRs) submitted by TCP/IEMP Participants. These conditions could impact operational safety, operational suitability and operational effectiveness (OSS&E) of systems and their sub and/or support systems to include trainers, test and support equipment. Foreign Military Sales (FMS), Security Assistance (SA), and European Participating Air Force (EPAF) countries can be participants. Current participants can take action to resolve deficiencies or discrepancies on hardware, software, mission critical computer systems, vehicle, clothing, and textiles.

5.1.2 To avoid repetition, only the requirements/responsibilities unique to Technical Coordination Program (TCP) and the International Engine Management Program (IEMP) participant and nonparticipant deficiency report (DR) processing have been identified in this chapter. The procedures identified herein supersede standard USAF DR procedures specified in the other chapters of this technical order.

### NOTE

For clarifications of terms/definitions refer to Appendix U.

### 5.2 SCOPE AND APPLICABILITY.

5.2.1 The procedures of this chapter are applicable to participants of the TCP/IEMP governed by AFMAN 16-101, Letter of Offer and Acceptance (LOA), and/or individual FMS case provisions such as TCP/IEMP agreements, and Multi-National Configuration Management Plan agreements. The intent is to allow countries that operate US manufactured systems to report conditions affecting OSS&E according to specific criteria.

5.2.1.1 International Engine Management Program (IEMP): The IEMP is the single point of contact for members on all applicable engine follow-on logistics and engineering/technical issues and is responsible for managing and monitoring the follow-on logistics and engineering/technical services for Component Improvement Program (CIP) participating countries.

5.2.1.2 Technical Coordination Program (TCP): The USAF manages aircraft and missile TCPs for eligible Security Assistance countries. The TCPs are the single point of contact for the participant countries for all logistics and engineering/technical issues. Basically, TCPs provide follow-on support to continue improving serviceability, maintainability, and reliability (improved parts, maintenance techniques, increased inspection and overhaul intervals, modifications, etc.). Separate TCPs are conducted for different types of aircraft and missiles. All USAF managed TCPs are conducted under a LOA with the prime Air Logistics Center (ALC).

5.2.2 Countries not participating in either the TCP or IEMP must file a Supply Discrepancy Report (SF364) for deficiency resolution, IAW AFMAN 16-101, para 5.10.

5.2.3 Deficiency Reporting Tools. TCG/IEMP program offices and participants are encouraged to use electronic means to submit deficiency reports and digitized supporting information. The USAF DRIS program office will assist in the implementation and training on the use of these processes upon request. The following provides a summary of available tools.

5.2.3.1 Deficiency Report Entry And Mail Submitter (DREAMS). DREAMS (I or II) are submission tools that allow the creation of DRs using Microsoft applications. DREAMS I is a Word document and uses an Email program to allow transfer of the report from the originating country to the TCG/IEMP Screening Point or from the Screening Point to the DRIS database. DREAMS II is a multi-user capable application for drafting and submitting deficiency reports that also allows provides database tracking. DREAMS II is a Microsoft Access based application.

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5.2.3.2 Supporting Data - Binary Large Objects (BLOBS). Originating members are encouraged to provide digital supporting data to the screening point for inclusion with the deficiency report to substantiate the report and aid in the resolution process. This feature allows supporting data to be added to the deficiency report database record by the TCG/IEMP Screening Point.

### 5.3 SECURITY CLASSIFICATION.

DRs are subject to the appropriate security classification and Encrypt For Transmission Only (EFTO) procedures of AFI 31-401.

### 5.4 DEFICIENCY REPORTING CRITERIA.

5.4.1 Report deficiencies that impact the Operational Safety, Suitability, and Effectiveness (OSS&E) of systems or equipment, categorized according to their impact to mission and/or safety and will be reported to the appropriate TCP/IEMP (Reference [Table 5-8](#) and [Table 5-9](#)). Only items procured through FMS/EPAF cases are to be reported as a DR.

5.4.1.1 To accommodate return instructions and logistical/financial adjustment tracking, participants may use the SF 364, SDR process to report quality deficiencies. Specific criteria for these situations are defined AFMAN 16-101 and AFMAN 23-110, Volume 9, *Security Assistance Program Procedures*, contains Air Force policy and procedures for SDRs.

#### NOTE

If the sole purpose in submitting a DR is to obtain a replacement item or credit, submit a SDR to the Air Force Security Assistance Center (AFSAC) ([Table 5-6](#)) using the SF 364 process IAW AFMAN 16-101, para 5.10. Do not submit both a SDR and DR

5.4.2 Conditions to be reported include:

5.4.2.1 Deficiencies that may be attributable to errors in workmanship, nonconformance to applicable specifications, drawings, standards, processes or other technical requirements during design, manufacture, repair, modification, or maintenance.

5.4.2.2 Deficiencies, i.e., failure of parts or components prior to a reasonable period of service. These deficiencies shall be identified according to their impact to mission and/or safety and overall performance trends.

5.4.2.3 Deficiencies resulting in a report of an error, omission, or enhancement in the statements or instructions that comprises a computer program for a system or component. The deficiency may consist of syntax, logic, or other discrepancies that cause the program to fail or inadequately perform the intended functions.

5.4.2.4 Known or suspected causes of mishaps or safety incidents. All mishap/safety-related DRs shall be coordinated with the local safety office.

5.4.2.5 Acceptance inspection discrepancies discovered during acceptance inspections performed on aircraft, engines, engine modules/major assemblies, support systems, and equipment. Reportable discrepancies are those that are attributed to non-conformance to applicable specifications, drawings, standards, agreements, technical orders, work packages, etc., resulting from workmanship or incomplete/incorrect processes during manufacture, repair, modification, or maintenance.

5.4.2.6 Recommendations to correct a condition that will improve a system's operational effectiveness or suitability, but is not required for successful mission accomplishment. To ensure thorough consideration, enhancements that improve operational effectiveness and suitability shall be fully justified by the Originating Point.

5.4.3 Conditions impacting the attributes listed in [Table 5-1](#) may become DRs if the submittal criteria in are met and the condition is not excluded by [Table 5-3](#). Do not submit a DR when the conditions listed in [Table 5-3](#) are noted; instead use the applicable directive or form listed in the Table.

**Table 5-1. List of Attributes**

Compatibility	Malfunction
Design	Quality
Difficulty of operation or maintenance	Reliability
Effectiveness	Repairability
Environmental	Safety
Expense of operation or maintenance	Security
Fidelity/conformity of technical publications	Suitability
Human Factors	Survivability
Integration	Training fidelity
Interoperability	Undocumented features
Logistics supportability	Utility
Maintainability	Vulnerability

**Table 5-2. DR Submittal Criteria**

1.	Nonconformance to Specification	
	a.	Performance
	b.	Quality (initial failure)
2.	Failure Denotes Unacceptable Condition to Submitter	
	a.	Rate Constitutes Statistical Trend (high rate of failure)
	b.	Severity of Impact (overall on system)
3.	Hazard to System or Personnel	
	a.	Medium or High Risk
	b.	Safety
4.	Requirement Inadequacy or Capability Shortfall	
	a.	Mission or Operation Degradation
	b.	Difficulty of Fabrication, Use, Maintenance, Repair, Storage, or Disposal
5.	Nonconformance to user expectation	

**Table 5-3. Conditions Not to be Reported**

Unsatisfactory condition is attributable to improper packaging and handling.	Report IAW SF 364, Supply Discrepancy Report, AFMAN 16-101 and AFMAN 23-110, Volume 9, Security Assistance Program Procedures.
Discrepancies and standard items of medical supplies and equipment.	These items are those listed in Military Medical Stock List SL-6500. Report IAW AFMAN 23-110, Volume 1, part 1, chapter 5 and volume 5, chapter 9.
Allowance documents.	Report proposed allowance documents or changes IAW AFMAN 23-110.
Administrative systems, procedures, methods, publications, and forms.	Report by letter, through channels to the office of primary responsibility.
Real property and real property installed equipment.	Report IAW AFH32-9007.
Pricing deficiencies (e.g., zero overpricing).	Report AFPAM 23-117.
Local Purchase.	Locally resolve deficiencies in items procured from commercial off-the-shelf, local purchase/repair, or a commercial vendor, when not purchased through an FMS case.
Deficiencies in Technical Orders.	Report IAW AFTO Form 22, Technical Order Improvement Report and Reply (TO 00-5-1).
Deficiencies in Flight Manuals.	Report IAW AF Form 847, Recommendation for Change Of Publication (TO 00-5-1).
Discrepancies in supply catalogs or stock lists.	Report IAW AFMAN 23-110 Volume 1, part 1, chapter 7.

**5.5 DEFICIENCY CATEGORY AND PRIORITY.**

5.5.1 The deficiency category (Table 5-4) is used to capture the severity of the condition by relative importance and the urgency of response. The submitting organization will be diligent in the categorization of deficiencies, particularly when describing support equipment, subsystems, reliability, and maintainability deficiencies. Each deficiency must be analyzed for its impact upon the overall OSS&E of the system.

**NOTE**

If any doubt exists concerning the category of a report between Category I and Category II, it will be coordinated with the safety office and/or other authority to aid in assessment of the deficiencies impact.

5.5.2 Category I deficiencies are those which may cause death, severe injury, or severe occupational illness. They may also cause loss or major damage to a weapon system or critically restricts the combat readiness capabilities of the using organization.

5.5.2.1 Strict application of Category I criteria is essential due to the immediate attention and response a Category I requires. Alert applicable organizations (Program Manager (PM), Safety offices, chief/lead engineer) of serious mission impact, safety/safety of flight hazards immediately (within 24 hours) by telephone, facsimile, email or other expedited methods, as required.

5.5.2.2 Suspected Category I deficiencies shall be validated as such by the appropriate authority level within the reporting organization. Units will establish local procedures to ensure proper validation and expeditious reporting.

5.5.2.3 Category I deficiencies require the immediate attention and response of the TCP/IEMP, system Program Manager and Chief/Lead Engineer to mitigate risk and/or limit/resolve mission impact; therefore Category I reports will include a detailed statement outlining the safety, mission, or operational impact to the system or end item.

5.5.3 Category II deficiencies are those that impede or constrain successful mission accomplishment (system impacts OSSE but does not meet the safety or mission impact criteria of a Category I deficiency). It may also be a condition that

complements, but is not absolutely required for, successful mission accomplishment. The recommended enhancement, if incorporated, will improve a system’s operational effectiveness or suitability.

**Table 5-4. DR Category and Submission Timelines**

<b>Activity will submit a Category I DR when condition:</b>	<b>Within:</b>
<ol style="list-style-type: none"> <li>1. If uncorrected, may cause death, severe injury, or severe occupational illness; or, [^</li> <li>2. If uncorrected, would cause major loss or damage to equipment or a system; or,</li> <li>3. Critically restricts the combat readiness capabilities of the using organization; or,</li> <li>4. Results in a production line work stoppage.</li> </ol>	24 hours
<b>Activity will submit a Mishap Category I DR when condition:</b>	<b>Within:</b>
<ol style="list-style-type: none"> <li>1. Is known or suspected to be the cause of mishaps or incidents caused by design, malfunction, material, quality, or software, or;</li> <li>2. Is a report with High Accident Potential (HAP).</li> </ol>	24 hours
<b>Activity will submit a Category II DR when the condition does not meet the criteria of a Category I and:</b>	<b>Within:</b>
<ol style="list-style-type: none"> <li>1. Is attributable to errors in workmanship, nonconformance to specifications, drawing standards or other technical requirements, or;</li> <li>2. Is required for tracking by agreement of the TCG or IEMP</li> </ol>	10 days

## 5.6 KEY RESPONSIBILITIES.

These responsibilities provide a summary of key DRIS positions, responsibilities, and requirements. Responsibilities are further defined in specific processes following this section.

### NOTE

Functional responsibility titles have been changed in this chapter to provide consistency of terms throughout this technical order and DoD publications.

**5.6.1 ORIGINATOR.** The Originator (previously referred as the Originating Point) is any individual who identifies and reports conditions, which limit or restrict an item or system from fulfilling its intended purpose. The Originator discovers the deficiency, identifies its impact, secures the exhibit and provides all available information to the Originating Point.

**5.6.2 ORIGINATING POINT.** The Originating Point (previously referred to as the country's Screening Point) is a function typically located within the local quality or safety organization 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 to the TCP/IEMP Screening Point (reference [Table 5-7](#) and [Table 5-8](#)) within the prescribed time tracking DR progress/resolution; and acts as the focal point for communications/interaction with the TCP/IEMP Screening Point.

**5.6.3 SCREENING POINT.** The Screening Point (previously referred to as the Contact Point) is the designated TCP/IEMP focal point for the receipt and processing of DRs. They review the DR for proper categorization, validity, correctness of entries, accuracy and completion of information addresses; determines and transmits the report to DRIS (i.e., GO21 or appropriate database); maintains an audit trail for each report; provides exhibit disposition instructions to the Originating Point; and establishes routing and tracking mechanisms.

**5.6.4 ACTION POINT.** The Action Point is responsible for all technical/administrative actions necessary for resolution of assigned DRs. They evaluate and initiate a course of action for DR resolution through coordination with engineering, item managers, equipment/quality specialists, Screening Point and warranty manager, as necessary. They perform Materiel Improvement Project Review Board (MIPRB) duties as assigned, involving Screening Point in all actions. Action Points provide status updates, closing actions, and exhibit disposition instructions to the Screening Point. They maintain active oversight of DR assigned to them, monitors metrics/trends, measures compliance, and advocates improvement within their Center and the DRIS.

**5.6.5 SUPPORT POINT.** The activity that when requested, assists the Action Point by conducting investigations, trend analysis, and recommending corrective and preventive actions. They maintain active oversight of reports assigned to them, monitors program metrics/trends, and advocates improvement within their activity and the DRIS.

## 5.7 SUBMITTING ORGANIZATION TASKS.

This section provides a uniform method to identify and report deficiencies to the responsible TCP or IEMP organization to determine cause, take corrective action, and prevent recurrence. The following details the requirements and responsibilities of the Originator and Originating point.

**5.7.1 Originator Responsibilities:** The Originator is a function within the submitting organization that discovers the deficiency, identifies its impact, and initiates reporting and exhibit processes. Specifically the Originator shall:

5.7.1.1 Initiate the draft report (use [Table 5-5](#) or equivalent worksheet).

5.7.1.2 Ensure the draft report does not contain classified or sensitive information. If classified or sensitive information is required to substantiate or support the DR, ensure information is provided under the appropriate security guidelines.

5.7.1.3 Tag the exhibit with a DD Form 1575 and DD Form 2332 ([Figure 5-1](#) through [Figure 5-3](#)) and secure in a controlled area to preclude tampering or unauthorized return to maintenance, or operational areas. Ammunition items will be placed in condition code "J".

**NOTE**

- For Test Measurement and Diagnostic Equipment (TMDE) deficiencies (formerly PME), if the discoverer of the deficiency is not the owner of the equipment, the Originator (discoverer) will prepare a draft report, tag the exhibit with a completed DD Form 1575 and DD Form 2332. The equipment and documents will be returned to the owning organization who will in turn submit the report to the Originating Point.
- Exhibits will not be shipped or hand carried prior to the receipt of disposition instructions unless otherwise directed by the Screening Point.
- **DO NOT DISASSEMBLE OR TAMPER WITH THE EXHIBIT.** Tampering and or excessive handling may prevent or limit an investigation. Exhibits that have been disassembled will not be accepted for an investigation/analysis.

5.7.1.4 Forward the draft report and identify potential exhibits and supporting data to the Originating Point within 24 hours for Category I DRs and within 10 days for Category II DRs.

5.7.1.5 **Reporting Deficiencies on TCTO Kits.** When a deficiency is noted against a TCTO kit, the deficiency will be reported against the individual TCTO and kit number and reference the NSN of the individual deficient item being processed as the exhibit. Unless specifically directed by the TCP/IEMP, it is not necessary to have the entire kit as an exhibit, only the deficient item within the kit.

5.7.1.5.1 In addition to a detailed problem summary, the DR shall list the Type of TCTO, Command Document Control Number, TCTO Title, TCTO Number, Data Code Number, Kit Data Code Number, System/Commodity Designation and Serial Number on which the TCTO was being accomplished, and state whether the TCTO was verified or if verification was waived.

**NOTE**

Deficiencies shall only be reported on TCTO kits; the AFTO FORM 22 will be used to report all other TCTO deficiencies.

5.7.1.5.2 All parts furnished must fit properly without force, except where noted.

5.7.1.5.3 All special tools and test equipment provided must do the job for which intended.

5.7.1.5.4 After completion of the TCTO, the modified system or commodity must perform to the criteria prescribed.

5.7.1.5.5 DRs will not be submitted against the TCTO Kit for component failures that occur after the successful accomplishment of the TCTO, instead, a DR may be submitted against the failed item. Reference the TCTO information in the problem summary.

**Table 5-5. How to Complete a TCP/IEMP Participant Deficiency Report**

In block	Enter
	Draft the report in the following format. If an entry is not applicable to the condition being reported, enter ‘N/A’ or ‘UNK.’ Entries which are unique to vehicles or software will be preceded by (vehicle) or (software). Failure to complete all the required blocks or insufficient information will result in delayed processing of the DR, or may result in denial of the DR.
1. From	The address of the Originating Point.
2. To	The Screening Point address to whom the report is being submitted. (Reference <a href="#">Table 5-8</a> or <a href="#">Table 5-9</a> )
	Subject: a. As applicable, enter:
	(1) CATEGORY I DR
	(2) MISHAP CATEGORY 1 DR
	(3) CATEGORY II DR
	b. If reporting the results of an initial acceptance inspection, enter ‘Initial Acceptance Inspection.’ Otherwise enter a brief descriptive title of the condition (such as Information Only, etc.)
	Risk Priority Code: Enter the Deficiency Category Risk Priority code from <a href="#">Table 5-5</a>
3. Report Control Number (RCN)	The Originating Point assigns a unique alpha-numeric RCN constructed as follows:
	<p>a. Enter the RCN consisting of three parts. The first part will be the alpha-numeric assigned to the country and type, model, series, (TMS) of the major weapon system, (six digit) SZOOF5. The second part will be the last two digits of the year followed by a four digit sequence number; 040001. The third part will be the alphanumeric description assigned the activity 12FTW. Example: Aircraft, SZOOF504000112FTW. Engine SZOJ8504000112FTW.</p> <p>b. RCNs for contractor submitted DRs will begin with a zero (0) followed by the applicable commercial and government entity code (CAGE) (see H4/H8), followed by a two digit calendar year identifier and a four digit sequence number starting with 0001 (e.g., 053862 87 0001).</p>
4. Date Deficiency Discovered	The year, month, and day the defect was discovered. The year, month, and day are separated by dashes. Example: 2003-09-10. This date is when objective analysis has confirmed there is reportable condition. For Mishap DRs or date (at the time of the mishap) as indicated above, whether dawn, dusk, or night. For software/firmware enter the date the discrepancy occurred. If time is significant, enter GMT time.
5. National Stock Number	The NSN and the applicable materiel management aggregation code. If no stock number is assigned enter ‘SL.’ Use the NSN of the TCTO or when reporting deficiencies on non-stocklisted parts in a TCTO or repair kit. For software deficiencies enter the Computer Software Identification Number (CSIN); or, if no CSIN is assigned, enter ‘See Manufacturer’s part number.’ For firmware, if CPIN is known, identify.
6. Nomenclature (Nom)	The noun of the item for which the report is being submitted. If the item has a WUC assigned, use the noun shown in the WUC manual. If not, consult the Illustrated Parts Breakdown TO and/or the item data plate. Software DRs should provide the nomenclature of the affected programmable hardware. If the program involves more than one readily identifiable equipment or system, multiple entries will be made. Deficiencies in software documentation should identify the document and discrepant paragraphs, sections, etc., in each document.
7. Manufacturer	The name of the manufacturer, the maintenance contractor, or Government activity which last repaired or overhauled the deficient item. For motor vehicles or components thereof, enter the name of the manufacturer of the vehicle or component, as appropriate. If unknown, enter ‘UNK’.

**Table 5-5. How to Complete a TCP/IEMP Participant Deficiency Report - Continued**

<b>In block</b>	<b>Enter</b>
7b. Manufacturer's Code	Code of the manufacturer as listed in Cataloging Handbook H4-1 (Name to code), Commercial and Government Entity (CAGE) Code (United States and Canada). If unknown, enter "UNK".
7c. Shipper, City And State	When the shipper of an item is different from the manufacturer, also include the shipper's or supplier's name.
8. Manufacturer's Part Number	The manufacturer's complete part number of the deficient (MFR PN) item. Consult the Illustrated Parts Breakdown TO, supply publication or similar source to ensure correct identification of the item. For software DRs, if a contractor's identification number is associated with a computer program, it should be provided. For software, identify the version number and patches used.
9. Serial, Lot, Batch Number (Ser, Lot, Batch Nr)	The complete serial number of the reported item, if available. For Air Munitions (FSG-13), Petroleum Products and Liquid Propellants (FSG-9100), and Chemicals and Compressed Gases (FSG-6800), include lot number and date of manufacture. For software DRs, identify media (magnetic tape, disc firmware, etc.) or TO. Indicate which data elements are being provided by preceding it with the appropriate abbreviation followed by a colon (i.e., SER: LM 38-0026).
10a. Contract Number	The contract number may be obtained from historical records, serviceable tag, manufacturer's label or container (package) label accompanying item, etc. If unknown, enter "NK." NOTE: Do not use a local base supply document number.
10b. Purchase Order Number	Enter these numbers or any other available transportation document number in lieu of the GBI. Such numbers appear on the container, purchase document and/or the item. It is extremely helpful if these items are furnished when the material was supplied by GSA. If unknown, enter "NK." NOTE: Do not use a local base supply document number.
10c. Requisition Number	Required for credit, but if unknown, leave blank.
10d. GBL Number	If unknown, leave blank.
11. Item New, Repaired, or Over-Hauled (New, Rpr, or Ovhl)	New, rep, or ovhl, as appropriate. Refer to historical records, serviceable tags, etc, accompanying the item.
12. Date Manufactured, Repaired, Or Overhauled (D Mfd, Rpr, Or Ovhl)	The year, month, and day. Separate year, month, and day with dashes. Example: 2003-06-15.
13. Operating Time at Failure	The time, events, or cycles (as applicable), materiel had (OTF) been in service since new, repaired or overhauled. Type of measurement (i.e., calendar time, operating time, etc.) will be entered following the measured value. For software DRs, indicate the calendar days since the last revision/version of the program was installed in the hardware. For engines, include time since new (TSN), time since installed (TSI), and time since overhauled (TSO). When the item is an engine component tracked by an automated data system, enter flight hours or cycles at the last component initialization. Refer to historical records, time clock, counter, etc. Record all information available. For vehicles, include total operating miles/hours/kilometers.
14. Government Furnished Material (GFM)	Contractors will answer "YES" or "NO." FMS AF activities will answer "N/A."
15. Quantity (Qty)	The total number of items received in the lot, batch in which the condition was found, if known. Disregard the unit of issue.
15a. Received (Recd)	The total number of items received in the lot batch in which the condition was found, if known. Disregard the unit of issue.
15b. Inspection (Insp)	The number of items inspected and type of inspection.
15c. Deficient (Def)	The number of items determined to be deficient as a result of the inspection.
15d. In Stock	Enter the quantity of materiel from the same manufacturer remaining in stock.

**Table 5-5. How to Complete a TCP/IEMP Participant Deficiency Report - Continued**

<b>In block</b>	<b>Enter</b>
16. Deficient Item Works On Or With:	
16a. End Item	The major weapon system Mission, Design, Series (MDS), IAW AFI 33-110, or Type, Model, Series (TMS), and Serial Number (SN). Vehicles: for ground C-3, enter the joint electronic type designator (JETD) and special number or TMS if non-JETD. Model, nomenclature, contract number, (require for prime vehicles and mounted equipment manufacture).
16b. Next Higher Assembly (NHA)	The national stock number, nomenclature, part number, and serial number of the NHA the item works on, as applicable. For software DRs, provide the NSN, nomenclature, part number, and serial number of the associated programmable hardware. For engines, when NHA is an engine component, provide engine serial number, engine flight hours/cycles.
17. unit cost (un cst)	The US dollar value of the deficient item (per unit of issue). If unknown, enter "UNK."
18. Estimated Repair Cost (Est Rep Cost)	Not required for FMS.
19a. Item Under Warranty	Yes, No, or unknown.
19b. Expiration Date	Provide expiration date of warranty if known.
20. Work Unit Code (WUC)	The WUC of the item for which the DR is submitted. Refer to the applicable -06 technical order (aircraft, support equipment, munitions, etc). For software DRs, if a WUC is not available for specific item but there is one for the NHA, use the WUC of the NHA. For software deficiencies indicate the WUC of the programmable hardware. For vehicles, enter the appropriate system code prefixed with zero to complete a five digit field for the failed item.
21. Exhibit Disposition (Exh Disp)	<p>The exhibit disposition will be one of the following:</p> <p>(a) Holding exhibit until (enter a date which is a minimum of 60 days after transmittal of the report).</p> <p>(b) Released for Investigation: Enter the date, name, and organization of the individual from the TCP/IEMP screening/Action Point authorizing disposition of the exhibit and name and organization to whom released. When the local investigation and analysis is part of an FMS Air Force mishap investigation for which a mishap report has not been submitted, provide a concise, chronological description of facts and circumstances leading to the mishap.</p> <p>(c) Returned to stock or disposed of: Enter the information requested in item 21b above.</p> <p>(d) Repaired.</p> <p>(e) Shipped IAW warranty plan, if available, or TCP/IEMP contact/Action Point directions. (Use only with DR exhibits with block 19 = yes).</p>
22a. Circumstances Prior To	The facts and circumstances leading to the problem. For a Mishap CATEGORY I DR, the narrative should satisfy the requirements of AFI 91-204, when local investigation and analysis is part of an FMS Air Force mishap investigation for which a mishap report has not been submitted, provide a concise, chronological description of facts and circumstances leading to the mishap.

Table 5-5. How to Complete a TCP/IEMP Participant Deficiency Report - Continued

In block	Enter
<p><b>NOTE</b></p> <p>For a Mishap related report, do not directly quote the conclusions and recommendations of the AFI 91-204 mishap investigators in blocks 22c and d. Sanitize all information gained through official safety messages. This information is privileged and may not be contained in reports which are not marked privileged as prescribed in AFI 91-204. Information relating to the deficiency involved in a mishap should be phrased to indicate that it is not a direct quote of the mishap investigation report.</p>	
<p>22b. Description and Cause of Difficulty (Desc and Cause of Diff)</p>	<p>A concise, chronological description of the difficulty and its cause.</p> <p>(1) For an Initial Acceptance Inspection of Aircraft, Aircraft Engine, or Aircraft Engine Module Report, list and consecutively number each defect under the appropriate heading, "Critical Defects" or "Minor Defects." (Reference Appendix U)</p> <p>(2) For software/firmware DRs, include specific references to technical orders, specifications, software documentation, etc. Indicate the type of software process (development test, verification test, system build regression test, etc) being made when the failure occurred. Identify the software systems in execution with the faulty system and CSCI version in use. List all media required to recreate the problem, if you were using other information that might assist in determining the conditions surrounding the failure. State whether or not the condition is repeatable. When practical, also state for software whether the software processed successfully even with the condition, the category of work, the program and module status, changes made in the data base, the severity of the condition, condition analysis and number of errors that resulted, and number of previously successful software runs before the present run was reported.</p>
<p>22c. Action Taken And/OR Recommended (Act Taken Or Recm)</p>	<p>This is the action taken to remedy the difficulty; to provide safety and security; and to prevent recurrence. Recommend a solution, which in the Originating Points opinion will correct or assist in resolution of the stated problem. If applicable, identify the action agency for each recommendation. If there is no recommended solution, enter "NONE."</p> <p>(1) Include data of value such as usage trends; conclusions based on an index; and other data which may support the report.</p> <p>(2) For an Initial Acceptance Inspection Report, consecutively number each action taken and/or recommendation to correspond with the respective defect recorded in block 22b. If the exhibit is available, so state.</p>
<p>22d. Technical Information (Tech Info)</p>	<p>For a DR, enter the TO, figure and index of the deficient item.</p>
<p>22e. Technical Data Deficiency (Tech Data Def)</p>	<p>AFTO Form 22, Technical Order Improvement Report And Reply, or AF Form 847, Recommendation For Change Of Publication, publication control number(s) and the technical order references), if technical data procedures contributed to the DR.</p>
<p>22f. Support Data Mailed</p>	<p>Describe support data provided such as photographs, tags, labels, etc. Ensure the DR control number is identified on any support data mailed under separate cover.</p>
<p><b>NOTE</b></p> <p>For Jet Oil Analysis Program (JOAP) related DRs, include results of the last five JOAP readings on any oil wetted component. The SPM or IM ALC code prescribed in appendix F, column 2.</p>	

**Table 5-5. How to Complete a TCP/IEMP Participant Deficiency Report - Continued**

In block	Enter
22g. Single Manager Or Item Manager ALC Code (SPM OR ALC Code)	Not required for FMS activities.
22h. Standard Reporting Designator (SRD)	Not required for FMS activities.
22i. Command Code (CMD Code)	FMS AF activities will answer “N/A”.
22j. Other Pertinent Data	<p>Complete to the extent practical for all DRs. If the exhibit is a critical item or MICAP, so indicate.</p> <p>(1) Exhibit Holding Activity (DR EXH HOLD ACT): Enter the contact information for the DR exhibit holding activity.</p> <p>(2) Pertinent Data (Pert Data): When applicable, state whether, in the opinion of the initiator, the condition is attributable to: maintenance malpractice, lack of training, inadequate procedures, lack of adequate or reliable test or calibrating equipment, negligence, suspected test voids (e.g., unit passes all tests on automatic or manual test equipment but malfunctions when installed in aircraft or vice versa), design deficiencies, environment (e.g., vibration, temperature, altitude, sand distress, etc), poor quality processes or other factors which will support this report. Any secondary damage which occurred as a result of the failures as a result of such damage. If the deficiency was discovered as a result of a sampling plan, or inspection a statement to that effect should be included. Include a comment if the item is part of a TCTO kit. For software DRs, identify the facility where the problem was reported and the processor if the problem is on a computer or software program.</p>
22k. Cognizant Official (Cogn Off)	The name(s), commercial duty phone number(s) of the individual(s) from the Originating Point and/or safety offices for the DRs. All queries concerning the DRs from the investigating agencies will be addressed to this/these individual(s).
22l. Certifying Official	For DRs enter the name(s), rank(s), commercial telephone (CERT OFF) numbers of the certifying officials from the Chief of Maintenance/Resources, (Originating Point). For vehicle reports, the transportation Squadron Commander, Chief of Transportation, or equivalent.

**5.7.2 Originating Point Responsibilities.** The Originating Point is a function within the originating country. The Originating Point should be knowledgeable of all Originator responsibilities (paragraph 5.6.1), manage the locally established deficiency reporting program, serve as the focal point for all submitting organization tasks, ensure exhibit handling and processing according to this Chapter, local procedures, and TCP/IEMP instructions.

**NOTE**

If the draft report does not meet DR submission criteria, determine if additional information is required or if an alternative process should be used (See Table 5-3).

5.7.2.1 Initiate the DR (use Table 5-5 or equivalent worksheet), ensuring the report is valid, accurate and complete (e.g., sequence of events, details of the problem, Originator recommendations, etc.).

5.7.2.2 Coordinate all safety-related DRs with the local safety office.

5.7.2.3 Verify the Security Classification of the DR and handle IAW established procedures. DRs are subject to the appropriate security classification and Encrypt For Transmission Only (EFTO) procedures. Ensure the DR does not contain classified or sensitive information. If classified or sensitive information is required to substantiate or support the DR, ensure information is provided under the appropriate security guidelines.

5.7.2.4 Research historical records, aircraft or system logs, etc. and add any additional information TO 00-35D-54 required to substantiate the report.

**NOTE**

The Chief of Maintenance and/or the Chief of Quality Control (or equivalent authority) will review and validate all reports to ensure they are the correct report type/category and are routed correctly. For TMDE DR, the Chief of the Quality Control within the owning organization will certify that DR is valid.

5.7.2.5 Ensure exhibits have been identified, secured, tagged and processed along with any associated items, equipment, material, or media according to disposition instructions and locally established procedures.

**NOTE**

Failure to make all the required entries on DD Form 1348-1 may result in the loss of the exhibit and subsequent denial of any reimbursement request resulting from the loss of the exhibit.

5.7.2.6 Determine if the deficient item will be locally repaired. Do not attempt to repair DR exhibits unless authorized by the TCP/IEMP Screening Point. If the deficient item is locally repaired and the failure meets the DR submission criteria in [Table 5-2](#), an DR may be submitted for historical purposes.

5.7.2.7 Complete blocks 1 through 10 of the DD Forms 2332 IAW [Table 5-11](#) and ensure that two copies of the DD Form 2332 and two copies of the unclassified DR are turned in to the holding/shipping activity.

5.7.2.8 If an obvious workmanship/manufacturing deficiency exists, the Originating Point, with the assistance of the Installation Supply Support Activity should:

5.7.2.8.1 Identify any additional defective stock on hand and report the exact or suspected number of defective items. Tag all suspected materiel reported on the DR by attaching a DD Form 1575.

5.7.2.8.2 Classify, segregate, and control all suspected/known defective items in the appropriate suspended supply condition code and secure the item/s in the exhibit holding area, pending disposition instructions.

5.7.2.9 Forward the report to the TCP/IEMP Screening Point (reference [Table 5-7](#) and [Table 5-8](#)) by the appropriate means and within the prescribed time.

5.7.2.9.1 Category I DRs must be submitted to the TCP/IEMP as identified in [Table 5-7](#) and [Table 5-8](#) with an assigned precedence of priority within 24 hours after discovery of the deficiency. The subject of the message will be Category I DR.

5.7.2.9.2 Category II DR reports may be submitted to the TCP/IEMP as identified in [Table 5-8](#) and [Table 5-9](#) with an assigned precedence of routine (using the format prescribed in [Table 5-5](#)), within 10 days after discovery of the deficiency. The subject of the message will be Category II DR.

5.7.2.10 Transmitting DR. Category I and Mishap DRs will be submitted by a priority precedence. Category II DRs may be submitted by routine precedence. DRs that contain classified information must be transmitted by secure communications network. Handle reports containing such information IAW AFH 31-401. The following information is provided to assist the Originating Point in determining receiving addresses:

5.7.2.10.1 The DR will be addressed to the applicable TCP/IEMP as identified in [Table 5-8](#) and [Table 5-9](#).

5.7.2.10.2 Information copies of the DR will be as an information addressee to the SPD, IM, or EIM of the end item or system on which the deficient item is installed.

5.7.2.10.3 Mishap Category I DR. The Mishap Category I DR will be routed to the applicable TCP/IEMP as identified in [Table 5-8](#) and [Table 5-9](#).

**NOTE**

The PM is responsible for the resolution of a Mishap Category I DR and the necessary collaboration with the IM/ES who is responsible for the deficient item and other support agencies.

5.7.2.10.4 Repeat Deficiency Report Routing. Repeat reports will be routed to the same addressees that received the original report and to any addressees that are later identified as requiring the report information. A new report control number will be assigned to the report and it will be identified as a "Repeat DR" in the subject of the DR correspondence. If the

circumstances of the deficiency were significantly different from previous reports or, if additional facts or details have been revealed during local investigation, include all available information (i.e., photos, inspection results) of the facts.

**5.7.2.10.5 Supporting Data.** Related data, such as photographs, graphics, etc. that cannot be submitted by electronic means will be submitted by mail. Ensure that the report references the existence of such data and that the DR report control number (RCN) and mishap control number (if applicable) are identified on mailed support data.

**5.7.2.11 Status Inquiries.** The Originating Point will establish a process to query and follow-up on the progress, status, and resolution of the DR after submittal to the TCP/IEMP Screening Point.

**5.7.2.12 TCP/IEMP Screening Point Requests.** The Originating Point will follow up on exhibit shipping instructions, requests for further information or supporting data requests, request for verification, etc., as applicable.

**5.7.2.12.1** The Originating Point will hold the exhibit in a secure area until the disposition instructions have been provided by the appropriate TCP/IEMP Screening Point. Follow-up with the TCP/IEMP Screening Point if exhibit disposition instructions are not received within 60 days.

**5.7.2.12.2 When Exhibits are Requested.** A copy of the completed forms must be forwarded to the screening/Action Point for tracking purposes. The DD Form 1348-1 will be clearly marked "FMS EXHIBIT DO NOT PLACE IN USAF SUPPLY", CONDITION CODE "Q". Stencil in letters at least one inch high on two sides. Mark the shipping container with the name, address, special instructions provided in the disposition instructions and extension of the individual in the investigating organization to be contacted upon receipt of the exhibit. Also, include, the document number of the original requisition, case numbers for the exhibit being returned to a contractor. Ensure that the DD Form 1348-1 contains the words "OPEN IN THE PRESENCE OF A US GOVERNMENT REPRESENTATIVE."

**NOTE**

When country is requested to submit an exhibit for investigation/analysis, disposition instructions (return as-is, repair, or condemn) will be recorded on DD Form 1348-1 in block DD and on DD Form 2332. Failure to provide timely disposition instructions delays the investigation process.

**5.7.2.12.2.1 Package, Tag and Process the Exhibit.** When releasing or shipping the exhibit, the holding activity will complete blocks 7, 11, and 12 of the DD Form 2332 and attach to the exhibit using the information in the disposition instructions. Attach an envelope containing a printed copy of the DR to the DD Form 2332. This copy of the DD Form 2332 will be packed with the DR. Assure that all tags, markings and other documentations not related to the present condition of the exhibit are removed.

**5.7.2.12.2.2** Complete a second DD Form 2332 and attach it to the shipping container near the identification markings, with a copy of the DR. When the exhibit is stored outside, the DD form should be enclosed in a clear plastic envelope with the front of the form visible. In the "REMARKS" block of the release (shipping) document, enter "DR EXHIBIT." Following the phase, enter the DR RCN (block 1 of the DD Form 2332) and the MIP number provided in the disposition instructions, if applicable.

**5.7.2.12.3** If no initial response or update is received from the TCP/IEMP Screening Point by the status due date, the Originating Point will contact the Screening Point to receive updated status.

**5.7.2.12.4** The Originating Point should update the Originator of significant events; such as status changes, investigation results, etc.

**5.7.2.13 Trend analysis.** The Originating Point shall establish a method to screen for trends associated with the weapons systems/subsystems within their organization.

**5.7.2.14 Closed Deficiency Report Reviews.** Originating Points will review closing action summaries for complete and thorough resolution. Originating Points ensure the Originator or designated representative has an opportunity to review and if necessary challenge, closing action summaries (see Paragraph 5.7.3 for disagreement resolution).

**5.7.2.15** Originating Points will investigate and implement corrective actions to prevent recurrence of reports closed due to misapplication of submission criteria, failure to provide adequate data for analysis, or lack of an exhibit.

**5.7.3 Resolution of Disagreements.** Countries may non-concur with DR Closure. The non-concurring country shall provide complete rationale and supporting documentation to the TCP/IEMP within 30 days of the DR closing. Every effort will be made by the TCP/IEMP to resolve the contested closing action at the lowest possible level. When significant disagreement

remains after the rebuttal, the DR will remain open and be elevated to the next management level of the TCP/IEMP for resolution.

**5.8 DEFICIENCY REPORT PROCESSING, INVESTIGATION AND RESOLUTION.**

This section establishes responsibilities and procedures for TCP/IEMP deficiency report (DR) processing, investigation, management, and resolution. Screening Points ensure systematic processes are established consistent with the requirements of this TO and OSS&E baselines, to investigate and resolve TCP/IEMP reported deficiencies.

**5.8.1 The TCP/IEMP Screening Point.** The Screening Point for TCP/IEMP participants will be assigned within the applicable TCP/IEMP. The Screening Point receives the report from the participant country, inputs the data into the DRIS database, monitors and performs follow-up through deficiency resolution. The SPOCO determines the responsible organization that will investigate the deficiency.

**5.8.1.1** The Screening Point will acknowledge receipt of the DR and, through coordination with the assigned Action Point, will provide exhibit disposition instructions to the Originating Point. Disposition instructions will be provided within five days for a Category I DR and 15 days for a Category II DR. The Screening Point will put a comment in the DR submittal referencing that this is a “FMS Exhibit - DO NOT Place in USAF Supply”. If interim exhibit disposition instructions are furnished, the holding activity will be given a projected date for receiving updated instructions.

**NOTE**

To facilitate the tracking of TCP/IEMP exhibits, the AFSAC Supply Discrepancy Report (SDR) Office will be furnished a copy of the exhibit request message and be an INFO addressee on correspondence until completion of the investigation and the final disposition of the exhibit.

**Table 5-6. HQ AFSAC Supply Discrepancy Report (SDR) Office Addresses**

<p>MAIL ADDRESS: AFSAC/SDR 5490 Pearson Rd Wright Patterson AFB OH 45433-5332</p>	<p>MESSAGE ADDRESS: AFSAC WRIGHT PATTERSON AFB OH//SDR//</p>
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**5.8.1.2** When misrouted DRs are received, transfer the DR to the responsible TCP/IEMP Screening Point as soon as possible, but not later than one day for Category I DRs and five days for Category II DRs. Ensure Originating Point and other applicable addressees are notified of the transfer.

**5.8.1.3** Monitor the deficiency investigation through closure. Request information as required from the Action Point and update the Originating Point as status changes occur. As a minimum, provide the Originating Point a status update for all open DRs each quarter.

**5.8.1.4** Be sensitive to other deficiencies uncovered during the investigation and initiate further action as required. Advise the Originating Point to screen for suspect material when applicable.

**5.8.2 Action and Support Points.** Responsibilities of Action and Support points are specified in [Chapter 4](#). The following is provided as additional emphasis or as an exception to existing procedures.

**5.8.2.1** The Action Point shall direct all requests for additional information and or clarification to the TCP/IEMP Screening Point.

**5.8.2.2** If a disagreement exists as to the report category, seek consensus with the TCP/IEMP Screening Point prior to changing the report category. If the Screening Point is unable to reach agreement with the Originating Point, the PM will establish the report category.

**5.8.2.3 Category I DR.** All Category I DRs will be acknowledged as soon as possible, but not to exceed 1 day of receipt. The Program Manager of the deficient system/item shall establish procedures to ensure that an immediate response is made to a Category I DR; that the Chief/Lead Engineer approves the action; and that the response ensures the safe operation of the system/item.

5.8.2.3.1 Acknowledgement will be in an official medium with the appropriate urgency to provide notification to the Screening Point and other affected organizations. The Screening Point in turn will notify the Originating Point.

5.8.2.3.2 Acknowledgement may be provided in a work-around for a maintenance activity; restrictions to the usage of the item, such as aircraft grounding or flight envelope restriction; and/or an inspection TCTO to determine the full impact of the Category I condition.

5.8.2.4 The Support Point performs the investigation of the report if requested by the Action Point, and provides exhibit disposition instructions, updates and investigation results to the Action/Screening Points.

5.8.3 Exhibit Disposition, Technical Investigation and Analysis. Disposition instructions are required for all DR exhibits whether they are required for the evaluation of the problem involved or to be processed according to their condition. The following guidelines provide unique TCP/IEMP processes required to determine exhibit disposition, investigation funding, analysis and closing. All stakeholders, i.e., Originators, Originating Points, Screening Points, Action and Support Points shall use these procedures to identify and determine exhibit disposition, investigation funding, analysis and closing actions.

#### **NOTE**

For Action and Screening Points, these processes are in addition to, or when conflicting, replace those outlined in [Chapter 4](#).

5.8.3.1 Criticality/Payback Potential of the Investigation. Receipt of a DR is not (of itself) sufficient reason for establishing an investigation project. The determination criteria should take into consideration such things as DR category, the criticality of the item, weapon system degradation, usage trend, historical computer system data, previous DR, etc.

5.8.3.1.1 Each TCP/IEMP organization will formulate criteria for the establishment/continuation of an investigation project. This criteria may include the action/support point.

5.8.3.1.2 An investigation should be established when there is a high payback potential for the country, such as when there is increased usage trend of an item, decreased mean time between maintenance (MTBM), decreased mission capability, etc.

5.8.3.1.3 Normally, items with a low payback potential should not be investigated.

5.8.3.2 Funding of the DR Investigation. The appropriate USAF technical and engineering activity will make a determination as to the funding of the investigation. DR investigations will be funded based on the following criteria:

5.8.3.2.1 If the investigation/analysis will benefit the United States Air Force (USAF), the USAF will fund one investigation.

5.8.3.2.2 If the investigation/analysis determines the deficiency applies to parts or components still under warranty by the manufacturer, claims will be processed through the Air Force Contracting Office to the manufacturer.

5.8.3.2.3 If the investigation/analysis is determined to be of no benefit to the USAF, the Action Point provides estimated cost of the investigation/analysis and exhibit shipping/disposition instructions to the Screening Point as funding must be provided by the country(s) receiving the benefits.

5.8.3.2.4 The TCP/IEMP for the applicable equipment on which the DR is submitted, may request funds from the countries AFSAC country case manager.

5.8.3.2.5 When AFSAC agrees to fund the effort and provides a fund citation, authorization to conduct analysis will be provided to the investigative activity. Funding will only be provided for the actual number of hours spent on the DR. The TCP/IEMP will also indicate in the authorization document (letter or message) the appropriate fund citation that must be reflected on the billing document.

5.8.3.2.6 The country and the applicable AFSAC country case manager will be advised that funds (estimated amount) are required before further action on the DR can be taken. Normally, a "G" case will be used for funding this effort. When case funds are made available, the investigative activity will process the DR according to this chapter, standard USAF procedures, and will advise the TCP/IEMP of the investigation results.

5.8.3.2.7 For exhibit requests pertaining to DRs of an emergency/urgent nature (loss of life, injury to personnel, aircraft fleet grounding, etc.), Teardown Deficiency Report (TDR) funding approval and funds cite should be obtained by telephone (confirmed by message or letter) to facilitate the expeditious processing, shipping, and analysis of the exhibit.

5.8.3.3 Exhibit Disposition. When a country is requested to submit an exhibit to be used for deficiency analysis, charges for transportation of the exhibit will be paid by the submitting country. Disposition instructions for the exhibit (return as-is, repair, or condemn) will be recorded on DD Form 1348-1 in block DD, and on DD Form 2332. Failure to provide timely disposition instructions may delay the investigation process.

5.8.3.4 The Originating Point will notify the Screening Point as to when the exhibit will ship and send the Screening Point a Copy of the exhibit shipping document for exhibit tracking. Failure to comply may result in the loss of the exhibit and subsequent denial of any reimbursement.

5.8.3.4.1 The Screening Point will initiate follow-up action of the Originating Point's notice of shipment/shipping document, if the exhibit is not received in 25 days of the first request.

5.8.3.4.2 The Screening Point will initiate a second follow-up action of the Originating Point's notice of shipment/shipping document, if the exhibit is not received in 25 days of the second request.

5.8.3.4.3 If the exhibit is not received within 25 days of the second follow-up, the DR will be closed due to lack of exhibit and retained as historical data.

5.8.3.4.4 Upon notification of exhibit receipt from ALC receiving and storage activity the action/support point will obtain the exhibit from the exhibit storage organization and ensure the exhibit remains in a "as received" condition (crated and boxed) until released for investigation. The investigator will ensure that a copy of the DD Form 1348-1, signed by a USG representative, is forwarded to the TCP/IEMP Screening Point and AFSAC/SDR. USAF liability for the material begins when an authorized DoD representative signs for the exhibit. The DD Form 1348-1, 1575, and 2332 must remain with the exhibit throughout the entire investigation process and until final exhibit disposition.

5.8.3.4.5 Upon completion of analysis the Support Point shall process the exhibit according to instructions on DD Form 2332, i.e., repair, return, or condemn and the Action Point shall inform the TCP/IEMP Screening Point as to the status of the exhibit through final disposition by documenting the appropriate fields within the DRIS database.

5.8.3.4.6 If an exhibit (non-consumable) is in a condemned condition after completion of the investigation, and the country has not previously provided specific disposition instructions, the country will be contacted for disposition instructions. If other than routine disposition of the condemned exhibit is requested by the country, transportation charges will be funded by the country. Exhibits that are serviceable or repairable after analysis will be processed in accordance with the country(s) instructions as specified in their message and on DD Forms 1348-1 and 2332.

5.8.3.4.7 If as a result of the investigation, the USAF or contractor accepts responsibility for a deficiency, the action/support point will pursue actions to have the materiel repaired/replaced.

### 5.8.3.5 CLOSING REPORT

5.8.3.5.1 A DR is considered closed if not involved in resolution of disagreement proceedings and any of the following conditions are met:

5.8.3.5.1.1 When the results of DR investigation cause a configuration change (either hardware or software), the DR will be closed when the proposed solution has been approved and a determination has been made that verification is not required.

5.8.3.5.1.2 If the DR investigation results only require a change to technical data, the DR will be closed when the Publication Change Request has been approved and forwarded to the Publication Functional Office.

5.8.3.5.1.3 When the DR investigation results in a quality problem being identified, corrective action has been initiated and stock screening and/or removal and replacement action has been started, if required.

5.8.3.5.1.4 Corrective action cannot be justified (due to cost restraints, life cycle, low risk or operational constraints) or if not required.

5.8.3.5.1.5 The DR is combined with another open DR.

5.8.3.5.1.6 When the investigation depends upon the availability of an exhibit and it is not received or is unavailable.

5.8.3.5.1.7 When a contractor change has been initiated and the change is approved.

5.9 DR/MIP RESPONSE/RESOLUTION PERFORMANCE.

TCG/IEMP Screening Points shall establish performance measures for responding to and resolving deficiencies. Performance measures should allow identification and correction of bottlenecks associated with the process flow of the deficiency. As all deficiencies go through some or similar steps to reach a logical resolution, analysis of the timelines associated with these steps will allow a determination of constraints. These steps may include, but are not limited to: initial evaluation, exhibit disposition, in-depth analysis/tear-down investigation, review boards, recommendations, engineering action, engineering change proposal, prioritization, funding, fix verification, and closing.

**Table 5-7. Deficiency Report Action Point Addresses for TCP Participants Only**

Weapon System	TCP Office:
If the country is a TCP Participant and the condition or defect involves the aircraft, systems, or support equipment (excluding engines) on:	
F-5A, B, E, F Aircraft TCT A-37B, T38B, Aircraft TCG	MAIL ADDRESS: OO-ALC/LCDT 6064 Dogwood Ave. Bldg. 1254 Hill AFB UT 8405 MESSAGE ADDRESS: OO ALC HILL AFB UT//LCDT// Commercial Fax: (801) 586-3692
F-4 Aircraft TCG	MAIL ADDRESS: OO-ALC/LCDI 6068 Aspen Rd Bldg 1294 Hill AFB UT 84056-5816 MESSAGE ADDRESS: OO ALC HILL AFB, UT//LCDI// Commercial Fax: (801) 773-7620
F-15 Aircraft TCG	MAIL ADDRESS: WR-ALC/LFIT 296 Cochran St Robins AFB GA 31098-6001 MESSAGE ADDRESS: WR ALC ROBINS AFB GA/LFIT// Commercial Fax: (478) 328-2206
F-16 Aircraft TCG	MAIL ADDRESS: OO-ALC/YPXG 6089 Wardleigh Rd Hill AFB UT 84056-5830 Org Email: OOALC.YPXG@Hill.af.mil MESSAGE ADDRESS: OO ALC HILL AFB UT//YPXG// Commercial Fax: (801) 773-9782
E-3 Aircraft TCG	MAIL ADDRESS: OC-ALC/PSWI 3001 Staff Dr, Ste 2AH110 Tinker AFB OK 73145-3022 MESSAGE ADDRESS: OC ALC TINKER AFB OK//PSWI// Commercial Fax: (405) 736-4360

Table 5-7. Deficiency Report Action Point Addresses for TCP Participants Only - Continued

<b>Weapon System</b>	<b>TCP Office:</b>
C-130 Aircraft TCG	MAIL ADDRESS: WR-ALC/LBI 265 Ocmulgee Court Robins AFB GA 31098-1640 MESSAGE ADDRESS: WR ALC ROBINS AFB GA//LBI// Commercial Fax: (478) 328-1257
Tactical Missile TCG AIM 7, AIM 9, AGM 88	MAIL ADDRESS: WR-ALC/LMMF 460 Richard Ray Blvd, Ste. 221 Robins AFB GA 31098-1640 MESSAGE ADDRESS: WR ALC ROBINS AFB GA//LMMF// Commercial Fax: (478) 922-3268
Precision Guided Munitions TCG AGM 65 Paveway I, II, & III	MAIL ADDRESS: OO-ALC/WMIT 6034 Dogwood Ave Bldg 1257 Hill AFB, UT 84056-5816 MESSAGE ADDRESS: OO ALC HILL AFB UT//WMIT// Commercial Fax: (801) 777-8664
KC-135 TCG	MAIL ADDRESS: OC-ALC/LCFT 3001 Staff Dr., Ste 2AH 19013 Tinker AFB, OK 73145-3019 MESSAGE ADDRESS: OC ALC Tinker AFB OK//LCFT// Commercial Fax: (405) 736-7281
LANTIRN TCG	MAIL ADDRESS: WR-ALC/LSTPG 380 Richard Ray Blvd, Ste 104 Robins AFB, GA 31098-1638 MESSAGE ADDRESS: WR ALC Robins AFB GA//LSTPG// Commercial Fax: (478) 926-3215

**Table 5-8. Deficiency Report Action Point Addresses for IEMP Participants Only**

<b>Engine</b>	<b>IEMP Office:</b>
If the country is a IEMP Participant, and the condition or defect involves the engine, (excluding APU, GTE, QEC, or starters) submit the report to:	
J85, T56, J79, F108, TF30, TF33, & CFM56 Engines	MAIL ADDRESS: OC-ALC/ LPIE 3001 Staff Dr, Ste 2AC1 95A Tinker AFB OK 73145-3031 MESSAGE ADDRESS: OC ALC TINKER AFB OK//LGQ// Commercial Fax: (405) 736-2006
F-100 & F-110 Engine IEMP	MAIL ADDRESS: OC-ALC/ LPIC 3001 Staff Dr, Ste 2AC1 95A Tinker AFB OK 73145-3031 MESSAGE ADDRESS: OC ALC TINKER AFB OK//LGQ//
NOTE: The following should be included as information addressee on all correspondence pertaining to CFM56, TF-30, TF-33, P100A, J-79, J85, F-100, and F-110 engine DRs:	
MAIL ADDRESS: OC-ALC/LGQ 3001 Staff Dr, Ste 2AG1102D Tinker AFB OK 73145-3001	MESSAGE ADDRESS: OC ALC TINKER AFB OK//LPIE//

**Table 5-9. Countries Supported by TCP/IEMP**

Code	Country	Code	Country	Code	Country
AT	AUSTRALIA	ID	INDONESIA	MU	OMAN
BA	BAHRAIN	IS	ISRAEL	PK	PAKISTAN
BE	BELGIUM	IT	ITALY	PI	PHILIPPINES
BR	BRAZIL	JA	JAPAN	SA/SR	SAUDI ARABIA
CN	CANADA	JO	JORDAN	SN	SINGAPORE
CI	CHILE	KE	KENYA	SP	SPAIN
DE	DENMARK	KS	KOREA	SZ	SWITZERLAND
DR	DOMINICAN REPUBLIC	MF	MALAYSIA	TW	TAIWAN
EG	EGYPT	MX	MEXICO	TH	THAILAND
FR	FRANCE	MO	MOROCCO	TU	TUNISIA
FY	GERMANY	N2	NATO	TK	TURKEY
GR	GREECE	NE	NETHERLANDS	UK	UNITED KINGDOM
HO	HONDURAS	NO	NORWAY	VE	VENEZUELA
				PL	POLAND

Table 5-10. How to Complete a DD Form 2332

IN BLOCK	ENTER
1. RCN	The number in block 3 of the associated DR.
2. Date	The DR submission date. This will be the date of the message establishing the DR.
3. Originating Activity	The name and address of the Originating Point (owning organization for TMDE).
4. NSN	The NSN from block 5 of the DR.
5. Part Number	The manufacturer's part number of the failed item from block 8 of the DR.
6. Serial Number	The SN of the failed item from block 9 of the DR.
7. Remarks	Information, such as the MIP number, that was not included in the other blocks and that will assist in identifying the exhibits. Indicate whether the DR is a CATEGORY I or II by entering "CATEGORY I" or "CATEGORY II", as appropriate. If the item is a mishap exhibit, enter the word "MISHAP" and the mishap control number in this block. Exhibits subject to warranty correction will include the word "WARRANTY" in this block. When exhibit is requested by the TCP/IEMP Screening Point, action or support activity, include "Ship-to instructions".
8. Item Description	The nomenclature of the failed item.
9. Name	The name of the originating point representative.
10. Phone	The commercial (including area code) telephone number of the originating point.
11. Date Exhibit Release	The date that the exhibit was released to the TCP/IEMP Screening Point, Action Point, or support point.
12. Exhibit Released	To The name, address, and telephone number of the TCP/IEMP Screening Point, Action Point, or support point to whom the exhibit was released.

PRODUCT QUALITY DEFICIENCY REPORT EXHIBIT			
1. REPORT CONTROL NUMBER	2. DATE (YYYYMMDD)	3. ORIGINATING ACTIVITY	
4. NSN	5. PART NO.	6. SERIAL/LOT/BATCH NO.	
7. CONTRACT NO.	8. QTY RECEIVED	9. QTY DEFICIENT	10. ITEM DESCRIPTION
11. COMPLAINT NARRATIVE - WHAT IS WRONG (Continue on back if necessary)			
12. NAME (Last, First, Middle Initial)		13. TELEPHONE (Include Area Code)	

DD FORM 2332, JAN 1999 PREVIOUS EDITION MAY BE USED. WHS/DIOR, Jan 99

H8800067

**Figure 5-1. DD Form 2332, Product Quality Deficiency Report Exhibit (Front)**

PRODUCT QUALITY DEFICIENCY REPORT EXHIBIT	
14. SCREENING POINT/DEPOT	
15. DATE EXHIBIT RELEASED (YYYYMMDD)	16. EXHIBIT RELEASED TO
11. COMPLAINT NARRATIVE (Continued) AND REMARKS	

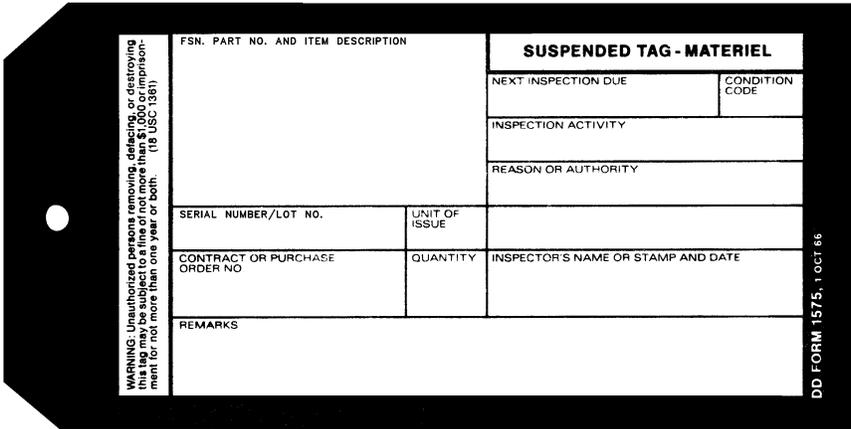
DD FORM 2332 (BACK), JAN 1999

H9104180

**Figure 5-2. DD Form 2332, Product Quality Deficiency Report Exhibit (Back)**

Table 5-11. Required Entries for DD FORM 1575 Condition Tags

Block Title	Entry Notes
NSN, Part No., and Item Description	Self Explanatory
Serial Number/Lot No.	Self Explanatory
Quantity	Self Explanatory
Unit of Issue	Self Explanatory
Condition Code	Enter condition code Q unless directed by the Action Point to use another condition code. Ammunition items use condition code J.
Inspection Activity	Originators Organizational address
Inspectors name or stamp and date	Block letters with last name, first name initial and date; or stamp and date
Contract or Purchase Order No.	Enter if available. See Note 1
Next inspection due	Enter if applicable
Reason or authority	Enter "TO 00-35D-54" and RCN
Remarks	Enter "DR Exhibit and the Database Accession Number." See Notes 2, 3, 4 & 5
<p>NOTES:</p> <ol style="list-style-type: none"> <li>1. Required only when item is still under warranty and contract number is available.</li> <li>2. For classified components, a stamp will be used that states "This item is classified and will be handled in accordance with AFI 31-401. For classified components under COMSEC Control (i.e., those using the TSEC nomenclature system), a stamp will be used that states "This item is classified and will be handled in accordance with AFKAG-1 ()". Bold black lettering will be used if not stamp is available. Only the DD FORM 1575 attached to the item will be completed and stamped. The DD FORM 1575 attached to the outside of the item's container will be completed except for the classified stamp. See DOD 5220.22-R, AFI 31-401, and AFI 24-201 for additional guidance on packaging classified components for shipment.</li> <li>3. If the item is a Mishap exhibit, enter the word "Mishap" and the Mishap event control number in this block.</li> <li>4. If the exhibit is under warranty, include the word "WARRANTY" in this block.</li> <li>5. If the item is a component of a TCTO kit, list the TCTO kit number.</li> </ol>	



H8800068

Figure 5-3. DD Form 1575, Suspended Tag - Material



## CHAPTER 6

# EXHIBIT HANDLING AND PROCESSING

### 6.1 PURPOSE.

6.1.1 This chapter provides instructions for establishing the exhibit storage and handling system and provides processing of deficiency report exhibits.

### 6.2 APPLICABILITY.

6.2.1 This chapter applies to Air Force bases and activities, agencies, and contractors who perform exhibit handling and processing of USAF owned or managed deficiency report (DR) exhibits.

6.2.2 These procedures apply regardless of whether these services are contracted or performed by USAF members/employees.

6.2.3 This chapter does not apply to: munitions that are too dangerous or hazardous to retain. Photograph those items prior to their disposal and submit the photographs with the DR for use in lieu of an exhibit. For Air Force organizations, the munitions supply account will dispose of conventional munitions according to AFMAN 23-110V1, part 1.

### 6.3 ESTABLISHING THE EXHIBIT PROCESSING SYSTEM.

6.3.1 All organizations that process DR exhibits shall develop and document exhibit handling and processing procedures to ensure that they meet local requirements, this TO, AFI 21-101 and AFMAN 23-110.

6.3.2 The AFMC Center DRIS Single Point of Contact Office (SPOCO) has responsibility to ensure processes are consistent across the Center to the extent practical.

6.3.3 Originating points shall perform local exhibit-processing oversight and ensure proper exhibit control and handling. They will ensure that exhibit processes are established and documented.

6.3.4 The contractor shall establish and maintain a system in accordance with Federal Acquisition Regulation part 45, *Government Property*, to control, protect, preserve, and maintain all Government property. Contractor's shall document their exhibit handling procedures in the government property control system established IAW the Federal Acquisition Regulation.

6.3.5 AFMC Centers will ensure contractors managing exhibit holding areas are meeting the requirements of this TO through statements of work outlining the requirements of this TO, AFMAN 23-110, and local procedures.

6.3.6 Self-inspection and metrics review will be performed to measure compliance.

### 6.4 EXHIBIT CONTROL, MARKING, AND HANDLING.

6.4.1 Activities that handle or process DR exhibits shall ensure exhibits are conspicuously marked, tagged, and controlled to preclude their use. If size or configuration allows, the exhibits shall be moved from the inspection, production, maintenance, or operation area to a secure, minimum access area designated for storage of defective products.

6.4.2 The designated area shall be protected to preclude unauthorized return of the exhibits to the production, maintenance, or operations area.

6.4.2.1 Permanent Forward Controlled Exhibit Storage Point. This option may be established at the organization to hold exhibits pending final disposition instructions when conditions warrant (lack of adequate and appropriate storage space or physical separation between maintenance and supply). The establishment of a permanent forward controlled exhibit storage activity must be approved by HQ USAF/ILMM before it is established. Major command POC should forward request for approval and justification to HQ USAF/ILMM, Washington DC 20330, with info to HQ AFMC/LGY.

**NOTE**

Exhibits will not be released for shipment or transport prior to the receipt of disposition instructions.

6.4.3 Action point, Screening Points, Originating Points will use the DR record within DRIS database to track and document the progress on each exhibit. The DR record will show exhibit status from initial disposition instructions through exhibit analysis to final exhibit processing IAW its condition.

6.4.3.1 When directed, the exhibit shall be forwarded to the Action or Support Point, in the exact condition it was found, including no cannibalization.

6.4.3.2 It is essential that exhibits with failed metal parts receive exceptional care in handling and packaging to preserve failure evidence. Mishandling will prevent accurate metallurgical failure analysis. The following rules apply:

6.4.3.2.1 Exhibits shipped from overseas installations must be cleaned of dirt, vegetable matter, contaminated water, and other waste matter only to the extent necessary to satisfy necessary transportation and environmental shipping requirements. Care must be taken to assure that valuable evidence is not destroyed during cleaning. Do not apply acid to clean exhibits.

6.4.3.2.2 Other than exhibits shipped from overseas, do not attempt to clean the fracture. Foreign products on the fracture may aid analysis.

6.4.3.2.3 Do not attempt to fit or mate the broken surface by physical contact. This could damage the fracture face.

6.4.3.2.4 Do not touch the fracture face with fingers, tools, or instruments.

6.4.3.2.5 Protect the fracture from the environment, particularly where corrosion could occur. Do not apply preservatives to the fracture face since preservatives could interfere with the analysis process.

6.4.3.2.6 Store the item in a water and vapor proof barrier bag containing prepackaged desiccant and ensure the bag is sealed airtight to prevent the accumulation of moisture. Only one item is to be included in each bag or wrapping. Additional guidance on this method of preservation may be found in MIL-STD-2703-1, method 50 preservation procedures or by contacting your packaging organization.

6.4.3.2.7 If the item is whole, use the original packaging or a dedicated shipping container, if applicable.

6.4.3.2.8 If the item is bent or broken, use an appropriately sized shipping container to avoid inducing further damage to these areas.

6.4.3.2.9 The item will be packed to prevent damage to the exhibit evidence during shipping. Failure to properly package the exhibit may result in damage, potentially eliminating investigation opportunities and resulting in a credit reversal. If more than one exhibit is packed in a single container, caution will be used to ensure that the items remain separated during shipment.

6.4.3.2.10 When the exhibit is a reciprocating engine that was removed due to internal failure, ship the spark plugs with the engine to the overhaul depot. Each spark plug accompanying the engine will be marked to show the cylinder from which it was removed and whether the plug was removed from the intake or exhaust side, or front or rear of the cylinder. Spark plugs will be secured to the engine container to prevent damage during shipment. Engines will not be pickled IAW TO 2R-1-11. When an engine failure is suspected to be caused by fuel, samples of the fuel will be analyzed and a copy of the findings forwarded with the engine.

6.4.3.2.11 When a new or overhauled jet engine, engine module, gearbox, or government test equipment (GTE) and auxiliary power unit (APU) fails within 100 operating hours and will require more than 100 labor hours to repair, hold it as an exhibit. Do not separate from the engine any items that might be used to determine the failure cause. Sump plugs, magnetic plugs, screens with metal particles or other items which indicate internal failure will be shipped intact with the engine, module, or gearbox when shipment is directed.

**6.5 ORIGINATOR EXHIBIT PROCESSING.**

6.5.1 Once an item is determined to be a deficiency do not attempt repair or further disassembly/reassembly of the exhibit. When practical, document the deficient condition with digital photos. If the condition was discovered while performing maintenance or inspection, document the events that led to the discovery of the deficient condition.

**NOTE**

The exhibit shall not be processed as a suspended asset condition code Q turn-in until the associated deficiency report has been validated, submitted to the DRIS database, and an accession number generated. Ensure DRIS database accession number is entered into Blk 7, Remarks.

6.5.2 Tag and secure the exhibit according to this established TO and local procedures. Provide the draft DR to the Originating Point along with all supporting data: i.e., digital photos, serviceable tags, repair tags, NSN labels, original packaging documents with information related to the contents, etc.

**NOTE**

Contractors may use an equivalent contractor form provided the contractor form is replaced by a completed DD Form 1575 when the exhibit is returned to the government.

**NOTE**

Data contained in exhibit documentation is critical to the validity of the DR. Organizations shall establish local processes to ensure supply issue documentation is maintained to eliminate exhibit documentation shortfalls. Legible electronic versions of these documents are encouraged when deficiency reports are submitted.

6.5.2.1 The Originator will fill out two copies of the DD Form 1575 (Figure 6-3) by legibly completing the entries as required in Table 6-1. One copy will be physically attached to the exhibit and the other copy forwarded to the Originating Point with the other DR documentation.

6.5.2.2 Ensure SN and NSN listed on the Deficiency Report and associated tag matches the exhibit SN and NSN. If the exhibit is a component of a TCTO kit, the TCTO kit number should be reflected in the report NHA block and also referenced in the remarks section of accompanying tags. Process the exhibit as a Q condition turn-in, and move the exhibit to a controlled area as established by local procedures.

6.5.2.3 When adequate and appropriate storage is not available in supply, the originating organization may hold the exhibit pending final disposition. Exceptions are:

6.5.2.3.1 Nuclear Ordnance or Conventional Munitions. Return such exhibits to the munitions supply account and retain them in segregated storage in condition code "J" until shipment or disposal instructions are received.

6.5.2.3.2 Repairable Engines at an AMC Enroute Station. The Forward Supply Location (FSL) will identify the appropriate primary support point (PSP) as the exhibit holding activity and immediately ship the engine to the PSP. Prior to the shipment, the FSL will identify the engine as an exhibit item. After receipt at the PSP, the FSL will identify the exhibit according AFMAN 23-110V2, part 2, and complete the release and shipping document. Upon engine shipment, the PSP will inform the Action Point by phone or email.

Table 6-1. How to Complete a DD Form 2332

IN BLOCK ENTER	
1.	<b>RCN:</b> The number in block 3 of the associated DR.
2.	<b>Date:</b> The DR submission date. This will be the date of the electronic file transfer and message establishing the DR.
3.	<b>Originating Activity:</b> The name and address of the Originating Point's Screening Point (owning organization for TMDE).
4.	<b>NSN:</b> The NSN from block 5 of the DR.
5.	<b>Part Number:</b> The manufacturer's part number of the failed item from block 8 of the DR.
6.	<b>Serial Number:</b> The SN of the failed item from block 9 of the DR.
7.	<b>Remarks:</b> The accession number is required. Include information such as the MIP number, which was not included in the other blocks, that will assist in identifying the exhibit. If the item is a Mishap exhibit, enter the word "MISHAP" and the Mishap event number in this block. Exhibits subject to warranty correction will include the work "WARRANTY" in this block. When requested by the Action Point or support point, include "Ship-to-instructions."
8.	<b>Item Description:</b> The nomenclature of the failed item.
9.	<b>Name:</b> The name of the Originating Point.
10.	<b>Phone:</b> The DSN and commercial (including area code) telephone numbers of the Originating Point.
11.	<b>Date Exhibit Release:</b> The date that the exhibit was released to the Screening Point, Action Point, or Support Point.
12.	<b>Exhibit Released To:</b> The name, address, and telephone number of the person at the Screening Point, Action Point, or Support Point to whom the exhibit was released.

PRODUCT QUALITY DEFICIENCY REPORT EXHIBIT			
1. REPORT CONTROL NUMBER	2. DATE (YYYYMMDD)	3. ORIGINATING ACTIVITY	
4. NSN	5. PART NO.	6. SERIAL/LOT/BATCH NO.	
7. CONTRACT NO.	8. QTY RECEIVED	9. QTY DEFICIENT	10. ITEM DESCRIPTION
11. COMPLAINT NARRATIVE - WHAT IS WRONG (Continue on back if necessary)			
12. NAME (Last, First, Middle Initial)		13. TELEPHONE (Include Area Code)	

DD FORM 2332, JAN 1999                      PREVIOUS EDITION MAY BE USED.                      WHS/DIOR, Jan 99

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Figure 6-1. DD Form 2332, Product Quality Deficiency Report Exhibit (Front) new version

PRODUCT QUALITY DEFICIENCY REPORT EXHIBIT	
14. SCREENING POINT/DEPOT	
15. DATE EXHIBIT RELEASED (YYYYMMDD)	16. EXHIBIT RELEASED TO
11. COMPLAINT NARRATIVE (Continued) AND REMARKS	

DD FORM 2332 (BACK), JAN 1999

H9104180

Figure 6-2. DD Form 2332, Product Quality Deficiency Report Exhibit (Back)

**6.6 ORIGINATING POINT EXHIBIT PROCESSING.**

6.6.1 At base level, the Originating Point has the responsibility to ensure that exhibit processes are established and documented, especially local processes not covered by this TO, AFMAN 23-110 or AFI 21-101. Originating points must perform exhibit-processing oversight and ensure proper exhibit control and handling. Tenant organizations should ensure procedures are addressed in agreements with applicable host organizations.

6.6.2 The Originating Point will ensure no attempts are made to repair the exhibit unless authorized by the appropriate engineering or equipment specialist authority. If the repair is within the normal capability of the organization originating the DR and if a critical need exists, a repair request should be considered. Once repair is attempted the end-item may no longer qualify as an exhibit, however, the failed or damaged subcomponents may still qualify.

**NOTE**

Authorized maintenance, such as cutting safety wire to perform adjustments or other repairs made before the item was determined to be a reported deficiency exhibit are exempt. However, Originators should ensure these actions are addressed in the problem summary.

6.6.3 Complete blocks 1 through 10 of the DD Form 2332 IAW Table 6-3. (Contractors may use an equivalent contractor form provided the contractor form is replaced by a completed DD Form 2332 when the exhibit is returned to the government.) If the DR is unclassified, ensure that two copies of the DD Form 2332, two copies of the DD 1575, and two copies of the printed DR are turned in with the exhibit to the exhibit holding/shipping processing activity (base level).

6.6.4 Check for disposition instructions daily; weekly as a minimum. For assistance in developing a database query to automate this operation, refer to Chapter 7 of the INFOCEN Homepage at <https://www.asc.wpafb.af.mil/infocen>.

**NOTE**

To expedite exhibit movement, the base level holding activity may interrogate DRIS for shipping instructions and process accordingly.

6.6.4.1 If no disposition instructions are received within 30 days (60 days for cross-component reports) of the DR input date, contact the Action Point to determine status. Every effort should be made to determine DR status and receive disposition instructions to include involving unit command structure and MAJCOM Functional Managers.

6.6.4.2 If disposition instructions are not received within 15 days after follow-up, the credit is allowed and exhibit may be processed according to its condition; however, the ability to investigate the deficiency will be minimal and may result in the DR being closed without correction. Update the DRIS database to reflect the turn in of the exhibit due to no response to the request for disposition.

6.6.5 If the DR is closed without an exhibit investigation and the submitting organization does not concur, the Originating Point should attempt to resolve the disagreement with the Action Point. If consensus cannot be obtained, the Originating organization may hold the exhibit for an additional 30 days while the non-concurrence is resolved (see Resolution of Disagreements, paragraph 3.6).

**6.7 EXHIBIT HOLDING AND SHIPPING ACTIVITY PROCESSING - BASE LEVEL.**

6.7.1 The activity will hold the exhibit until disposition instructions have been placed into the DRIS database record. The Originating Point may provide this information to the holding activity or the holding activity may establish a process to screen the database for disposition instructions; recommended daily, required at least weekly.

**NOTE**

DO NOT ship deficiency report exhibits until disposition instructions have been provided via the DRIS database or received via email from the support/Action Point.

DO NOT allow exhibits to be shipped via Repairable Item Movement and Control System (RIMCS) or other automated material movement systems.

Ensure disposition of exhibits related to Air Force Mishaps are approved by the investigating officer or investigation board.

6.7.2 The unserviceable due-in from maintenance (DIFM) detail list (D-23 and GV905) may be used as a management tool to monitor exhibit items (AFMAN 23-110V2, part 2, chapter 5) by standard base supply system (SBSS) activities at base level.

6.7.3 If disposition instructions are not received within 30 days of the DR date (60 days for cross-complaint reports) (block 2 of the DD Form 2332), request instructions from the Originating Point. Exhibits will not be processed without direction from the originating, action or support point.

6.7.4 If direction is to process the exhibit in other than a suspended code condition Q status, coordinate with the Originating Point for them to replace the DD Form 1575 and DD Form 2332 with the appropriate condition.

6.7.5 When disposition instructions direct shipment of the exhibit, ensure that printed copies of the DR, along with legible DD Form 2332 and DD Form 1575, are packed both inside the exhibit container and securely attached and protected on the outside of the container.

6.7.5.1 Mark the shipping container with the address and any special instructions provided in the disposition instructions and ensure that all tags, markings, and other documentation not related to the present condition of the exhibit are removed.

**NOTE**

For exhibits being returned to Canadian contractors, it is critical that the container be marked "United States Military Goods Returned for Investigation: Free Entry Under Tariff Item 70800-1, Material Deficiency Report Exhibits." Upon shipment, mail two copies of the shipping document to DCMAO Ottawa ONTARIO, CANADA.

6.7.5.2 Complete a second DD Forms 2332 and 1575 and attach it to the shipping container near the identification markings, with a copy of the DR. When the exhibit is to be stored outside, the DD Forms 2332 and 1575 will be enclosed in a clear plastic envelope with the front of the form visible.

6.7.5.3 In the "Remarks" block of the release (shipping) document, enter "DR Exhibit." Following the phrase, enter the DR RCN (block 1 of the DD Form 2332) and if applicable, the MIP number provided in the disposition instructions.

**NOTE**

Special marking and shipping instructions and a special project code are required for Category I exhibits. The DD Form 1348-1 shall have "PQR" in card column (i) 57-59. Block D of the DD Form 1348-1 shall contain "Pacer Push." Block DD of the 1348-1 shall contain "Category I exhibit." The outside of the shipping container shall have the words "Pacer Push" stenciled IAW AFMAN 23-110, part 1, chapter 3.

6.7.5.3.1 For contractors, the release (shipping) document shall be as prescribed by the Federal Acquisition Regulations, appendix H, Military Standard Requisitioning and Issue Procedure (AHLSTRIP).

6.7.5.3.2 For Air Force activities, the release (shipping) document will be a DD Form 1348-1.

6.7.6 Ship the exhibit within two days (Category I DR) or three days (Category II DR) after receipt of exhibit disposition instructions.

**NOTE**

Exhibit holding activities accessing the DRIS database record directly for disposition instructions will document exhibit shipment in the DR database record. Notify the Originating Point of all shipping actions.

6.7.7 Ship Exhibit by Expedited Methods.

**NOTE**

If the exhibit has an immediate/urgent shipping requirement the originating, action or support point may request shipping of the exhibit by commercial transportation.

6.7.7.1 Category I DR exhibits are shipped using supply priority 03, with a “999” denoting expedite transportation in the RDD (card column 62-64) field.

6.7.7.2 For Category II DR exhibits, the urgency of need for the exhibit should be considered. If the exhibit requires expedited transportation, assign supply priority 06, with a “777” in the RDD field. If routine transportation is acceptable, assign a supply priority 06, with the RDD field blank (routine transportation).

6.7.7.3 When releasing an exhibit to a contractor, Air Force exhibit holding activities (to include ALC supply points acting as base level exhibit holding activities) will use the procedures prescribed by AFMAN 23-110V1, part 2, chapter 3.

6.7.8 After exhibit has been shipped:

6.7.8.1 Update the DRIS database record directly or provide the Originating Point, Action Point or Screening Point with shipment information within one day for Category I DRs and two days for Category II DRs. Maintain a file copy of the release (shipping) document DD FORM 1348-1.

6.7.8.2 When the exhibit is an AMC forward supply support spare, provide information copies to HQ AMC/LGS, LGA and LGF; include the DR RCN, NSN, part number, serial number, nomenclature, TCN, method of shipment, mission number, manifest number, and MIP number if applicable.

6.7.8.3 Initiate appropriate tracer action when requested by the originating, action or support point. Reasonable efforts shall be made to ensure the exhibit arrives at the location identified in the disposition instructions. Reports closed due to exhibit not received shall be investigated to determine why the exhibit was not received and actions taken to preclude recurrence.

6.8 ACTION POINT EXHIBIT RESPONSIBILITIES.

6.8.1 The Action point is responsible for providing timely and valid exhibit disposition instructions to the Originating Point through the DR record in the DRIS database. Instructions may include direction to process the exhibit per its true condition or to ship the exhibit for investigation and tear down analysis. When the decision is made to investigate the condition through exhibit analysis the Action Point is required to obtain or ensure necessary investigation funding is available. Concurrently, they will initiate action through the appropriate contract management or maintenance support organization to schedule the exhibit for investigation and tear down analysis, or other support point assistance as required. Although the support point is responsible for the induction and investigation of the exhibit upon arrival at the ALC or contractor holding facility, the Action Point remains responsible to ensure support points perform requested investigation tasks.

**NOTE**

“Hold” is not an exhibit disposition and does not satisfy the intent of the exhibit disposition goal.

6.8.1.1 Initial exhibit disposition instructions will be provided to the Originating Point as soon as possible, but NLT 30 days (60 days for cross-component reporting) after input of the DR. The goals for disposition instructions are within one day for a Category I DR and within 10 days for a Category II DR. Instructions may include direction to ship for investigation, or to return the exhibit to reparable channels if the exhibit is not required for investigation.

6.8.1.2 For Category II DRs the instructions may advise to continue holding the exhibit when additional time is required to perform initial analysis, to coordinate an investigation, or obtain funding. Provide rationale for choosing this option and project a date for disposition instructions.

6.8.1.3 When the DR is forwarded to another DOD component or agency for action interim instructions will be to hold the exhibit for 60 days pending response from the DOD Action Point (AFI 21-115, PRODUCT QUALITY DEFICIENCY REPORT PROGRAM).

**NOTE**

When the DR is submitted by manual means (SF368 or message), disposition or other instructions will be provided to the Originating Point and the exhibit holding activity identified in block 22 of the DR. When the exhibit is an AMC Forward Supply Point spare, provide a copy to AMC LGS/LGF.

6.8.2 When disposition instructions require the exhibit to be released or shipped to the screening, action or support point, provide the name of the organization to receive the exhibit (the complete address, point of contact and DRIS database user name if available), special marking and shipping instructions, and if appropriate, assign a special project code.

**NOTE**

The responsibilities for assignment of a destination shipping address may be found in AFI 24-230, *Maintaining the DOD Activity Address Directory (DODAAD)*.

6.8.3 Provide special marking and shipping instructions and assign a special project code for Category I exhibits. The DD Form 1348-1 shall have "PQR" in card column (i) 57-59. Block D of the DD Form 1348-1 shall contain "Pacer Push." Block DD of the 1348-1 shall contain "Category I exhibit." The outside of the shipping container shall have the words "Pacer Push" stenciled IAW AFMAN 23-110, part 1, chapter 3.

6.8.4 When Mishap exhibits are required faster than the Uniform Material Movement And Issue Priority System (UMMIPS) standards allow, the screening, action, or support point may request the exhibit be hand carried, escorted or may request the exhibit be expedited through a commercial carrier. The exhibit disposition instructions must request that the DD Form 1348-1 contain the Julian date the exhibit is required to be delivered in card column (ii) 62-64.

6.8.5 Ensure critical items and engines are processed quickly and IAW designated special handling procedures, if applicable.

6.8.6 Request the status if exhibit release or shipment has not been confirmed within:

6.8.6.1 Three days for a Category I DR exhibit.

6.8.6.2 Thirteen days for a Category II DR exhibit.

6.8.7 Monitor the DRIS database 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.

6.8.8 Upon completion of exhibit investigation actions, request that the investigating organization determine the condition of the exhibit and have it processed IAW condition.

**NOTE**

To reconcile the Distribution Standard System (DSS) listing which indicates a warehouse location and the DRIS database which indicates investigation is closed, final disposition instructions must be provided to the storage activity and documented in DRIS database field i830, Exhibit Final Disposition Instructions.

6.8.9 The Screening/Action Point will provide the final disposition instructions to the Support Point and will be the point of contact after the investigation is completed.

6.8.9.1 Final disposition instructions will request that the contractor provide the Screening/Action Point with email notification of shipment of exhibit back to the Air Force within 24 hours after the exhibit has been placed on board the carrier including the date of shipment, shipping number, previous MIP (if applicable), and DR RCN, and the method of transportation. The screening/Action Point will then use this information to update the DRIS database DR record.

6.8.9.2 Disposition instructions provided to contractors will request that contractors replace the DD Form 1575 tag with the appropriate 1500 series form at the completion of the TDR and analysis. When contractors are instructed to ship exhibits

back to the Air Force inventory after completing their investigation, they will annotate the MIP and/or DR RCN in the "Remarks" block of the new DD Form 1348-1 or any other type of shipping document used.

6.8.10 Ship to contractor. Exhibits will not be released or shipped to a contractor until Disposition has been received from an Action Point. Release and receipt documents for exhibits to be shipped to a contractor will be prepared as prescribed for automatic shipments in AFMAN 23-110V1, part 1, chapter 5. Copy number 4 of the release and receipt document, regardless of the type of control number assigned (MIP or DR RCN), will be furnished the applicable screening/Action Point activity. In addition, the following information will be entered in the remarks block of the DD Form 1348-1:

6.8.10.1 The statement, "DR exhibit. For evaluation and study at no cost to the government without contractual coverage. Authority: (Insert the DR RCN and/or MIP number as appropriate)."

6.8.10.2 The appropriate DODAAC of the contractor reflected in DOD 4200.25-D. If the contractor is not listed in DOD 4200.25-D, the exhibit may be shipped to the address of the contractor; or for exhibits at overseas units, it may be shipped to the SOS-ALC and then forwarded to the contractor address.

6.8.10.3 The exhibit serial number as it appears on the physical item and in the DR.

6.8.10.4 The name, organizational symbol, and telephone number of the individual designated by the screening/Action Point as POC when the exhibit is delivered to the receiving destination. This information will be furnished in the shipping instructions under ATTENTION OF.

6.8.10.5 The Action Point will perform a tracking inquiry using the TCN or shipping number provided by the contractor to confirm the date, time and place of asset receipt. Initiate follow up action to the contractor through contracting channels if the exhibit has not been received within 30 days after notification of shipment.

6.8.10.6 When an exhibit is shipped to a contractor for investigation at contractor expense, and the defect was not caused by the contractor or wrong exhibit shipped, the Screening/Action Point shall provide a funding source for exhibit return and, if necessary, reimburse the contractor for shipping expenses.

6.8.11 Issue exhibit disposition instructions to the Support Point when the exhibit is no longer needed for analysis. The exhibit should be processed according to its condition and dollar value. This includes replacing the DD Form 2332 and DD Form 1575 tags with the appropriate DD Form 1570-series tag.

#### **NOTE**

Do not dispose of Mishap related exhibits without the written approval of the Mishap investigating commander (AFI 91-204, Safety Investigations and Reports)

6.8.12 Ship from contractor. When final disposition instructions are provided to return the exhibit to the Air Force inventory, the Screening/Action Point will inform the ALC and base exhibit receiving activity of the anticipated delivery date of the returned exhibit and its condition (serviceable and unserviceable) and request they advise upon receipt. The returned exhibit will contain markings or forms identifying it back to a MIP and/or DR RCN. Immediately upon receipt, the ALC and base exhibit receiving activity will process the material into storage according to condition and advise receipt to the Screening/Action Point.

#### **6.9 ALC RECEIVING AND STORAGE ACTIVITY EXHIBIT PROCESSING.**

6.9.1 ALC receiving and storage activity exhibit processing according to this section is applicable whether the facility is contractor or DLA managed. Processes shall be established to ensure personnel in Central Receiving identify and expedite handling and processing of suspended asset code Q condition exhibits according to their status. ALC receiving and storage activity employees require DRIS database access and training. Metrics and self-inspection shall be established to periodically measure the performance of exhibit processing and handling. Typically, the ALC receiving and storage activity provides:

6.9.1.1 Originating Point Holding. Deficiency report exhibits from local Tenant and ALC Originating Points require storage until the Action Point determines exhibit disposition. Refer to paragraph 6.7 for these procedures.

6.9.1.2 Action Point Holding. Exhibit storage is a result of the Action Point determining a need for an exhibit investigation. Exhibits are ordered into the ALC Q warehouse to segregate them from other like items until they are inducted for investigation or shipped to an investigating organization.

6.9.2 Screen receipt documents to determine exhibit status. Ensure critical items and engines are processed quickly and IAW designated special handling procedures, if applicable. Special handling will be performed to ensure immediate database entry and receipt notification for expedite Category I "999" and Category II "777" shipments. Perform the following actions immediately upon exhibit receipt:

6.9.2.1 Process all receipt documentation to the Distribution Standard System (DSS) to include annotating the DR accession number into the lot number field of DSS.

6.9.2.2 Input receipt and contact information into the appropriate DRIS database record using the DRIS database WARE procedure (TO 00-35D-54, Appendix A, fields i700, i810, i1600, i1630, i1640, i1650, i1660, i1680, i1690 and i1745).

6.9.2.3 Notify the individual and/or organization ordering the exhibit via phone or email and keep either manual or automated record of time, date, and name of person to whom receipt of exhibit is reported.

6.9.3 Store exhibit in a designated exhibit storage area according to its classification. The designated area will be protected to preclude the unauthorized return of the exhibits to the production, maintenance, or operational areas.

6.9.3.1 If the exhibit is not inducted for investigation or if other disposition instructions are not received within 30 days after placement in the exhibit holding area, contact the Action Point/Support Point to determine the exhibit disposition.

6.9.3.2 If disposition instructions are to hold the exhibit then a specific time period for induction or other disposition shall be specified. Exhibits will not be kept in a hold status for longer than 45 days after exhibit receipt without specific rationale and approval from the Action Point. If the Hold to Date is extended, the ALC Hold Activity will update the applicable record via WARE, IN proc, field i1680.

6.9.4 Release exhibits only on authorized documents for local issue and DD Form 1348-1 for off- base shipments.

6.9.5 Annotate exhibit movement and status changes to the DRIS database, TO 00-35D-54, Appendix A, fields i730, i1700, i1710, and i1720.

6.9.6 Inspect and attach the proper condition status code tags to the exhibit as requested by the packaging and transportation support function or when instructed by the Screening/Action Point.

6.9.7 Periodically perform exhibit status reconciliation to ensure expeditious exhibit handling and processing occurs.

#### 6.10 SUPPORT POINT EXHIBIT PROCESSING.

6.10.1 Upon receipt of notification from the receiving activity that an exhibit is available, the support point will take necessary action to induct the exhibit and perform the investigation according Action Point direction.

6.10.1.1 Schedule the exhibit for investigation. AFMC organic repair activities performing exhibit investigations shall induct exhibits ahead of like Management of Items Subject to Repair (MISTR) items (AFMC 21-130).

6.10.1.2 Ensure exhibits are secured during investigation to prevent it from being lost, altered, cannibalized, or routed through a production, maintenance or operational function prior to analysis.

6.10.1.3 Upon completion of investigation the support point shall process the exhibit in accordance with Action Point/item manager direction and/or condition and dollar value. This includes replacing the DD FORM 1575 tag with the appropriate 1500 series form.

6.10.1.4 If the exhibit is not to be repaired locally, immediately determine the condition and process the exhibit according to condition. If necessary, request exhibit disposition instructions from the screening/Action Point activity. Upon determination of condition and disposition:

6.10.1.4.1 Process and tag the exhibit according to its condition and dollar value. This includes replacing the DD Form 2332 and DD Form 1575 with the appropriate DD Form 1570 series tag.

6.10.1.4.2 If the end item does not fit the condition code specified in AFMAN 23-110V3, part 2, chapter 21, and is not condemned IAW AFMAN 23-110V1, part 1, chapter 4, the disassembled exhibit will be turned in with condition code "K".

6.10.1.4.2.1 Condition code K will only be used for disassembled exhibits and will not be used for reassembled exhibits or if the exhibit meets the requirements of another condition code.

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6.10.1.4.2.2 Condition code K is for intra-Air Force use only and is designed to get reparable assets back to the applicable TRC.

6.10.1.4.3 Identify all exhibits by NSN(s) or part number(s).

6.10.1.4.4 Reassemble the end item(s) and exhibit(s) after TDR to maximum extent practical within the capabilities of the organization(s) performing the analysis.

**NOTE**

When directed by Screening/Action Point on final disposition, destroy defective material at local level to prevent reentry into Air Force or local system.

6.10.1.4.5 Separate usable and reparable parts from those that were destroyed and broken during investigation.

6.10.1.4.6 If the exhibit is reparable and in material condition code “K” the organization performing the analysis will accomplish the following:

6.10.1.4.6.1 Segregate the disassembled components and identify them to their appropriate end item and exhibit for packaging into separate containers, as required, to afford adequate protection against further deterioration due to rust, corrosion, or physical damage regardless of how they were received.

6.10.1.4.6.2 Initiate two DD FORMs 1575 for each end item and exhibit. In addition to the other required entries, the “Remarks” block of each DD Form 1575 will be annotated in the following manner: “Disassembled property, formerly (enter DR RCN), item number (if applicable), piece 1 of 3, analysis complete.” The item number is a locally assigned number used to distinguish between multiples of the same end item being returned in a disassembled manner (i.e., two F-16 Fuel Controls, etc.). The notation “piece 1 of 3,” is only required if more than one shipping container is necessary to package the disassembled exhibit.

6.10.1.4.6.3 Initiate a list of components not being returned with the end item and exhibit which will include their NSNs, quantities, and descriptions. This list will be stapled to the DD Form 1575 that is to be attached to the end item and exhibit inside the container. The remaining DD Form 1575 will be placed on the outside of the shipping container to identify its contents. If multiple shipping containers are necessary to package the disassembled exhibit, the list of missing components is only required for the first container. See MIL-STD 2073-1 and MIL-STD-129 for a more in-depth explanation of the packaging and marking procedures.

6.10.1.4.6.4 Contact the Action Point if problems occur because of the disassembled configuration of the end item to ensure that end items and exhibits and their components are properly packed to maintain end item integrity.

**NOTE**

Any broken parts which have been separated from the serviceable parts and are tagged as condemned condition code “H” must be signed, dated, and tagged with the appropriate 1500 series form.

6.10.1.4.6.5 Deliver the properly labeled reparable to depot supply receiving function after completion of the investigation.

Table 6-2. Required Entries For DD FORM 1575 Condition Tags

Block Title	Entry Notes
NSN, part no., and item description	Self Explanatory
Serial number/lot No.	Self Explanatory
Quantity	Self Explanatory
Unit of issue	Self Explanatory
Condition code	Enter condition code Q unless directed by the Action Point to use another condition code. Ammunition items use code J.
Inspection activity	Originators Organizational address
Inspectors name or stamp and date	Block letters with last name, first name initial and date; or stamp and date
Contract or purchase order no.	Enter if available. See Note 1
Next inspection due	Enter if applicable
Reason or authority	Enter "TO 00-35D-54" and RCN
Remarks	Enter DR Exhibit and the Database Accession Number. See Notes 2, 3, 4 & 5
<p>NOTES:</p> <ol style="list-style-type: none"> <li>1. Required only when item is still under warranty and contract number is available</li> <li>2. For classified components a stamp will be used that states "This item is classified and will be handled in accordance AFI 31-401 For classified components under COMSEC Control (i.e., those using the TSEC nomenclature system) a stamp will be used that states "This item is classified and will be handled in accordance with AFKAG- 1 ()". Bold black lettering will be used if no stamp is available. Only the DD FORM 1575 attached to the item will be completed and stamped. The DD FORM 1575 attached to the outside of the item's container will be completed except for the classified stamp. See DOD 5220.22- R, AFI 31-401, and AFI 24-201 for additional guidance on packaging classified components for shipment.</li> <li>3. If the item is a Mishap exhibit, enter the word "Mishap" and the Mishap event control number in this block.</li> <li>4. If the exhibit is under warranty include the word "WARRANTY" in this block.</li> <li>5. If the item is a component of a TCTO kit, list the TCTO kit number</li> </ol>	

**WARNING: Unauthorized persons removing, defacing, or destroying this tag may be subject to a fine of not more than \$1,000 or imprisonment for not more than one year or both. (18 USC 1381)**

FSN, PART NO. AND ITEM DESCRIPTION		<b>SUSPENDED TAG - MATERIEL</b>	
		NEXT INSPECTION DUE	CONDITION CODE
		INSPECTION ACTIVITY	
		REASON OR AUTHORITY	
SERIAL NUMBER/LOT NO.	UNIT OF ISSUE		
CONTRACT OR PURCHASE ORDER NO	QUANTITY	INSPECTOR'S NAME OR STAMP AND DATE	
REMARKS			

DD FORM 1575, 1 OCT 86

H8800068

Figure 6-3. DD Form 1575, Suspended Tag - Materiel



## CHAPTER 7

# DEFICIENCY REPORTING DATA BASE SYSTEM

### 7.1 SYSTEM OVERVIEW.

7.1.1 This chapter serves as a general overview for personnel who work with Deficiency Reports to gain a basic understanding of the Deficiency Reporting and Investigating System (DRIS) databases and their functions. Refer to the INFOCEN Homepage (<https://www.asc.wpafb.af.mil/infocen>) for more in-depth information on database processes (manuals, procedures, tools, forms, etc.).

7.1.2 DRIS databases reside in computers managed by the Materiel Systems Group (MSG) at Wright-Patterson AFB, OH. The system provides the capability of a full-text retrieval data base management system for tracking the progress of deficiency investigations. The structure of the system allows for real-time, on-line interrogation of data. Users may query the database via a telnet session or a web-browser interface.

7.1.2.1 Government employees requiring access to the USAF Deficiency Reporting and Investigating System (DRIS) Database must provide all the required information from the User Account Access Request form found in [Figure 7-1](#) or <https://www.asc.wpafb.af.mil/infocen> to the file manager. This information includes such basics as name, office symbol, phone number, installation, position, title, and database access requirements.

7.1.2.2 Non-government employees requiring access to DRIS databases fall into two separate categories. The first is the “government support contractor” or “Advisory and Assistance Services contractor”. These contractors require a government sponsor, and signature on a non-disclosure statement (that references the subject of “For Official Use Only”. The second is the PRIME contractor (includes those that provide an end-item or service to an end-item (like overhaul). In the case of a PRIME, information about a contractor or supplier is fully releasable to that contractor or supplier. If the data belongs to a different contractor, supplier, or subcontractor, the following procedures apply:

7.1.2.2.1 The requesting organization must ensure that the clause at DFARS 252.227-7025, “Limitations on the Use or Disclosure of Government-furnished Information Marked with Restrictive Legends,” is in the contract. If the clause is not in the contract or the non-government entity is not under contract, then the requesting organization must ensure that the non-government entity has signed the use and non-disclosure agreement at DFARS 227.7103-7(c). Additionally, in every case, the requesting organization must assure that the non-government entity has separate written permission from each information supplier to access their data. This requirement applies only to information which the supplier claims is limited rights data or otherwise proprietary, or which is competition sensitive. Since the database does not show restrictive markings, assume this requirement applies to all information contained in the database(s). An Access Request document ([Figure 7-1](#)) must be completed by the program/activity, preferably at the IPT Lead level, and given to the file manager that states the proper agreements and/or permissions are in place and provide instructions to the file manager on access requirements. The requesting organization would then be annotated in the database as the government sponsor for the entity being granted access. The role of sponsor has the accountability for the non-government access to the database.

7.1.2.2.2 The contract should clearly specify the government data system, the access that may be granted to that system, and the duration for which the access is required (e.g., period of performance, etc.). Specifically, the contract should clearly specify to which contractor’s data the prime contractor is expected to be granted access and the appropriate contract numbers, CAGE code, MDS, or other limitation of access to the data appropriate to the execution of the specific contract task. The contract should not grant access to data obtained from another contractor unless the government is assured that written permission has been given for such release. In addition, the contract should state that the data base information, if not otherwise marked, shall be treated as government furnished information subject to limited or restrictive rights legends.

7.1.2.2.3 Appropriate restrictions in accordance with the contract requirements can be placed on the access granted. Some ways to restrict access are:

7.1.2.2.3.1 The contractor’s Commercial and Government Entity (CAGE) code.

7.1.2.2.3.2 The contract number.

7.1.2.2.3.3 The Mission Design Series (MDS).

7.1.2.2.3.4 Manufacturer’s part number.

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7.1.2.2.3.5 Any combination thereof.

7.1.2.2.3.6 Unrestricted (This option would require a non-disclosure agreement IAW DFARS 227.7103-7(C) and written permission for access by all contractors with data in the database).

7.1.2.2.4 Access should be granted not longer than the period of performance of the contract. Consequently, in the event of contract termination, steps should be taken to terminate access immediately. If the non-government person, who was authorized access to the database, no longer has such authorization, take steps to terminate such access.

7.1.3 The databases are Air Force wide logistic management support systems used to maintain visibility over DRs and MIPS. It applies to DRs from any source including those sent across DOD component lines as part of the overall DOD quality assurance program under DLAR 4155.24, (AFI 21-115, Product Quality Deficiency Report Program). The data elements in the data base pertain to items that are newly procured, repaired, or overhauled, under test and development, and in operational use or transition. Data protection is mandatory and notices are prominently displayed when logging in:

**WARNING**

This document/database contains technical data whose export is restricted by the Arms Export Control Act (Title 22, U.S.C. 2571 et seq.) or Executive Order 12470. Violation of these export-control laws is subject to severe criminal penalties. Dissemination of this document/database is controlled under DOD Directive 5230.25 and AFI 61-204.

Distribution authorized to US Government agencies only; Proprietary Information; May 1998. Other requests for this document/database shall be referred to AFMC/LGYE.

Official U.S. Government System For Authorized Use Only. Do Not Discuss, Enter, Transfer, Process, or Transmit Classified/Sensitive National Security Information of Greater Sensitivity Than That For Which This System Is Authorized. Use Of This System Constitutes Consent To Security Testing And Monitoring. Unauthorized Use Could Result In Criminal Prosecution.

7.1.4 The system provides feedback deficiency data on hardware, software and computer programs to activities responsible for design development, procurement, maintenance, contract administration, and other logistics management functions. It provides for the initial reporting, cause correction, and status accounting of individual DRs as well as to identify known or suspected problems dealing with design, quality, maintainability, or software are documented by the user through DRs.

7.1.5 These reports are categorized as Category I or II based upon the impact or potential impact of the deficiency, and routed to the appropriate Action Point database. In the case of the G021 database, the DR is routed to the ALC and activity responsible for the maintenance, engineering, and management of the item as determined by D043A, Master Item Identification Data Base, and D086, Workload Mission Assignment System, (<https://www.msg.wpafb.af.mil/d086>).

7.1.6 The link between the MSG and the Air Force users is the file manager/Data Base Manager (DBM) assigned to each database. All requests for changes to the system must be coordinated through the data base/file manager. Database/file managers represent the information owners, control access to the data, provide login IDs/passwords, and approve all requirements and recommendations to the construct of the database. Support contractors may function in the capacity of database managers, or perform these duties as a file manager. In addition to creating new accounts for the system, the file manager also determines and grants access to the files of the database. Database/file managers related to the Action Points for reporting of the DRs into the databases and assigning new user names in the system: <https://www.asc.wpafb.af.mil/infocen>.

## 7.2 CONNECTING TO THE DR SYSTEM.

7.2.1 The connectivity to the system is dependent upon your connection to the internet. If you are unfamiliar with network connectivity contact your local IT support for assistance. Two methods of connectivity are available.

7.2.1.1 Connect via a modem to a Remote Access Server (RAS). In this case you may dial a telephone number local to your base and connect directly or connect to the internet following local procedures.

7.2.1.2 Connected via a network from a PC (preferred). Typically a local area network (LAN) has an option to connect to the internet and therefore to the DRIS.

7.2.1.3 Connected via a web-browser.

7.2.2 The INFOCEN Home Page (<https://www.asc.wpafb.af.mil/infocen>) has additional information and POCs for connectivity issues.

### 7.3 USING THE SYSTEM.

7.3.1 The following three options are available to use the DR system to fulfill the requirements of this TO. Software and documentation can be found on the INFOCEN Home page.

7.3.1.1 Originating a DR using the Deficiency Reporting Entry and Mail Submitter (DREAMS). DREAMS is a stand-alone computer software tool that provides for off-line creation of a DR and allows email submission of that DR. Email confirmation of successful loading into the DR system is sent back to the sender. DREAMS has robust validation checking and uses a windows-based graphical user interface for simplicity. DREAMS provides for the submission of Acceptance Inspection and Deficiency Reports.

7.3.1.2 Originating and reviewing status using the INFOCEN DR-Web interface. There is a web-enabled interface into the deficiency reporting system that an authorized person can use to originate, review, and edit DRs. Strict access levels are maintained through this interface and a user may not exceed authorization. The secure URL for this access is provided when an account request is received and acted upon.

7.3.1.3 Originating and reviewing status using the INFOCEN Telnet interface. There is a VT100 Telnet interface (traditional) into the deficiency reporting system that an authorized person can use to originate, review, and edit DRs. Strict access levels are maintained through this interface and a user may not exceed authorization. The telnet address for this access is provided when an account request is received and acted upon.

7.3.2 It is strongly urged that you consider attending the training class offered by the MSG or seek assistance from an experienced user. You may also download system documentation available on-line at <https://www.asc.wpafb.af.mil/infocen>.

7.3.3 Proficiency will be obtained through use of the system, but if and when questions arise, contact one of the file managers/DBMs for assistance. If the issue is of a technical nature, contact the Service Desk at the number on the login banners of the system or email to [basisg@infocen.wpafb.af.mil](mailto:basisg@infocen.wpafb.af.mil).

### 7.4 DRIS DATA CODES.

It is very important that we use a standard method of entering these data into the system.

7.4.1 Command and Activity Codes. Used to identify the command or activity of the submitting organization.

**Table 7-1. Command and Activity Codes, I field 370**

0B	United States Air Force Academy
0D	United States Air Forces Europe (USAFE)
1S	Air Force Space Command (AFSPC)
2L	Air Force Technical Applications Center (AFTAC)
4Z	Air National Guard (ANG)
0U	Air Force Intelligence Service (AFIS)
0Y	Air Force Communications Agency (AFCA)
02	Air Force Inspection and Safety Center (AFISC)
03	Air Force Operational Test and Evaluation Center (AFOTEC)
1M	Air Force Materiel Command (AFMC)
0J	Air Education and Training Command (AETC)
0K	Air University (AU)
0M	Air Force Reserve Command (AFRC)
0R	Pacific Air Forces (PACAF)
1C	Air Combat Command (ACC)
1L	Air Mobility Command (AMC)

**Table 7-1. Command and Activity Codes, I field 370 - Continued**

0V	Air Force Special Operations Command (AFSOC)
0X	Foreign Military Sales (FMS)
Activity Code	Using Activity
11	United States Navy
1N	Naval Air Systems Command
12	United States Marine Corps (MC)
13	United States Coast Guard (USCG)
14	Defense Logistics Agency (DLA)
15	General Services Administration (GSA)
16	United States Army
17	National Security Agency (NSA)
18	National Aeronautics and Space Administration (NASA)
19	Other

7.4.2 Support Agency Entries. The Support Agency Codes, Field I880-Support and Action Point Activity code are essential to master suspense system, exhibit tracking and follow-up system, and for the retrieval of data and ease in identifying support agencies. The Support Agency Codes for the ALCs are constructed by using the second position of the IM and System Manager (SM), plus the maintenance organization code for the manufacture and repair organization.

**Examples**

Action Point Activity	Code
OC-ALC	DLIMQ
OO-ALC	ELASQ
WR-ALC	JLYLO

7.4.2.1 Support Agency Codes for the Army and Navy repair facilities will be constructed by using the first two letters of the agency, plus the first letter of the city, and the standard abbreviation for the state. For the Marine Corps facilities, use MC for the first two letters of the agency. The items for which they manage, but the Air Force is still a user, will be identified by the first two letters of the agency, plus SOS code. The Contract Administration Services (CAS) code will be prefixed by the two letters of the agency, plus the CAS code listed in DOD 41005.59H.

**Examples**

Support Agency	Codes
Army Depot, Corpus Christ TX	ARCTZ
US Army, Armament Cmd	ARB14
NAD Alameda CA	NAACA
NAD Jacksonville FL	NAJFL
Navy Ships Parts Control Center Mechanicsburg PA	NAN35
Marine Corps Repair Facility Albany GA	MCAGA

7.4.2.2 The DOD CAS components, including the DLA-DPROS, codes will be prefixed by DL plus the CAS code listed in DOD 4105.59H. The CAS code will be right justified; i.e., 1 through 9 will be entered as DL001, DL002, etc, 10 through 99 will be entered as DL010, DL099, etc. Support agency codes for the DLA supply centers will be constructed by prefixing the SOS codes with DLA.

**Examples**

Support Agency	Codes
DCMAO Birmingham AL	DL006
DPRO Magnavox Fort Wayne IN	DL043
DPRO Grumman Aerospace, Bethpage LI NY	DL301
Defense Construction Supply Center	DLS9C
Defense Industrial Supply Center	DIS91

7.4.2.3 Support Agency Codes for GSA will be constructed by using the abbreviation GSA plus the regional office.

**Examples**

Support Agency	Codes
GSA Region, 3 Washington DC	GSA03
GSA Region 10, Auburn WA	GSA10

7.4.3 Cross-Component Reporting PQDR Summary Codes. The summary code fulfills the requirement of the eight digit summary code required by AFI 21-115, PRODUCT QUALITY DEFICIENCY REPORT PROGRAM (DLAR 4155.24). The codes reflected in [Table 7-2](#) are entered on each closed PQDR subject to cross-component reporting.

**Table 7-2. Cross-Component Reporting PQDR Summary Codes Extracted From AFI 21-115**

Code	Responsibility
The summary code listing from AFI 21-115, Product Quality Deficiency Report Program (DLAR 4155.24) is provided for quick reference. It should be used to fulfill the requirement of the eight digit summary code required on each closed PQDR subject to cross-component reporting.	
<b>Deficiency Responsibility Code:</b> These codes are used primarily to determine who (contractor or Government) was responsible for the reported or any other deficiency found during the investigation. They are measurements used to evaluate contractor's/Government's quality performance. The responsibility for a deficiency can usually be determined by identifying the root cause of the reported deficiency.	
A	Private Contractor. The defect occurred at a contractor-owned facility and was determined to be a contractor's error.
B	Procurement Agency. The defect was the result of a faulty procurement package.
C	Government Contractor (MFR). The defect was determined to be a manufacturing error that occurred at a government operated manufacturing facility.
D	Design Agency. The defect was due to a faulty technical data package.
E	Government Overhaul Facility. The defect occurred at a government operated overhaul facility (Depot) – not including field maintenance.
F	Using Activity. The defect occurred as a result of user error.
G	Government Supply Activity. The defect occurred at a government supply activity.
H	Unknown. The cause of the defect could not be determined.
I	Invalid Report. The DR did not meet any of the above categories or other requirements of TO 00-35D-54 or AFI 21-115 and was considered invalid
<b>Severity of Defect:</b> These codes identify the severity of the defect in accordance with the definitions for critical, major and minor defects.	
1	Critical
2	Major
3	Minor
4	Severity Unknown
5	No defect found

Table 7-2. Cross-Component Reporting PQDR Summary Codes Extracted From AFI 21-115 - Continued

Code	Responsibility
<b>Broad Cause of Defect.</b> These codes are used to define/identify more clearly define the cause of the defect and are used in conjunction with the Detailed Cause Code. As an example: A report stated that fluid was leaking from a landing gear because the seal was distorted. Upon further investigation, it was determined that the fluid itself was contaminated during its manufacture causing the distortion to the seal. The root cause was defective fluid which was caused by Contractor Noncompliance.	
C	Contract Error. The actual contract was in error; e.g., wrong part number called out, wrong specification cited, etc.
D	TDP/Design Error. Contractor met requirements but TDP was inadequate and resulted in defective material.
M	Maintenance Error. Defect occurred during the repair of the item.
N	Contractor Noncompliance. Contractor failed to meet one or more contractual requirements, resulting in defective material.
P	Part Application. Part complies but is unusable in this application.
S	Shelf-Life Problem. The item's shelf-life was expired.
U	Misuse of Item. The user caused the defect through misuse.
X	Undetermined Cause. Investigation did not reveal the cause.
<b>Detailed Cause.</b> These codes are used to define/identify more clearly the root cause of the problem (see Broad Cause of Defect codes, above).	
1AA	Incorrect materiel
1AB	Poor workmanship
1AC	Welding
1AD	Protective coating
1AE	Improper marking
1AF	Improper installation
1AG	Dimensional nonconformance
1AH	Manufacturing process
1AI	Inadequate soldering
1AJ	Improper lubrication
1AK	Documentation missing (i.e., software)
1AL	Missing hardware
1AM	Damaged (handling)
1AN	Component failure
1AP	Brazing
1AQ	Bonding
1AR	Pitting
1AS	Heat treat
1AT	Plating
1AU	Chemical film
1AV	Impregnation
1AW	Kitting
1AX	Machining (cutting, grinding, etc.)
1AY	Cleaning
1AZ	Clean room
2AA	Incorrect TDP

Table 7-2. Cross-Component Reporting PQDR Summary Codes Extracted From AFI 21-115 - Continued

Code	Responsibility
2AB	Incomplete TDP
2AC	Outdated TDP
2AD	Inadequate test procedures
2AE	Incorrect mechanical design
2AF	Incorrect electrical design
2AG	Inadequate configuration control
2AH	Work instructions
3AA	Inadequate QA requirements
3AB	Wrong item
3AC	Procured to wrong drawing revision
3AD	Improper maintenance procedure
3AE	Incomplete overhaul
3AF	Improper torque
3AG	MRB
3AH	Computer (software) quality assurance
3AI	Automatic test equipment
3AJ	Calibration
3AK	Electronic testing
3AL	Mechanical testing
3AM	NDT
3AN	Final inspection
3AP	Chemical analysis
4AA	Expired shelf-life
4AB	Inappropriate shelf-life
4AC	Improperly extended shelf-life
4AD	Technical manual error
4AE	Improper field fix
4AF	Normal wear and tear
4AG	ESD
5AA	Purchasing
5AB	Vendor certification
5AC	Receiving inspection
5AD	Corrective action
5AE	Segregation of nonconforming materiel
5AF	GFM/GFE/GFP
9ZZ	Non applicable
<b>Preventive Action Taken Code.</b> These codes identify the primary action taken by the responsible party (contractor, item manager, depot, etc.) to correct the root cause of the reported, or discernible discrepancy/deficiency, and to prevent recurrence.	
A	Process Changed (includes changes to process instructions).
C	Initiate Class I ECP

Table 7-2. Cross-Component Reporting PQDR Summary Codes Extracted From AFI 21-115 - Continued

Code	Responsibility
D	Initiate Class II ECP
E	Revise Test Procedures
F	Revise Specification, Drawing, Technical Orders, Publications, Manuals, etc.
G	Issued Technical/Safety Bulletins
H	Improved Packaging
I	Change Contractual Requirements for Future Buys
P	Policy Change
Z	Not Applicable
<b>Disposition of Defective Material.</b> These codes describe the disposition of the deficient materiel. The disposition codes will be used to start the process of exhibit management.	
1	To be repaired by contractor (at no cost government)
2	Repaired by using activity (not contractor representative)
3	To be repaired by government depot/overhaul facility
4	Scrap
5	Use as-is
6	Exhibit destroyed, not available
7	Not used
8	Exhibit requested but never received
9	Undetermined
0	None of the above
Z	Not applicable

# DRIS ACCESS REQUEST

<p><b>PRIVACY ACT STATEMENT</b></p> <p><b>AUTHORITY:</b> Executive Order 10450, 9397; and Public Law 99-474, the Computer Fraud and Abuse Act.</p> <p><b>PRINCIPAL PURPOSE:</b> To record names for the purpose of validating the trustworthiness of individuals requesting access to Department of Defense (DOD) systems and information.</p> <p><b>ROUTINE USES:</b> None.</p> <p><b>DISCLOSURE:</b> Disclosure of this information is voluntary; however, failure to provide the requested information may impede, delay or prevent further processing of this request.</p>
<p><b>PART I (To be completed by Requestor)</b></p>
<p><b>REQUESTOR:</b> The person(s) requesting access will complete PART I and forward request to the appropriate approving authority (GOVERNMENT SUPERVISOR / SPONSOR). Upon approval, user name and temporary password are provided via email.</p>
<p><b>1. TYPE OF REQUEST: (Select One Only)</b></p> <p><input type="checkbox"/> <b>Read Only Access:</b> Allows review of Deficiency Reports within the authorized database(s) and/or File(s). May be requested based upon need to know.</p> <p><input type="checkbox"/> <b>Originating Point Access:</b> Allows review and limited information update capability on submitted Deficiency Reports. Must be assigned this functional responsibility IAW TO 00-35D-54.</p> <p><input type="checkbox"/> <b>Screening Point:</b> Allows complete edit capability of Deficiency Reports within the assigned database and/or File. Must be assigned this functional responsibility IAW TO 00-35D-54.</p> <p><input type="checkbox"/> <b>Action Point Access:</b> Allows limited edit capability of Deficiency Reports within the assigned database and/or File. Must be assigned this functional responsibility IAW TO 00-35D-54.</p> <p><input type="checkbox"/> <b>Support Point Access:</b> Allows Read Only Access of Deficiency Reports within the assigned database and/or File with limited information update capability on those reports. If Contractor, limited by CAGE Code or Program. Must be assigned this functional responsibility IAW TO 00-35D-54.</p> <p><input type="checkbox"/> <b>File or Database Manager Access:</b> Allows complete edit capability of Deficiency Reports within the assigned database and/or File. Must be assigned this functional responsibility IAW TO 00-35D-54.</p>
<p><b>2. FILE AND/OR DATABASE.</b> Identify the files and or databases) to which access is requested.</p> <p>See <a href="https://www.asc.wpafb.af.mil/infocen/dbm.list">https://www.asc.wpafb.af.mil/infocen/dbm.list</a> _____</p> <p>_____</p>
<p><b>3. REQUESTOR NAME (Last, First, Middle Initial)</b></p>
<p><b>4. ORGANIZATION</b></p>
<p><b>5. PHONE DSN:</b> _____ <b>Commercial:</b> _____</p>
<p><b>6. E-MAIL ADDRESS</b></p>
<p><b>7. GRADE/RANK</b></p>
<p><b>8. OFFICIAL ADDRESS</b></p>
<p><b>9. DODAAC</b></p>
<p><b>10. CITIZENSHIP</b></p>

**NOTE: All questions must be answered**

H0404764

**Figure 7-1. Air Force Deficiency Reporting Access Request (Front)**

## DRIS ACCESS REQUEST

<p>11. STATUS</p> <p> <input type="checkbox"/> MILITARY                    <input type="checkbox"/> CIVIL SERVICE                    <input type="checkbox"/> CONTRACTOR * NOTE: Government sponsor required.             </p> <p>*Contractors must provide the following additional information:</p> <p>*CAGE Code: _____ *Company Name: _____</p> <p>*Contract Number: _____ *Contract expiration: _____</p>
<p>13. ACKNOWLEDGE USER AGREEMENT</p> <p>I accept the responsibility for the information and DoD system to which I am granted access and will not exceed my authorized level of system access. I understand that my access may be revoked or terminated for non-compliance with DoD security policies. I accept responsibility to safeguard the information contained in these systems from unauthorized or inadvertent modification, disclosure, destruction, and use. I understand and accept that my use of the system may be monitored as part of managing the system, protecting against unauthorized access and verifying security problems. <i>I agree to notify the appropriate organization that issued my account(s) when access is no longer required.</i></p> <p>DATE (YYYYMMDD)</p>
<p>14. IA TRAINING AND AWARENESS CERTIFICATION REQUIREMENTS</p> <p>I have completed Annual Information Awareness Training. DATE (YYYYMMDD)</p>
<p><b>PART II GOVERNMENT ENDORSEMENT OF DRIS ACCESS</b></p>
<p>GOVERNMENT SUPERVISOR / SPONSOR: Complete PART II and route request to the appropriate Database/File Manager for processing. If individual is a contractor - verify company name, CAGE Code, contract number, and date of contract expiration.</p>
<p>13. JUSTIFICATION. Briefly subscribe duties and responsibilities relative to access.</p>
<p>14. ACCESS EXPIRATION DATE (Contractor access expiration will not exceed contract expiration date.)</p> <p>DATE (YYYYMMDD)</p>
<p>15. VERIFICATION OF NEED TO KNOW</p> <p>I certify that this user requires access as requested. Enter date (YYYYMMDD)</p>
<p>16. SUPERVISOR / SPONSOR NAME (Last, First, Middle Initial)</p>
<p>17. ORGANIZATION/DEPARTMENT</p>
<p>18. E-MAIL</p>
<p>19. PHONE DSN: _____ Commercial: _____</p>
<p>Approving authority will forward the completed request to the appropriate File Manager listed at <a href="https://www.asc.wpafb.af.mil/infocen/dbm.list">https://www.asc.wpafb.af.mil/infocen/dbm.list</a> or to <a href="mailto:basisg@infocen.wpafb.af.mil">basisg@infocen.wpafb.af.mil</a>.</p>

**NOTE: All questions must be answered**

H0404838

**Figure 7-2. Air Force Deficiency Reporting Access Request (Back)**

## CHAPTER 8

# AIR FORCE BAD ACTOR PROGRAM

### 8.1 BACKGROUND.

The purpose of the Air Force Bad Actor Program is to identify serial-numbered items that enter the repair cycle at an abnormally high rate when compared to the total population of like assets and to repair them or remove them from supply. The following policy and procedures resulted from a one year prototype program sponsored by HQ USAF/ILMM (PROJECT ACTOR), recommendations from AFMC Project LM870736 (the Bad Actor Management Study), and processes developed by the Bad Actor Process Action Team (PAT).

8.1.1 The program procedures are written to compensate for the different maintenance philosophies of weapon systems and using commands. This provides both the using commands and AFMC the maximum amount of flexibility in running an effective Bad Actor Program for their weapon systems. The System Managers (SM), Engine Managers (EM), and Commodity Managers (CM) are encouraged to develop Memorandums of Agreements (MOAs) with their using commands to cover any specific weapon system, engine, and/or commodity program requirements. In addition, due to the variety of disciplines required for a successful program (inventory management, and distribution or supply) SM, EM, CM, and the using commands are encouraged to organize meetings with all team members to develop local procedures.

8.1.2 Included within this chapter are several guidelines that may be used by the SM, EM, CM, and/or using commands. These guidelines were developed from lessons learned during the prototype program and form the process flows defined by the Bad Actor PAT.

### 8.2 SELECTION PROCEDURES.

The PM, SM, EM, CM technical staff and the user select part numbers or work unit codes (WUC) for Bad Actor management. The Product Improvement Working Group (PIWG) meeting is the forum where the field and depot identify part numbers or WUCs for Bad Actor management. Candidates should include all major Line Replaceable Units (LRU) and systems.

8.2.1 The using command, SM, EM, and/or CM review the Reliability and Maintainability Maintenance Information System (REMIS), G081 Core Automated Maintenance System for Airlift, Material Improvement Projects (MIP), and Deficiency reports in the DRIS database, i.e., G021, DB22, DB26, etc., and the GO54 Core Automated Maintenance System (CAMS), database to identify part numbers or WUCs for systems suspected of containing a high number of Bad Actor LRUs.

8.2.2 Ninety days prior to the Product Improvement Working Group (PIWG), the SM, EM, and/or CM shall submit to the using command a list of part numbers and engineering failure analysis capability. The SM, EM, and/or CM may consider using contractor support to analyze support part numbers where no organic capabilities exist.

8.2.3 The using command will use this 90-day period to evaluate the list of part numbers from the SM, EM, and/or CM and their own repair data to identify part numbers to serially track. The using command may recommend part numbers not on the list that need to be addressed by contractor support. The SM, EM, and/or CM shall provide engineering status at the PIWG so that contractor support requirements can be prioritized.

8.2.4 Document selected part numbers or WUCs in the weapon system TO-6, section II, part D, in accordance with TO 00-20-2 and MIL PERF-5095E, Preparation of Inspection and Maintenance Requirements; Acceptance and Functional Check Flight Procedures and Checklists; Inspection Workcards; and Checklists.

8.2.5 If an LRU being considered for Bad Actor management contains subassemblies that do not have serial numbers, the selection of that LRU should not be excluded if it is cost effective to inscribe or affix a serial number on each subassembly. The SM, EM, and/or CM technical staff shall provide depot maintenance organizations with detailed instructions for inscribing or affixing serial numbers.

### 8.3 IDENTIFICATION PROCEDURES.

8.3.1 Maintenance activities at all levels shall document maintenance actions by serial number for the selected part numbers or WUCs. Maintenance organizations retain all repair information required by the weapon system MOA.

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8.3.2 Maintenance activities at all levels use the selection criteria coupled with the historical serialized repair information to identify a Bad Actor.

8.3.3 If a Bad Actor is identified on the flight line, and is coded for limited off-equipment repair, the flight line activity forwards the Bad Actor and its technical fault information to the off-equipment activity.

8.3.4 Field maintenance activities use the appropriate maintenance data collection system to document maintenance history by serial number and to perform research to identify bad actors.

8.3.5 SMs are encouraged to develop a process to identify Bad Actors through data analysis. All sources of repair should be notified of the results of the analysis (Figure 8-1).

### **8.4 DEPOT MAINTENANCE DATA DOCUMENTATION SYSTEMS.**

Depot maintenance activities input all maintenance actions into the appropriate maintenance data documentation system. SM, EMs, and/or CMs determine if contractor repair activities require data documentation in the contracts.

### **8.5 ACCOUNTABILITY AND/OR SUPPLY PROCEDURES.**

8.5.1 Bad Actor accountability and/or supply procedures start when a serial numbered asset has been identified as a Bad Actor.

8.5.2 When a Bad Actor has been identified, maintenance activities submit a Deficiency report (DR) in accordance with TO 00-35D-54. The subject of the DR will include the words "BAD ACTOR." The DR will also include the serial number(s) in the appropriate field. Depot maintenance activities may request the SM, SPD, EM, and CM to approve a tailored version of the DR (Figure 8-3 and Figure 8-4).

8.5.3 Maintenance activities shall treat an identified Bad Actor as an exhibit in accordance with TO 00-35D-54. Tag the exhibit with the words "BAD ACTOR" and "PROJECT CODE: 366." Do not label or mark the exhibit itself the Bad Actor. Provide a report on all the facts that led to the identification of the Bad Actor: faults detected, test equipment used, TO and procedure number, attempted corrective actions, etc., will be provided with the exhibit.

8.5.4 Upon shipment of the exhibit, shipping information will be provided to SM, SPD EM and CM to include date method of shipment, transportation control number, and MIP number if appropriate.

### **8.6 SCREENING POINT.**

When a Bad Actor DR is received into the Screening Point or other responsible activity at the ALC, a "Y" will be entered into field I950 of the DRIS database.

### **8.7 ENGINEERING ANALYSIS ACTIVITY TO MAINTENANCE.**

8.7.1 If an engineering analysis facility is able to repair the Bad Actor, the engineering analysis activity will contact the equipment specialist (ES) for the disposition instructions. The engineering analysis activity will not forward the repaired Bad Actor to a depot supply warehouse without disposition instructions from the ES.

8.7.2 The PM, SM, EM and CM shall ensure that contractors performing Bad Actor engineering analysis abide by the requirements of the above paragraph.

### **8.8 ENGINEERING FAILURE ANALYSIS PROCEDURES.**

8.8.1 The SM, SPD, EM and CM, or contractor responsible for conducting the engineering analysis, shall attempt to identify variability design problems that would expose the symptom of a larger, more universal TO 00-35D-54 problem. The engineering analysis will also take into consideration the economics of conducting a full investigation of the Bad Actor. At the same time, during the analysis it may be more economical to scrap the Bad Actor rather to repair it. Due to the intermittent nature of many Bad Actor failures, the engineering analysis activity will not close a project out as an isolated incident if there is sufficient repair data from the field. The SM, SPD, EM and CM technical staff may contact the Originating Point if additional data is required for the evaluation (Figure 8-5).

8.8.2 The SM, SPD, EM and CM technical staff will need to develop local procedures the go beyond that routine depot maintenance for accomplishing the engineering analysis. The technical staff shall also develop disposition criteria, which will

assist in determining whether to repair or scrap a Bad Actor. The SM, SPD, EM and CM technical staff may use engineering tools available at their activity to perform an engineering analysis.

8.8.3 If the SM, SPD, EM and CM does not have an engineering failure analysis capability for that selected part numbers, they are authorized to use Sustaining Engineering Funds when available. In addition, to prevent a backlog of Bad Actor projects, the SM, SPD, EM and CM may use Sustaining Engineering Funds to assist in their evaluation.

8.8.4 If no organic engineering analysis capability exists, the SM, SPD, EM and CM technical staff shall accomplish a cost and/or benefits analysis for establishing an organic analysis capability. If an organic capability proves to be economically beneficial, the SM, SPD, EM and CM will submit their requirements via a weapon system Program Decision Package. This capability will be established within the responsible SM, SPD, EM and CM.

8.8.5 Any Test Program Set (TPS) deficiencies or design changes to LRUs and/or SRUs shall be corrected by the PM, SM, EM and CM or responsible engineering organization.

## 8.9 ENGINEERING ANALYSIS GUIDELINES.

8.9.1 Recommended depot engineering failure analysis equipment and/or resources:

8.9.1.1 Hot Bench Mock-Up. A mock-up of the weapon system LRU capable of exercising all LRUs in the system configuration.

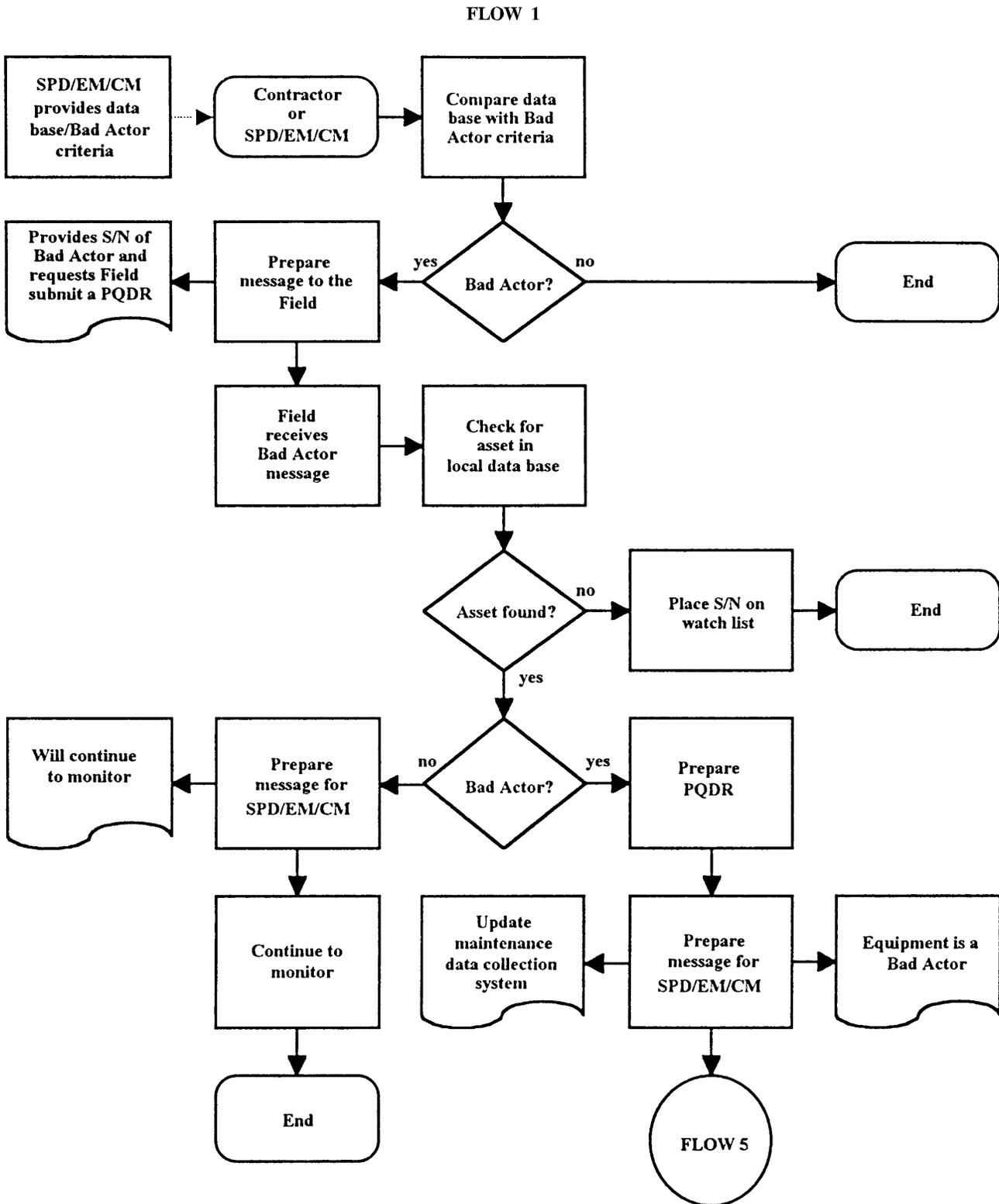
8.9.1.2 Environmental Test Chamber. A chamber that can vibrate and temperature cycle weapon systems LRUs. The ideal test arrangement allows the suspect Bad Actor LRU to undergo environmental cycling while connected to the hot bench mock-up to simulate actual flight conditions.

8.9.1.3 Additional Test Equipment. Spectrum analyzers, oscilloscopes, power meters, and any other equipment necessary to perform Bad Actor analysis.

8.9.1.4 Engineers and technicians familiar with the design and operation of the weapon systems and its test equipment.

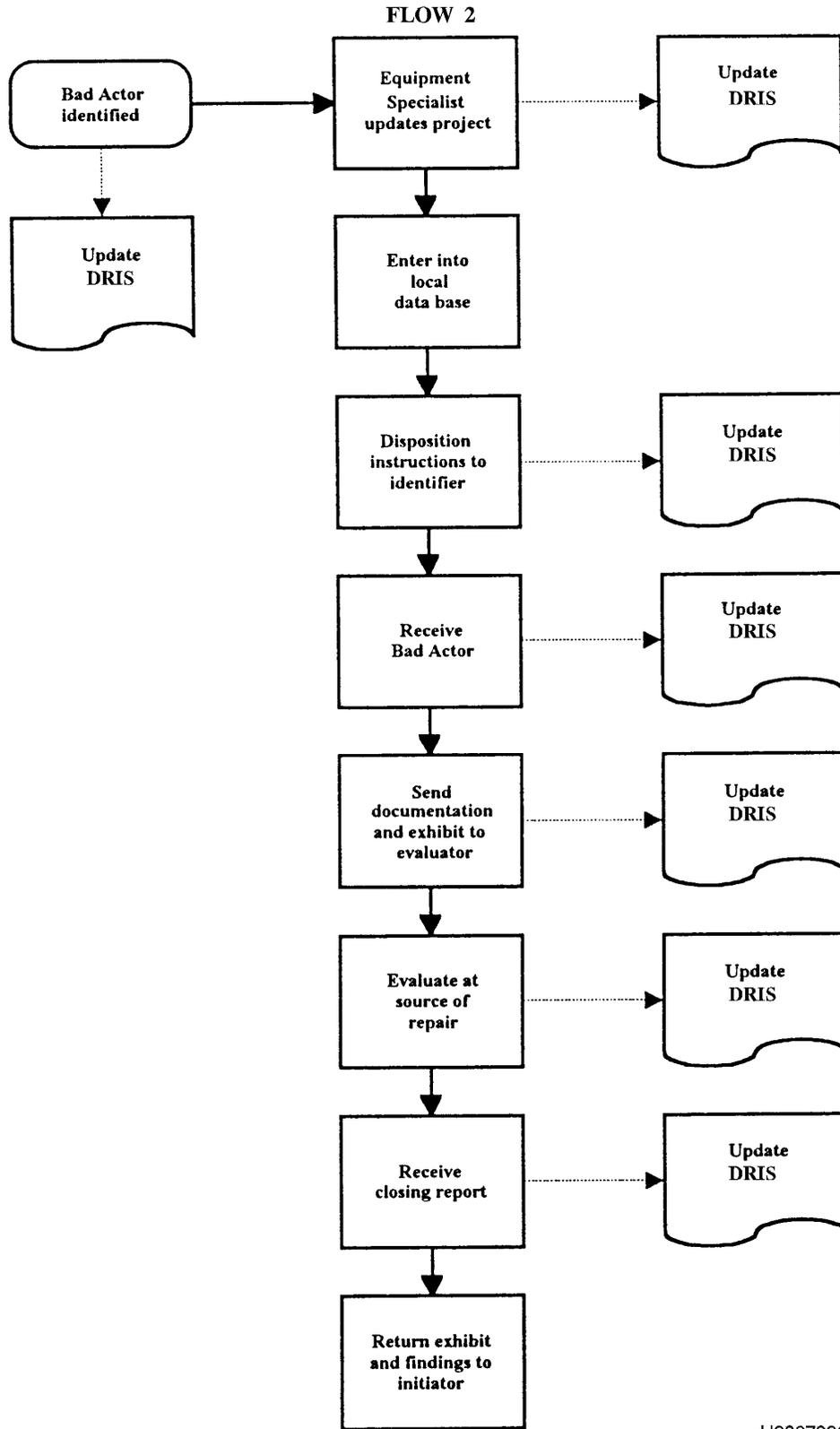
### **NOTE**

PM, SMs, EMs and CMs should investigate the possibility of acquiring any of the above equipment and/or resources for contractors involved in the development, test, or sell-off of the weapon system to the government.



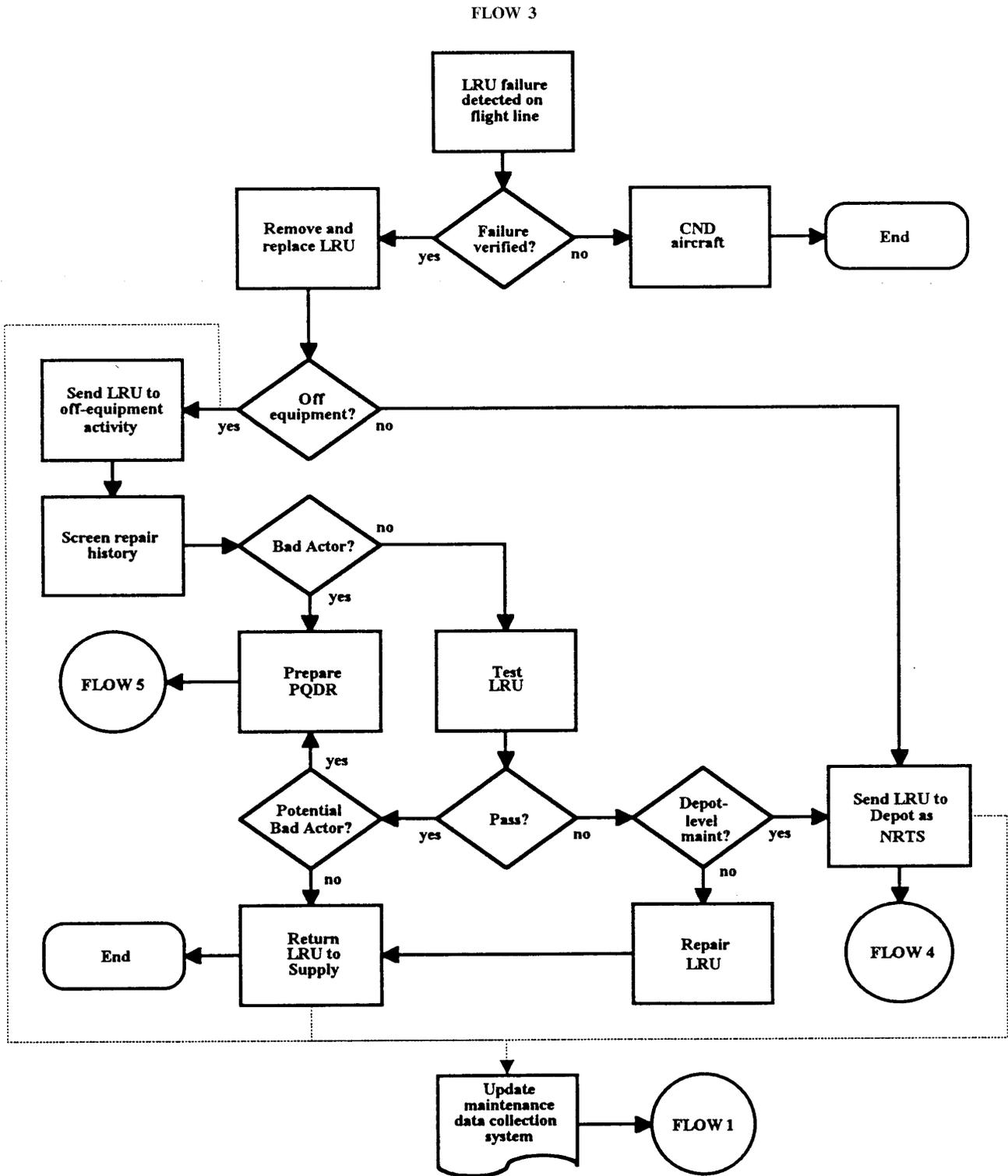
H9307395

Figure 8-1. Identification of Bad Actors Through Data Analysis (Flow 1)



H9307396

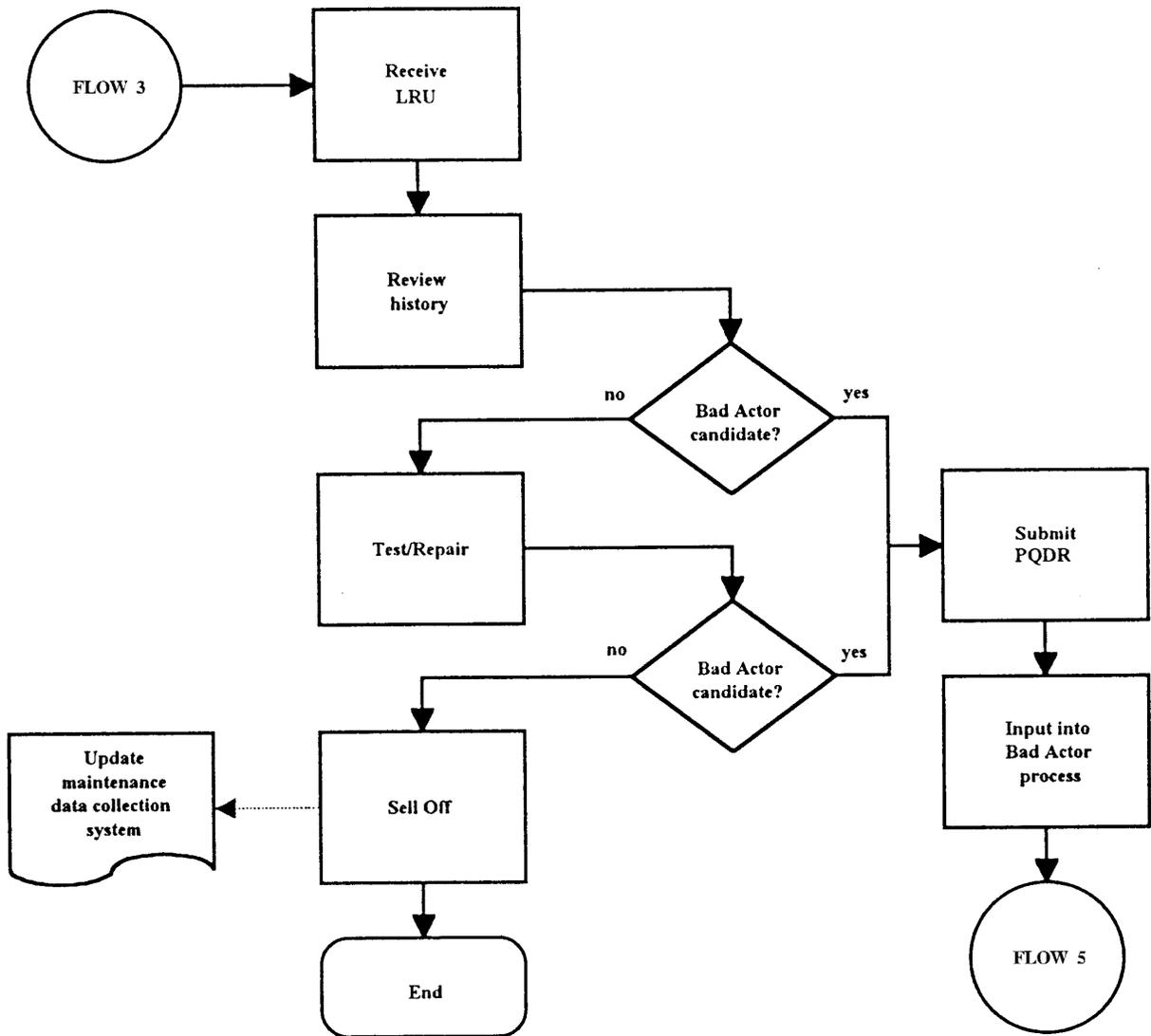
Figure 8-2. Tracking of Bad Actors (Flow 2)



H9307397

Figure 8-3. Unit-level Identification of Bad Actors (Flow 3)

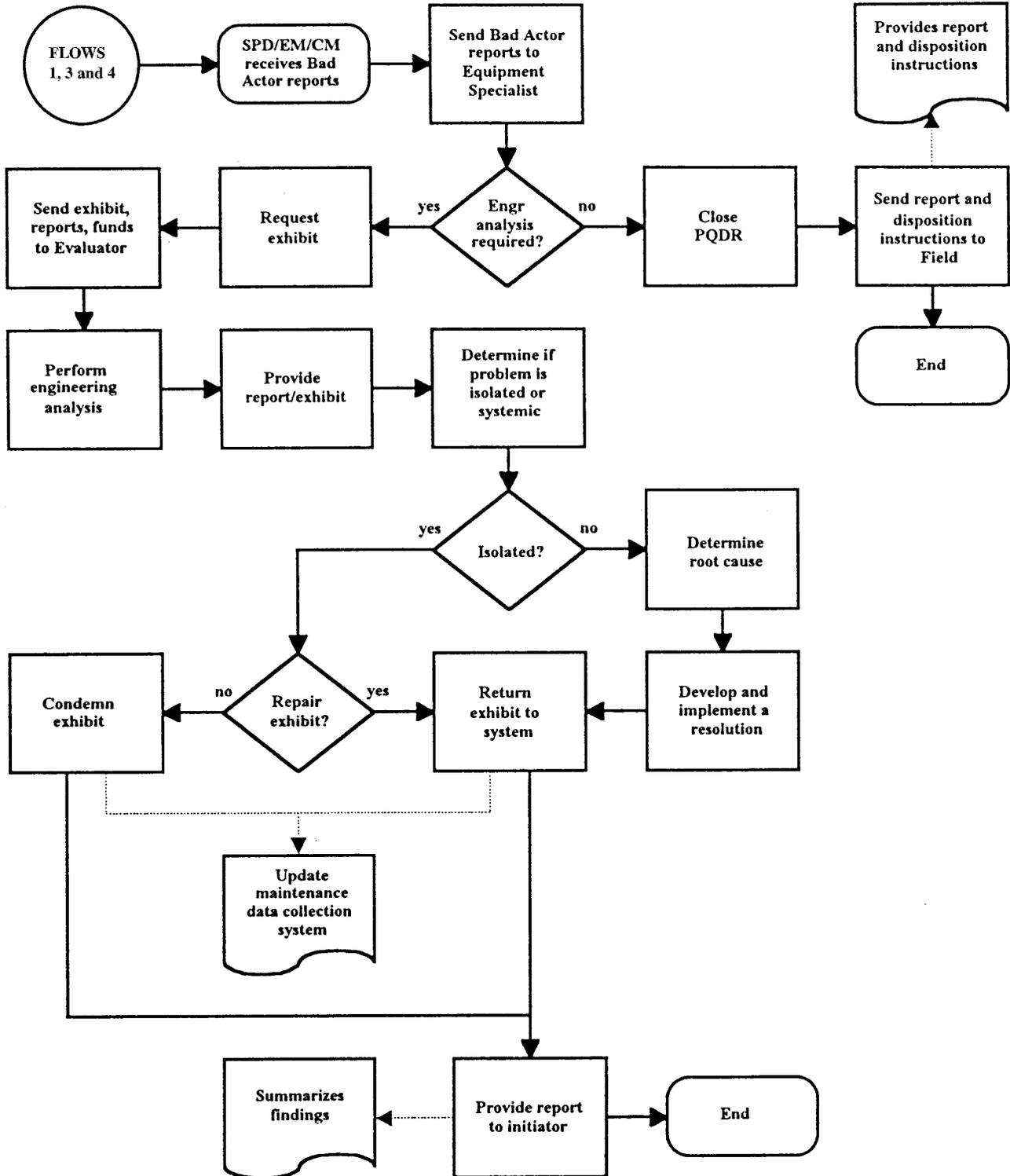
FLOW 4



H9307398

Figure 8-4. Depot Identification of Bad Actors (Flow 4)

FLOW 5



H9307399

Figure 8-5. Resolution of Bad Actors (Flow 5)

## CHAPTER 9

# ACCEPTANCE INSPECTION DEFICIENCY REPORT SUBMISSION, PROCESSING AND RESOLUTION

### 9.1 PURPOSE.

9.1.1 This chapter establishes the policy, responsibility, and procedures for submitting, processing, and resolving discrepancies discovered during acceptance inspections on aerospace equipment (aircraft; engines, engine modules, and engine major assemblies; support systems, and equipment). Acceptance inspections validate whether acceptable levels of quality have been met and determine the serviceability of the item to perform its designed function. In the case of completed depot and contractor maintenance, they provide feedback on the quality of maintenance accomplished from a customer perspective.

9.1.2 The submitted Acceptance Inspection (AI) report allows the responsible organization to investigate and resolve workmanship and process related deficiencies to prevent recurrence. Reportable discrepancies are those that are attributed to non-conformance to applicable specifications, drawings, standards, agreements, technical orders, work packages, etc., resulting from workmanship or incomplete/incorrect processes during manufacture, repair, modification, or maintenance.

9.1.3 Other feedback methods shall not replace formal deficiency reporting as required by this chapter. If complimentary methods are used, they must clearly state that deficiency data provided is informational only and does not fulfill the requirements of this chapter.

### 9.2 SCOPE AND APPLICABILITY.

9.2.1 This chapter applies to all Air Force organizations and satisfies the requirements of AFI 21-101, Aerospace Equipment Maintenance Management, for performing acceptance inspections on aerospace equipment acquisitions or on aerospace equipment that has undergone ALC administered Depot Level Maintenance (e.g., PDM, speed lines, modification lines, Depot and Contractor Field Teams).

9.2.2 This chapter interacts with TO 00-20-1, Aerospace Equipment Maintenance General Policies and Procedures; AFI 21-101, Aerospace Equipment Maintenance Management; and AFI 21-103, Equipment Inventory, Status, and Utilization Reporting and AFMCI 21-115, *Product Quality Deficiency Report Program*.

### 9.3 PERFORMING ACCEPTANCE INSPECTIONS.

9.3.1 The receiving organization shall determine equipment condition of newly received, assigned or acquired aircraft, engines, or equipment (trainers, simulators, consoles, terminals, ground support equipment, etc.) prior to placing the item into service. Engines will have acceptance inspections prior to being placed on the spare line.

9.3.2 The accepting activity will complete the inspection as soon as possible, but not later than 30 days after receipt of the aircraft, engine, or equipment item and prior to placing the item in service. If after 30 days the acceptance inspection has not been accomplished, the aircraft, engine, shall be placed in Red X status (TO 00-5-1). Reports should be submitted within 15 days of completing the inspection. However, regardless of when the inspection is performed, it will not preclude the later submission of deficiency reports identifying suspected latent defects related to the work requirements package or contract specifications. In these cases, submit an AI DR and reference the original report control number, if applicable. Identify within the report body the suspected latent defect, fully describe how it was found, how it is related to the work requirements package or contract specifications, and any other pertinent information.

9.3.3 Personnel who perform acceptance inspections on completed depot and contractor maintenance should be familiar with the general work requirements and knowledgeable of the contract specifications of the work performed. Use the completed AFTO FORM 103 and applicable work specifications, as applicable, as a guide to develop inspection checklists.

9.3.4 The MAJCOM and the Systems Program Office should jointly develop an acceptance checklist based upon specific technical data requirements or a Work Requirements Package. Ideally, checklists should be standardized throughout using communities to the extent practical, tailored according to work performed.

9.3.5 Work Requirements Packages used by the depot or contractor maintenance activity and the corresponding acceptance checklists should be available through the lead command MAJCOM Functional Manager or System Program Office. The PM will furnish to each owning activity, by 1 Sep of each year or as soon as possible thereafter, a copy of the respective work specification that includes goals for acceptable level of product quality, for the fiscal year beginning 1 Oct of that year. Owning activities will provide copies of the work specification to their respective operating units (Reference TO 00-25-4).

#### **9.4 REPORTING ACCEPTANCE INSPECTION RESULTS.**

9.4.1 **ORIGINATOR RESPONSIBILITIES.** Inspect for, identify and document-deficient conditions on aircraft, engines, or equipment. Prepare the draft AI DR using the Deficiency Report Entry and Mail System (DREAMS) QAK-AI template, or equivalent worksheet. The draft DR should provide a detailed description of discrepancies, references to the applicable Work Requirements Package, how malfunction codes, part numbers, and work unit codes, along with recommendations for correction or suspected cause.

#### **NOTE**

Organizations shall coordinate with the appropriate Action Point when situations arise which prevent completing the AI within the recommended timeframe.

9.4.1.1 Report AI discrepancies regardless of where the inspection is performed, to include those performed at the repair/manufacturers facility, even if immediately corrected. Discrepancies discovered by pre-inspection teams prior to the completion of contracted workload are not reported as AI discrepancies and should be reported directly to the depot maintenance activity for immediate correction.

9.4.1.2 Reportable discrepancies shall be classified as Critical, Major, or Minor according to the seriousness of the condition and the impact to the organization for correcting the condition. See [Table 9-1](#) for discrepancy criteria.

9.4.1.3 Clear descriptions of defects and corrective actions are necessary for the AI DR to be effective in initiating corrective or preventive action. Remarks must be of sufficient detail to identify the problem, the parts involved, and to permit objective analysis of each discrepancy. Equipment shortages, ferry or shipping damages, deterioration during storage, or other discrepancies not directly pertaining to the quality of rework or manufacture are not reported on an AI DR. Discrepancies shall not be reported that are not covered in the negotiated work package or rework specification, unless they can be substantiated as induced by the work performed.

#### **NOTE**

Report Critical discrepancies ([Table 9-1](#)) immediately by telephone, facsimile or E-mail (ensure confirmation of receipt). All safety-related AI DRs should be coordinated with the local safety office. The 89AW Special Air Mission fleet shall submit an AI DR on all acceptance deficiencies (major, critical, and minor) found on assigned aircraft, engines, and equipment.

9.4.1.4 The reporting of all Critical and Major discrepancies is mandatory (see [Table 9-1](#)).

9.4.1.5 Reporting of minor discrepancies related to work requirements are highly encouraged. Though no formal Action Point reply is required, these discrepancies will be reviewed for trends, and if multiple occurrences of the same minor discrepancy are found it should be reported with explanation citing the trend and a request for corrective action.

#### **NOTE**

If the acceptance inspection results in no defects being found do not submit an AI DR for positive feedback. Feedback may be submitted via official letter or message.

9.4.1.6 Ferry flight and later component failures may not be reported under the provisions of this chapter unless the failure is suspected as being caused by non-conformance to depot work requirements or specifications. Failures that fall into this category require substantiation to support the non-conformance conclusions. Although they may be reported if applicable, they also require reporting under separate procedures of [Chapter 3](#) to obtain investigation consideration

9.4.1.7 Digital data (photos, audio, etc.) are recommended to support noted defects and are specifically requested for Major and Critical defects. This type of data helps to provide a thorough understanding of the reported condition and may be used as training aids to help eliminate defect recurrence.

9.4.1.8 The Originator should identify, secure, segregate, and tag any associated item, equipment, material, or media on the system, product, or material being reported IAW [Chapter 6](#).

9.4.1.9 Forward the draft AI DR with supporting data to the Originating Point within five days of completing the inspection.

**Table 9-1. Discrepancy Classification Guide**

<p>Inspecting activities shall report all Critical and Major discrepancies and are encouraged to report <b>Minor</b> discrepancies. Reportable discrepancies are those that are attributed to non-conformance to applicable specifications, drawings, standards, agreements, technical orders, work packages, etc., resulting from workmanship or incomplete/incorrect processes during manufacture, repair, modification, or maintenance. Use the following to guide and TO 00-20-1 to determine discrepancy classification.</p>
<p>Report as a <b>Critical</b> discrepancy when a <b>Red X</b> discrepancy is noted that impacts:</p> <ul style="list-style-type: none"> <li>• Safety of flight or could result in loss of life or serious injury</li> <li>• Airworthiness/Mission Impact</li> <li>• Other Category I criteria</li> </ul> <p style="text-align: center;"><b>NOTE</b></p> <p>When a Critical discrepancy is discovered, immediately alert applicable organizations (MAJCOM, Program Manager, Safety offices, chief/lead engineer) by telephone, facsimile, email or other expedited methods.</p>
<p>Report as a <b>Major</b> discrepancy when a <b>Red X</b> discrepancy is noted that involves:</p> <ul style="list-style-type: none"> <li>• Safety of operation or potential for minor injury</li> <li>• Foreign Objects</li> <li>• Inoperable systems, defective, or damaged components or other discrepancies that are suspected as non-conformance to applicable specifications, drawings, standards, agreements, technical orders, work packages, etc., resulting from workmanship or incomplete/incorrect processes.</li> </ul>
<p>Report as a <b>Major</b> discrepancy when a <b>Red /</b> (diagonal) discrepancy is noted that involves:</p> <ul style="list-style-type: none"> <li>• Inoperable systems or other mission limiting discrepancies that are suspected as non-conformance to applicable specifications, drawings, standards, agreements, technical orders, work packages, etc., resulting from workmanship or incomplete/incorrect processes.</li> <li>• Paint or corrosion discrepancies involving greater than 25 man hours to correct.</li> </ul>
<p>Report as a <b>Major</b> discrepancy when incomplete, missing or incorrect historical documents are noted.</p>
<p>(Optional) Report as a Minor discrepancy when: A Red / (diagonal) discrepancy is noted that is not sufficiently urgent or dangerous to warrant its grounding or discontinued use and corrective action is less than 25 man hours to correct (excluding time to facilitate other maintenance). These may include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Loose/missing hardware</li> <li>• Paint or corrosion discrepancies</li> <li>• Damaged, but serviceable components</li> <li>• Equipment document discrepancies (not minor administrative errors or those involving historical documents).</li> </ul>
<p>Do not report component failures noted during Acceptance Inspections unless the failure is suspected as caused by non-conformance to depot work requirements or specifications. Failures that fall into this category require substantiation to support the non-conformance conclusions.</p>

9.4.2 **ORIGINATING POINT RESPONSIBILITIES.** The Originating Point verifies, certifies, and processes the AI report and associated exhibits and performs follow-up actions and status inquiries as outlined in [Chapter 3](#) and [Chapter 6](#). Additional criteria required for AI DRs include ensuring the defects are categorized against the appropriate Work Requirements Package or acceptance agreement, if applicable.

9.4.2.1 Verify the completeness and accuracy of noted discrepancies (e.g., sequence of events, details of the problem, recommendations, etc) and ensure they are associated with the appropriate Work Requirements Package if applicable.

9.4.2.2 Originating Points will validate the classification of all discrepancies as Critical, Major, or Minor according to the seriousness of the condition and mission impact. See [Table 9-1](#) for discrepancy criteria.

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9.4.2.3 Verify Security Classification of the AI DR. Ensure AI DRs do not contain classified, source selection sensitive, competitive prototype, proprietary, or other sensitive information unless the report complies with AFI 10-1101, AFR 100-20, AFFARS Appendix AA and BB, and other applicable directives.

9.4.2.4 Prepare final AI DR in appropriate format and assign the Report control Number (RCN).

9.4.2.5 Submit the final report to the appropriate DRIS database within 10 days of receipt.

9.4.2.6 Process exhibit and supporting data IAW Action Point direction.

9.4.2.7 Status Inquiries. The Originating Point will establish a systematic process to query and follow-up on the progress, status, and resolution of the DR after submittal by accessing the appropriate database.

9.4.2.7.1 Database queries should be made consistent with requirements for reviewing the status of Open DRs and are recommended daily, but required at least weekly.

9.4.2.7.2 The Originating Point will follow up on exhibit shipping instructions, requests for further information or supporting data request, request for verification, etc., as applicable.

9.4.2.7.3 If no initial response or update is received from the Screening Point/Action Point by the status due date, the Originating Point will contact the Screening Point/Action Point to receive status.

9.4.2.7.3.1 Initial response time is 10 days for an AI DR (see [APPENDIX S](#), Table S-1, DR Response Times).

9.4.2.7.3.2 Updates beyond the initial response shall be made as indicated by Action Point response or whenever significant events occur, e.g., status changes, review boards, etc, but should occur quarterly as a minimum (annually for those in Open Awaiting Funds status). Updates will include DRIS database fields i610, Next Update Due; and i1400, Action Summary.

9.4.2.7.4 The Originating Point will update the Originator as significant events, such as status changes, investigation results, etc., occur.

9.4.2.8 Trend analysis. The Originating Point shall establish a method to screen the DRIS database on a regular basis, monthly as a minimum, for trends associated with the weapons systems/subsystems within their organization. Fundamental Query and Manipulation (FQM) and INFOCEN Web commands are covered in DRIS database tools training; further training information may be found at <https://www.asc.wpafb.af.mil/infocen>.

9.4.2.9 Discrepancy Findings Review. Originator/Originating Points will review discrepancy findings/remarks for acceptance and results of subsequent investigations as determined by the ALC/SPO. If the response/resolution of AI discrepancies are unacceptable, the Originating Point will attempt resolution of the disagreement at the lowest level before formally initiating dispute resolution.

9.4.2.10 Resolution Of Disagreements. The Originating Point will contact the ASC Screening point or the ALC Action Point within 15 days of the contested action and document justification for the disagreement in I1590. If the disagreement cannot be resolved, the Originating Point should elevate the disagreement to their command POC for resolution.

9.4.2.11 PROCESS SATISFACTION FEEDBACK. Both formal and informal feedback is essential to the health of the system. Just as a DR provides feedback on the quality of military or weapon systems, the Deficiency Reporting and Investigating System itself requires feedback from its customers to improve reporting and resolution processes.

### NOTE

The Process Satisfaction Feedback should not be mistaken for formal rebuttal of closure actions intended for Paragraph [9.4.2.11](#), Resolution of Disagreements.

9.4.2.11.1 Originating Points are encouraged to develop a working rapport with Screening and Action Points; contact information is displayed in i450, i455 and i460, or i1090 and informal communication is encouraged.

9.4.2.11.2 The Originator/Originating Point has an opportunity to rate the DR in the five major areas of the process (Status Updates, Disposition Instructions, Results of Investigations, Corrective Actions, and Timeliness). Feedback helps identify problems and implementing process improvements.

9.4.2.11.3 Customer feedback is due within 45 days of closing status; notice of closing action and feedback instructions are emailed to the Originating Point. Feedback rated "somewhat satisfied" or below require process improvement comments.

## 9.5 RESOLVING ACCEPTANCE INSPECTION DISCREPANCIES.

9.5.1 The Action Point oversees the resolution of reported discrepancies. Technical evaluations will be performed as required to validate applicability, identify cause, ensure prompt and lasting corrective actions, and that follow-on measures or process changes are implemented to prevent recurrence. Action points retain internal Air Force Screening Point responsibility for those AI DRs forwarded across component lines for investigation under AFI 21-115, Product Quality Deficiency Report Program.

9.5.1.1 The Action Point acknowledges receipt within 10 days of AI receipt. They validate that discrepancies are correctly classified and meet the qualifications of this TO. If required, they clarify discrepancies and request additional information from the Originating Point.

9.5.1.2 Action/Support Points will accept all reported discrepancies unless there is specific credible evidence that the source of manufacture, repair, or maintenance was not responsible. Be sensitive to other deficiencies uncovered during the investigation and initiate further reporting action under this technical order for those deficiencies. Review all deficiency reports for potential trends.

9.5.1.3 If it is determined the reported discrepancy does not meet AI submission criteria, notify the Originating Point before either changing or not accepting the discrepancy. When significant disagreements cannot be resolved at the lowest possible level, the disagreement will be elevated, as necessary, to the next management level for resolution.

9.5.1.4 AI DRs will be considered as PQDRs for cross-component reporting IAW AFI 21-115. Interservice report transfer shall be made electronically if available. If electronic transfer is unavailable submit to the appropriate service POC via email or fax.

9.5.2 Action points may perform or request a Support Point perform a technical evaluation to determine whether the noted condition is within the Work Requirements Package, type of additional data needed to evaluate the condition, whether further investigation is needed for resolution, and the course of subsequent investigation. The Support Point may be composed of PM internal engineering/technical support, contractor, other logistics or product centers, or other DOD component personnel.

9.5.3 The Support Point shall acknowledge receipt of the Action Point request and provide a forecast of the expected investigation completion date. If additional information is required from the Originating Point to support the investigation it should be requested through the Action Point.

9.5.3.1 The Support Point goal is to provide resolution to the Action Point within 30 days of the request for AI evaluation. Later suspense data may be negotiated between the action and Support Point for systemic or complex issues.

9.5.3.2 The investigation will focus on identifying root cause, ensuring prompt and lasting corrective actions, and must include follow-on measures or process changes to prevent recurrence for each reported critical/major discrepancy.

9.5.3.3 The Support Point will ensure corrective measures are incorporated on the production line and that appropriate actions are documented in accordance with AFMCI 21-108, paragraph 2-9.2.1. Corrective actions for repeat/recurring discrepancies will be specifically addressed and will have necessary follow-ups to ensure a lasting corrective action has been implemented.

9.5.3.4 The Support Point reply shall include a response to each reported discrepancy indicating:

9.5.3.4.1 Responsibility for the discrepancy (e.g., contractor error, maintenance error, technical data, etc.).

9.5.3.4.2 The severity of defects noted (Critical, Major, Minor, unknown, no defect found). The severity of the defect will be determined by the Action Point through coordination with the appropriate engineering and Program Management authority

9.5.3.4.3 Cause of the reported discrepancy: Define the root cause of the reported discrepancy. For example, an AI report stated that fluid was leaking from the landing gear strut. Initial investigation shows the leak was due to a distorted strut seal, but it was determined that the fluid was contaminated prior to strut servicing and caused distortion to the seal. The root cause was contaminated hydraulic fluid.

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9.5.3.4.4 Action taken to correct the root cause and prevent recurrence of the reported or discernible discrepancy/deficiency.

9.5.3.4.5 Provide position with respect to repair, replacement costs as applicable.

9.5.4 Although formal response to minor discrepancies is optional, the organization shall have a process to review minor discrepancies for trends and to prevent recurrence.

### **9.6 FINAL RESOLUTION AND AI REPORT CLOSING.**

9.6.1 The Action Point will review and validate the Support Point investigation to ensure that the Support Point identified root cause and applicable corrective/preventative actions.

9.6.2 The Action Point may accept or reject and challenge Support Point responses. If responses are deemed insufficient or are otherwise unacceptable, notify the Support Point, indicate rationale for rejection or change to the report, and provide an opportunity for Support Point correction/response.

9.6.3 The Action Point may need to refer a deficiency report case to the contracting authority for situations such as:

9.6.3.1 The deficiency resulted from contractual requirements that are ambiguous, dubious, or otherwise questionable.

9.6.3.2 The contractor refuses responsibility for, or will not cooperate in the investigation. When the contractor will not conduct an investigation, a CAO investigation will be performed which will include a review of QAR and contractor test/inspection records and an examination of like items/equipment for similar deficiencies.

9.6.4 Depending upon the extent of the defect, the Action Point may need to coordinate site visits, depot field team repairs, and/or other actions to satisfactorily resolve/correct confirmed defects.

9.6.5 Upon finalization of resolution actions, provide an update to the database record and close the report within 10 days after receipt of final investigation results.

## APPENDIX A

### DEFICIENCY REPORTING AND INVESTIGATING SYSTEM (DRIS) DATA ELEMENT FORMATS/DESCRIPTIONS

A.1 This section has the entire list of data elements that can be used in an individual Deficiency Report, however only use those data elements which are applicable to that individual Deficiency report.

Field Name:	I1
Field Label:	File Number
Source:	Originating Point
Format:	3 N; Legal Values: See INFOCEN Homepage (Appendix B has File Numbers as of publish Date).
Description:	This designates the activity responsible for the resolution of a deficiency. Use D043A, FEDLOG, etc. to determine item management responsibility or if unavailable, report to NHA.
Field Name:	I2
Field Label:	Accession Number
Source:	No data input to this field. Computer generated.
Format:	9 N; Example: 123456
Description:	This is a unique number generated/established for each document by the computer when a document is created.
Field Name:	I3
Field Label:	Date of Last Edit
Source:	No data input to this field. Computer generated.
Format:	8 N; Format: YYYYMMDD
Description:	This date changes only when the particular record has been edited. NOTE: All date fields are the Gregorian year, month, and day (e.g., 20030201).
Field Name:	I4
Field Label:	Workload Transfer
Source:	SPOCO/Equipment Specialist/QAS.
Format:	2A; Legal Values: OC, OO, SA, SM, WR. If unknown or not applicable, leave blank.
Description:	Code used to identify the original ALC from which workload has been transferred. i.e., workload transferred from an ALC as the result of BRAC or workload realignment between ALCs.
Field Name:	I5
Field Label:	Input Status
Source:	Input Record. Computer generated.
Format:	3 A; Legal Value: NEW
Description:	Field I5 is input so that new reports can be found. When the report has been edited and an entry is made in the appropriate validation field (I450 or I895), the computer deletes the "NEW."
Field Name:	I6
Field Label:	Add File Number
Source:	Input Record. Computer generated.
Format:	3 N.
Description:	Filed I6 is used by the system in some cases when a record is input to keep track of the initial add file number. When the record is moved to the destination file, the I6 value is automatically copied into I1.
Field Name:	I20

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Field Label: Subject  
Source: Report initiator  
Format: A/N; Example: PRIMARY HYDRAULIC PUMP SEALS LEAK  
Variable Length  
Description: A brief description of the defect using words that a person might use to locate the records. To track credit reversal DRs, the Action/Screening Points enter a space and "CR" after the current field entry. For Acceptance Inspections, put "Acceptance Inspection on Aircraft/Engine Tail/Serial #".

Field Name: I30  
Field Label: Date Input into INFOCEN  
Source: No data input to this field. Computer generated.  
Format: 8 N; Format: YYYYMMDD  
Description: This is the date the document is established in the system.

Field Name: I40  
Field Label: Report Msg DTG  
Source: Report Originator's Message  
Format: 14 A/N; Example: 081515Z Aug 90 (May be left blank)  
Leave space before and after month.  
Description: This is the date time group of the incoming report message.

Field Name: I45  
Field Label: Date Received at Action Point  
Source: ALC/SPO  
Format: 8 N; Format: YYYYMMDD (May be left blank)  
Description: This is the date the report was received in the ALC/SPO Action Point's office.

Field Name: I49  
Field Label: Originator Address  
Source: Report Originator  
Format: 35 A/N; Example: 805 Walker St  
Description: This field is used to format the Originator's street address for mailing purposes.

Field Name: I50  
Field Label: Originator Activity, Installation/Base  
Source: Report Originator  
Format: 70 A/N; Example: 474TFW/MAQ NELLIS AFB NV  
(No punctuation)  
Description: The report initiator's organization, office symbol and installation/base.

Field Name: I51  
Field Label: Originator City, State, Zip Code  
Source: Report Originator  
Format: 35 A/N; Examples: Marietta GA 30060-5000;  
APO San Francisco 96328-5000  
Description: This field is used to format report initiator's location for responses: city, state, APO, and zip code, as appropriate.

Field Name: I52  
Field Label: Originator Name, Phone Number, Date Submitted  
Source: Report Originator  
Format: 70 A/N; Example: John Jones, DSN 787-0000, COM (937) 257-0000, YYYYMMDD  
NOTE: All date fields are the Gregorian year, month, and day, e.g., 19910201.

**Description:** The originator's name, phone number (both DSN and commercial) and the date the report is being submitted. If applicable, include space operations crew position in an alphanumeric format.

**Field Name:** I55  
**Field Label:** Originating Point  
**Source:** Report Originator's Originating point.  
**Format:** 78 A/N; Example: 474TFW/MAQ Nellis AFB NV 89191-5000 (No punctuation)

**Description:** The complete address of the Originator activity's Originating Point, including office symbol.

**Field Name:** I57  
**Field Label:** Originating Point Name, User name, Phone Number, and Date Verified  
**Source:** Report initiator's Originating Point  
**Format:** 78 A/N; Example: John Doe, DSN 787-0001, COM (937) 257-0001, YYYYMMDD

**Description:** The name, phone number (both DSN and commercial), and the date the report was verified by the report initiator's Originating Point.

**Field Name:** I58  
**Field Label:** Originating Point Group Email Address  
**Source:** Computer Generated  
**Format:** A/N; Variable Length

**Description:** Group Email Address of the DR Originating Point

**Field Name:** I60  
**Field Label:** Report Category (CATEGORY I or CATEGORY II)  
**Source:** Report Originator  
**Format:** 1 N; Legal Values: 1 or 2  
**Description:** This designates the record as a Category 1 or Category 2 report.

**Field Name:** I61  
**Field Label:** Operational Impact Statement  
**Source:** Report Originator  
**Format:** A/N Variable Length (Mandatory for CATEGORY I, optional for CATEGORY II DRs)  
**Description:** A brief description by the report Originator of the operational impact. In test phase may be used to identify a future IOT&E/FOT&E impact. Do not use single-word phrases like "HIGH", "LOW", etc.

**Field Name:** I63  
**Field Label:** Category Priority  
**Source:** Originating Organization  
**Format:** Up to 2 Alpha/Numeric; Legal Values:  
**Description:** Mandatory for all Category I reports and all T&E reports. The submitting organization will annotate the DR Priority according to the Category (I or II) and the corresponding alphanumeric under the Category criteria (1A-5). The priority will provide an indication of relative impact on the reporting organization and assist the program office in defining response priorities. As a rule, Category I, Priority 1A-C identifies an Emergency condition (High Priority), Category II, Priority 2A-B identifies an Urgent Condition (Medium Priority) and Category II, Priority 3-5 identifies a Routine condition (Low Priority).  
 1A = If uncorrected, may cause death, severe injury, or severe occupational illness and no workaround is know.  
 1B = If uncorrected, would cause major loss or damage to equipment or a system and no workaround is know.  
 1C = Prevents the accomplishment of an essential capability or critically restricts OSS&E, to include required interaction with other mission critical platforms or systems; or, results in a production line stoppage and no acceptable workaround is know.

2A = Adversely affects an essential capability or negatively impacts operational safety, suitability, or effectiveness and no acceptable workaround is known.

2B = Adversely affects technical cost, or schedule risks to the project or to life cycle support of the system, and no acceptable workaround is known.

3A = Adversely affects an essential capability or negatively impacts operational safety, suitability, or effectiveness and adequate performance is achieved through significant compensation or acceptable workaround.

3B = Adversely affects technical cost, or schedule risks to the project or to life cycle support of the system, but an acceptable workaround is known.

4A = Does not affect an essential capability but may result in user/operator inconvenience or annoyance. Adequate performance is achieved through minimal compensation.

4B = Results in inconvenience or annoyance for development or maintenance personnel, but does not prevent the accomplishment of the task. Adequate performance is achieved through minimal compensation.

5 = Any other effect

Used to further prioritize the category (I60) of this report.

Field Name:	I65
Field Label:	Command/CTF Prioritization
Source:	Designated SPO/MAJCOM
Format:	6 A/N
Description:	Command/Combined Test Force (CTF) Prioritization.
Field Name:	I70
Field Label:	QA1, T&E, or QAKA/QAKE/QAKS Report
Source:	ALC /Originating Point
Format:	4 A/N; Legal Values: QA1, QAKA, QAKE, or QAKS If not applicable, leave blank
Description:	QA1 designates all DR types with the exception of Test and Evaluation (T&E) and Acceptance Inspection (QAKA/QAKE/QAKS) reports. If field I550=QDR and I5 not equal NEW, then I70 MUST HAVE AN ENTRY.
Field Name:	I75
Field Label:	DODAAC
Source:	Report Originator
Format:	6 A/N; Example: FB4877
Description:	The DOD Activity Address Code (DODAAC) of the Originator's organization.
Field Name:	I80
Field Label:	Report Control Number
Source:	Report Originator
Format:	25 A/N; Example: FB4877910001 474TFW (MUST have a space between sequential number and originating unit activity designator.)
Description:	The first 6-A/N digits are the DOD Activity Address Code (DODAAC) of the organization submitting the report, e.g., FB4877. NOTE: DODAACs can be found at <a href="https://www.afmc-mil.wpafb.af.mil/HQ-AFMC/LG/LSO/lot/">https://www.afmc-mil.wpafb.af.mil/HQ-AFMC/LG/LSO/lot/</a> . The next 6-N digits are the last 2 digits of the calendar year and a sequential number starting with 0001 for each new year, e.g., 910001. The final 12 digits are the originating unit designator e.g., 474TFW; 6151CAMS. RCNs for contractor will begin with zero (0) followed by the applicable Commercial and Government Entity Code (CAGE), as listed in H4/H8 Handbook, followed by last 2 digits of the CY identifier and a four digit sequence number starting with 0001. Company name can be included in the remaining 12 digits, if desired. Examples: for a Unit: FB2300910001 4950TFW; for a Detachment: FB1111910001 D1 6151CAMS; and for a Contractor: 012345910001 PMCO.
Field Name:	I85
Field Label:	Date Received at Screening Point

Source: ALC/SPO  
Format: 8 N; Format: YYYYMMDD  
Description: Date the SPO/ALC receives/acknowledges deficiency report.  
Field Name: I90  
Field Label: Mishap/HAP Control Number  
Source: Report Originator  
Format: A/N; Example: 87-06-01 (Variable length)  
If not applicable, leave blank.

Description: This designates the Mishap or HAP number, as appropriate. This field requires an entry if a Mishap/HAP has been reported.

Field Name: I92  
Field Label: Hazard Severity Categories (Codes)  
Source: Combined Test Force (CTF) Report Originator  
Format: 3 A/N; Legal Values:  
I = Catastrophic (Death, system loss, or severe environmental damage.)  
II = Critical (Severe injury, minor occupational environmental damage.)  
III = Marginal (Minor injury, minor occupational environmental damage.)  
IV = Negligible (Less than minor injury, occupational illness, or less than minor system or environmental damage.)  
If unknown or not applicable, leave blank.

Description: Hazard severities are defined to provide a qualitative measure of the worst credible mishap resulting from personnel error; environmental conditions; design inadequacies; procedural deficiencies; or component failure or malfunction as shown in the MIL-STD-882D; this is the appropriate hazard severity code of the CATEGORY I or CATEGORY II Deficiency Reports.

Field Name: I95  
Field Label: Computer Program Identification Number (CPIN)  
Source: Report Originator (software deficiency report)  
Format: A/N; EXAMPLE: 83H-TPN19/ITA34-T001-OOA (Variable Length)  
If the report is not an SWDR, leave blank.

Description: This is the computer program identification number. If no CPIN is assigned, "See Manufacturer's Part Number, I170".

Field Name: I100  
Field Label: National Stock Number  
Source: Report Originator  
Format: 19 A/N; Example: 1650-00-948-1880 BJ (Dashes MUST be used)  
Include MMAC, if applicable -- SPACE BEFORE MMAC. If not stock listed, enter NSL or NSL + FSC (NSL I650), if FSC is known.

Description: This is the NSN and the applicable Materiel Management Aggregation Code (MMAC) of the deficient item being reported.

Field Name: I102  
Field Label: Software Subsystem  
Source: Report Originator  
Format: 40 A/N.

Description: This is subsystem in which the software deficiency report was discovered.

Field Name: I103  
Field Label: Software Screen Number  
Source: Report Originator  
Format: 40 A/N.

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Description: This is software screen number in which the software deficiency report was discovered.  
Field Name: I104  
Field Label: Software Test Case Number  
Source: Report Originator  
Format: 40 A/N.

Description: This is software test case number in which the software deficiency report was discovered.  
Field Name: I105  
Field Label: Software Test Case Step  
Source: Report Originator  
Format: 40 A/N.

Description: This is software test case step in which the software deficiency report was discovered.  
Field Name: I106  
Field Label: Software Operating System  
Source: Report Originator  
Format: 40 A/N.

Description: This is software operating system in which the software deficiency report was discovered.  
Field Name: I110  
Field Label: Nomenclature  
Source: Report Originator  
Format: 40A/N; Example: INNER SHELL ASSEMBLY (Text with no punctuation.)

Description: This is the noun of the item for which the report is being submitted.  
Field Name: I120  
Field Label: Date Deficiency Discovered  
Source: Report Originator  
Format: 8 N; Format: YYYYMMDD (Note: YYYY-MM-DD for DREAMS)

Description: This is the date the deficiency was discovered and confirmed as a reportable condition.  
Field Name: I135  
Field Label: AFREP Source  
Source: Report Originator  
Format: 70 A/N

Description: Unit/Base that has been identified as the source of repair of the item, if the item was repaired under the Air Force Repair/Enhancement Program (AFREP).  
Field Name: I140  
Field Label: Manufacturer Source  
Source: Report Originator  
Format: 70 A/N; Example: General Dynamics Corp Ft Worth TX (Text with no punctuation)

Description: The name of the manufacturer.  
Field Name: I145  
Field Label: Overhaul/Repair Source  
Source: Report initiator  
Format: 70 A/N; Example: General Dynamics Corp Ft Worth TX (Text with no punctuation); WRALC

Description: The name of the maintenance contractor or Government Activity which last repaired or overhauled the deficient item.  
Field Name: I150  
Field Label: Manufacturer CAGE Code  
Source: Report initiator

Format: 5 A/N; Example: 91763  
If CAGE Code is unknown, enter "UNK" or leave blank.

Description: Enter the Contractor and Government Entity (CAGE) Code. The information can be found in H4/H8 Handbook or D043A.

Field Name: I155

Field Label: Overhaul/Repair Source CAGE Code

Source: Report initiator

Format: 5A/N; Example: 91763  
If contractor is unknown, enter "UNK" or leave blank.

Description: If item was repaired by an ALC, enter Technical Repair Center (TRC) code, as follows:  
98747 for OO-ALC  
98748 for OC-ALC  
98752 for WR-ALC  
30653 for BGRC  
0Z548 for Kadena Det 35 (Support Center Pacific) or as listed in H4/H8 Handbook or D043A

Field Name: I160

Field Label: Maintenance Type

Source: No data input into this field. Computer generated.

Format: 1 A; Legal Values: O, C (O=Organic, C=Contractor)

Description: IF I70=QA1 or QAKA/E and I210=N and a contractor code is entered in I150, the computer enters a C; if I150=98747 or 09848 or 98752 or 30653 or 0Z548, the computer enters an O. If I70=QA1 or QAKA/E and I210=R and a contractor code is entered in I155, the computer enters a C; if I155=98747 or 98748 or 98752 or 30653 or 0Z548, the computer enters an O.

Field Name: I165

Field Label: Shipper/City/State

Source: Report Originator

Format: 50 A/N.

Description: Name of shipper who shipped the deficient item to Originator. If unknown or not applicable, leave blank. If the shipper of an item is different from the manufacturer, enter the shipper's name and location.

Field Name: I170

Field Label: Manufacturer's Part Number

Source: Report Originator

Format: 32 A/N; Example: 12X34567-12

Description: The manufacturer's complete part number of the deficient item. Consult the Illustrated Parts Breakdown TO, supply publications, D043A, or similar sources to ensure correct identification of the item.

Field Name: I180

Field Label: Serial/Lot/Batch No

Source: Report Originator

Format: 45 A/N; Example: 123456 456

Description: Manufacturer's serial, lot or batch number of the deficient item, as applicable.

Field Name: I190

Field Label: Contract Number

Source: Report Originator

Format: 21 A/N; Example: F42600-88-C-1111-BOA1 (USE DASHES)

Description: The contract or other authorizing document number. The contract number may be obtained from historical records, serviceable tag, manufacturer's label or container accompanying the item.

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Field Name: I195  
Field Label: Purchase Order Number  
Source: Report Originator  
Format: 20 A/N  
Description: Enter purchase order number, the PO number may appear on the container, purchase document and/or the item.

Field Name: I200  
Field Label: Requisition Number  
Source: Report Originator  
Format: 20 A/N; Example: FB442772391234  
Description: Enter requisition number; may appear on the container, purchase document and/or the item sequence as follows:

DODAAC FB4427  
Julian Date 3239  
Serial Number 1234

If report is on a DLA item and the Requisition Number is unknown, construct a pseudo-requisition number as follows:

DODAAC FB4427  
Julian Date 3239  
Serial Number U001 (start at 1 each new day)

Field Name: I205  
Field Label: Govt Bill of Lading Number  
Source: Report Originator  
Format: 17 A/N.  
Description: Enter the Government Bill of Lading number.

Field Name: I210  
Field Label: Item New/Repaired  
Source: Report Originator  
Format: 1 A; Legal Values: N R O U  
Description: Enter whether deficient item is new or repaired/overhauled, as appropriate. Refer to historical records, serviceable tags, etc., accompanying the item.  
N = New  
R = Repaired/overhauled  
O = Overhauled  
U = Unknown

Field Name: I220  
Field Label: Date Manufactured/Repaired/Overhauled  
Source: Report Originator  
Format: 8 N; Format: YYYYMMDD. (Note: YYYY-MM-DD for DREAMS) If only year and month is given, use 01 for the day -- do not input zeros. If FY quarter is given, enter the first day of start of FY quarter.  
Description: The last date the deficient item was repair/overhauled or if not repaired/overhauled, the date of manufacture. If unknown, leave blank and so state in I340.

Field Name: I225  
Field Label: Engine TAC Cycles  
Source: Report Originator  
Format: 5N; Examples: 125 4100  
Description: If unknown or not applicable, leave blank. This is the number of times the engine was cycled during the life of the engine at the time of the report.

Field Name: I230  
 Field Label: Operating Time at Failure  
 Source: Report Originator  
 Format: 9 N. Examples: 2.0 49999.9 123.45  
 If decimal point included, must be followed by one of two numbers.  
 Description: From time item entered operational service as a new or repaired/overhauled item to time the deficiency was discovered.

Field Name: I232  
 Field Label: Operating Time at Failure Unit  
 Source: Report Originator  
 Format: 12 C; Examples: Hours  
 Description: Description of the Unit of measure represented by the value in field I230.

Field Name: I235  
 Field Label: Government Furnished Equipment (Y/N)  
 Source: Report Originator  
 Format: 3 A/N; Legal Values: Y N N/A  
 Description: Self-explanatory. Contractors will answer Y or N: Y = Yes N = No Air Force units will answer N/A.

Field Name: I240  
 Field Label: Time Since New/Overhauled  
 Source: Report Originator 100  
 Format: 7N; Examples: 2, 49, 100 (in hours)  
 Description: If not applicable, leave blank.

Field Name: I250  
 Field Label: Time Since Installation  
 Source: Report Originator  
 Format: 7 N; Examples: 2, 49, 100 (in hours)  
 Description: If not applicable, leave blank.

Field Name: I260  
 Field Label: Aircraft/Support Equipment Time  
 Source: Report Originator  
 Format: 7 N; Examples: 2, 49, 199 (in hours)  
 If not applicable, leave blank.  
 Description: A/C taken from 781s, support equipment taken from hour meter if available.

Field Name: I266  
 Field Label: Quantity Received  
 Source: Report Originator  
 Format: 7 N; Legal Values: 1 -- 9999999 (Use numeric quantities only, NO COMMAS.)  
 Description: Total number of items received in the lot batch in which the condition was found. Disregard the unit of issue.

Field Name: I268  
 Field Label: Quantity Inspected  
 Source: Report Originator  
 Format: 7 N; Legal Values: 0 -- 9999999 (Use numeric quantities only, NO COMMAS.)  
 Description: Total number of items inspected in shipment.

Field Name: I270  
 Field Label: Quantity Deficient  
 Source: Report Originator

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Format: 7 N; Legal Values: 0 -- 9999999 (Use numeric quantities only, NO COMMAS.)  
Description: The number of items determined to be deficient as a result of the inspection. Quantity shall be a count of each individual item disregarding unit of issue.  
Field Name: I272  
Field Label: Quantity in Stock  
Source: Report Originator  
Format: 7 N; Legal Values: 0 -- 9999999 (Use numeric quantities only, NO COMMAS.)  
Description: The quantity of material from the same manufacturer remaining in stock.  
Field Name: I280  
Field Label: End Item Type/Model/Series; or for aeronautical, Mission Design Series (MDS)  
Source: Report Originator  
Format: As specified by equipment designation  
Description: The complete "End Item" designator -- Note: MDS will be input and validated using REMIS codes.  
Field Name: I282  
Field Label: TMS  
Source: Report Originator  
Format: 3A 3N 1A/N; Examples: F100PW229  
USE COMPLETE TMS IAW AFI 33-110;  
AFCSM 21-578 or the Command Data Dictionary.  
Description: The complete equipment designator (Type-Model Series (TMS)) will be input and validated using REMIS codes.  
Field Name: I284  
Field Label: TMSM  
Source: Report Originator  
Format: 2A 4N 3N 2A/N  
USE COMPLETE TMSM IAW AFI 33-110; AFM 66-279, volume I, Atch I or the Command Data Dictionary.  
Description: If applicable the complete equipment designator (Type-Model-Series-Modification (TMSM)) will be input and validated  
Field Name: I290  
Field Label: End Item Serial Number  
Source: Report Originator  
Format: 15 A/N; Example: 66-0503  
Description: The tail number of the aircraft; serial number of aircraft engine or item, such as support equipment, etc.  
Field Name: I295  
Field Label: System Program Designator  
Source: Report Originator  
Format: A/N. Text. Variable length.  
Examples: F16 OFT BLK 30 IEWTD Integration Test, F15 NAV, F16 TGT OR F15/F16 SE, AF Gold Program  
If not applicable, leave blank  
Description: Input the appropriate program/test name/title and unit numbers of the T&E DR.  
Field Name: I300  
Field Label: Next Higher Assembly (NHA) National Stock Number  
Source: Report Originator  
Format: 19A/N; Example: 1111-11-111-1111 XY (Dashes MUST be used)  
Description: The NSN of the next higher assembly the deficient item. Include a space before the MMAC if included.

Field Name: I302  
Field Label: NHA Nomenclature  
Source: Report Originator  
Format: 40 A/N. Text with no punctuation.  
Description: The nomenclature of the NHA of the item. When the NHA is an engine component, provide engine serial number in I290 and engine flight/cycles in I225 and I230.

Field Name: I304  
Field Label: NHA Part Number  
Source: Report Originator  
Format: 32 A/N; Example: 9992M75G05  
Description: The part number of the NHA of the deficient item.

Field Name: I306  
Field Label: NHA Serial Number  
Source: Report Originator  
Format: 20 A/N; Example: 123456  
Description: The serial number of the NHA of the deficient item.

Field Name: I310  
Field Label: Unit Cost  
Source: Report Originator  
Format: 11 N; Example: 15000 (Round to whole dollars, NO COMMAS)  
Description: The dollar value of the deficient item (per unit of issue).

Field Name: I315  
Field Label: Estimated Repair Cost  
Source: Report Originator  
Format: 11 N; Example: 150000 (Round to whole dollar, NO COMMAS)  
If not applicable, leave blank.  
Description: The total estimated cost based upon man-hours and material when submitting a MISHAP report (for other reports, leave blank).

Field Name: I320  
Field Label: Item under Warranty (Y/N/U)  
Source: Report Originator  
Format: 1 A; Legal Values: Y, N, U  
Description: Indicate if item is known to be covered by contractor warranty:  
Y = Yes  
N = No  
U = Unknown

Field Name: I330  
Field Label: Work Unit Code (WUC)  
Source: Report Originator  
Format: 15 A/N; Examples: 23000 71BAO  
Description: The WUC of the item for which the report is submitted (refer to applicable -06 TO). If a WUC is not available for a specific item, but there is one for the NHA use the WUC of the NHA. When WUCs for new material have not been developed, but are anticipated to be, use the Not Otherwise Code (NOC) from the appropriate -06 manual for like material.

Field Name: I335  
Field Label: Reference Designator (RefDes)/Logistics Control Number (LCN)  
Source: Report Originator  
Format: A/N Variable Length

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Description: System/Subsystem/Subject Number. The RefDes (C017)/LCN (F022) of the item for which the report is being submitted. For the C017 RefDes, refer to the applicable -06 TO. For the F022 LCN, refer to the Integrated Management Information System (IMIS).

Field Name: I340

Field Label: Details/Problem Summary

Source: Report Originator

Format: A/N. Narrative text. Variable length.

Description: Describe, to best ability, what is wrong, how, and why. Reference Appendix N. Include Deficiency Review Board when applicable.

Field Name: I350

Field Label: QA Specialist Remarks

Source: QAS/Technician

Format: A/N. Variable Length Text.

Description: Brief problem description and/or further data to be analyzed as part of this DR.

Field Name: I360

Field Label: Standard Reporting Designator

Source: Report Originator

Format: 15 A/N; Example: XNY, AFA, AAC, AF7  
If required, up to 4 SRDs can be entered.

Description: A 3-AJN code prescribed in the Mission Capability/Maintenance Data Collection (MI-CAP/MDC) media conversion table.

Field Name: I365

Field Label: Job Control Number (JCN)

Source: Report Originator

Format: 12 A/N; Example: 13290001  
If unknown, leave blank.

Description: The JCN is assigned by the base maintenance control facility IAW TO 00-20-2 and is used to control and identify maintenance jobs.  
03290001

-the last digit of the year (2003)

-- -the Julian day of the year (329 for 25 Nov.)

-- -- -a daily or monthly job sequence number

NOTE: For units operating under AFR 6-279, the JCN is comprised of the year-event-ID and the work center event, which creates a number of up to 12 A/N.

Field Name: I370

Field Label: MAJCOM/Activity Code

Source: Report Originator

Format: 1 N + 1 A/N; Examples: 0S 0T 4Z (Ensure a numeric)

Description: The Major Command of the report initiator. MAJCOM/ACTIVITY codes are prescribed in [Table 7-1](#). Code must be two characters in length and first character must be numeric (zero NOT letter "O").

Field Name: I380

Field Label: Country

Source: Report Originator

Format: 3 A; Examples: USA, NL, BEL

Description: Country of unit submitting report. For United States, including installations overseas, use USA. For the Netherlands use NE; for Belgium use BE; for Denmark use DE; for Norway use NO. ([Table 5-10](#)).

Field Name: I390

Field Label: AF Flight Safety Critical Item  
Source: Report Originator  
Format: 1 A; Legal Values: Y, N  
Description: Critical items are those meeting the definitions of CRITICAL APPLICATION ITEM (CAI) in DLAI 3200.1. CAI is an item that is essential to weapon system performance or operation, or the preservation of life or safety of operating personnel, as determined by the Military Services.  
Critical Safety Items (CSI) are a part, assembly, installation or production system with one or more critical characteristics (as defined in DOD-STD-2101) that, if not conforming to the design data or quality requirements, would result in an unsafe condition. Unsafe conditions relate to Hazard Severity Categories I and II of MIL-STD-882, and include conditions which could cause loss or serious damage to the end item or major components, loss of control or serious injury to personnel. CSI is a subset of CAI. For the purpose of this instruction, "Critical Safety Item," "Flight Safety Critical Part," and "Flight Safety Part" are synonymous.

Field Name: I400  
Field Label: AFMC Item Mgr/System Mgr  
Source: No input. Computer generated.  
Format: 2A; Examples: FD FE FF FH FJ FK  
Description: For G021 DB, identifies ALC/activity responsible for deficiency resolution (D043A and Workload Mission Assignment System D086 at <https://www.msg.wpafb.af.mil/d086/>).  
If I1=002, computer sets FH (SM-ALC) (Historical use only)  
If I1=003, computer sets FE (OO-ALC)  
If I1=004, computer sets FD (OC-ALC)  
If I1=005, computer sets FF (SA-ALC) (Historical use only)  
If I1=006, computer sets FJ (WR-ALC)  
If I1=010, computer sets FK (88 OSS/OSE)

Field Name: I420  
Field Label: Source of Supply (SOS)  
Source: ALC Technician/Single Point of Contact Office (SPOCO)  
Format: 3 A/N; Examples: FHZ, N32, S9E, B17  
Description: SOS of item as listed in MIL-C Basic or D043A.

Field Name: I430  
Field Label: Exhibit Submitter Holding Status  
Source: Report Originator  
Format: 42 A/N. \*A holding exhibit for nn calendar days  
B exhibit released for investigation  
C exhibit returned to stock or disposed of  
D exhibit repaired  
E other (When none of the items indicate the actions or disposition taken or requested, or exhibit not available, indicate E other and identify the nature of the action taken or requested in Field  
I340- -Details/Problem Summary.  
\*If A is entered the number of days must immediately follow the A, e.g., A30 - A45.  
- -Leave a SPACE between code and the description of the code  
-Codes only may be used

Description: Indicates the exhibit action taken or requested by the report initiator.

Field Name: I440  
Field Label: Holding Activity Address/Email  
Source: Report Originator

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Format: 70 A/N. Text. Variable length.  
355TTW/LGS Davis-Monthan AFB AZ DSN: 555-5555  
Email: user@base.af.mil

Description: Address location, DSN, and email address of the exhibit holding activity.

Field Name: I442

Field Label: Cognizant Official/Phone Number/Email

Source: Report Originator

Format: 70 A/N; Example: John Doe, DSN 787-1100, COM (937) 257-1100, user@base.af.mil

Description: The name, DSN, and commercial duty phone number, and email, of the individual from the Originating Point for this report. All queries concerning the report will be directed to this POC.  
NOTE: It is **highly recommended** the Originating Point Activity set up (working with their local Email Administrator) a group email account from which DRs should be submitted and subsequent electronic correspondence be sent. This alleviates the issue of an individual's email account becoming a bottleneck for DR correspondence while that individual is TDY, on leave, or even departs/separates.

Field Name: I444

Field Label: Certifying Official/Phone Number/Email

Source: Report Originator

Format: 70 A/N; Example: John Smith, Maj, DSN 787-0500, COM (937)247-0500, user@base.af.mil.

Description: The name, rank, DSN, and commercial duty phone number of the official certifying the report's validity.

Field Name: I446

Field Label: Safety Officer/Phone Number

Source: Report Originator

Format: 50 A/N; Example: Joe Brown, DSN 787-1000, COM (937) 257-1000 If not applicable, leave blank.

Description: The name, DSN, commercial duty phone number, and email, of the safety officer for material deficiencies and for safety related quality/software deficiencies.

Field Name: I448

Field Label: Safety Officer Email

Source: Report Originator

Format: 50 A/N; Example: user@base.af.mil. If not applicable, leave blank. Required if there is a value in I90.

Description: The email address of the safety officer for material deficiencies and for safety related quality/software deficiencies.

Field Name: I450

Field Label: QA/Equipment Specialist/Phone Number

Source: QA/Equipment Specialist/SPOCO

Format: 70 A/N; Example: Stottleyer 787-3085, COMM (937) 257-3085. Use a first name initial only when there is the possibility of a duplication within the organization identified in Field I460.

Description: Identifies the name, DSN phone number, and commercial phone number of the individual at the ALC/activity responsible for the report. The email address of this person is field I455. An entry in this field automatically deletes the "NEW" from field I5.

Field Name: I455

Field Label: QA/Equipment Specialist email

Source: QA/Equipment Specialist/SPOCO

Format: 70 A/N; Example: first.last@base.af.mil

Description: Identifies the email address of the individual at the ALC/activity responsible for the report.

Field Name: I460  
 Field Label: QA/Equipment Specialist Office Symbol  
 Source: QA/Equipment Specialist/SPOCO  
 Format: 7 A/N; Example: TIEOP  
 Description: The ALC organization of individual identified in report; normally, no lower than branch or unit level.

Field Name: I470  
 Field Label: QA/Specialist Code  
 Source: QA/Specialist/SPOCO  
 Format: 1 A; Examples: A, D, W  
 Description: If I550=QDR, you must enter 1-A code. Code used to identify the QAS responsible for the report.

Field Name: I471  
 Field Label: Equipment Specialist Code  
 Source: Equipment Specialist/SPOCO  
 Format: 2 A  
 Description: If I550 is other than QDR, enter a 2-A code or may be left blank. Code used to identify Equipment Specialist responsible for the report.

Field Name: I472  
 Field Label: Assessment Section  
 Source: AFOTEC Test Team  
 Format: A/N. Logistics Software Evaluation Operations Operation Analysis.  
 Description: If not applicable, leave blank. Self-explanatory.

Field Name: I474  
 Field Label: Assessment Suite  
 Source: AFOTEC: Test Team  
 Format: A/N. Airframe           Sensors  
           Armament            Defensive Avionics  
           Communication       Integrated Avionics  
           Navigation  
           If not applicable, leave blank.

Description: Self-explanatory.

Field Name: I476  
 Field Label: Assessment Area  
 Source: AFOTEC Test Team  
 Format: A/N. Logistics       Operations  
           Maintainability     Pre flight/Post flight  
           Reliability         Tactical Employment  
           Availability        Enroute Terminal  
           Technical Data     Survivability  
           Support Equipment   Crew Performance  
           Training            Interoperability  
           PHS&T            Flight Manuals  
           Training  
           If not applicable, leave blank.

Description: Self-explanatory.

Field Name: I478  
 Field Label: Assessment Subsystem

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Source: Test Team  
Format: A/N; Example: Armor Plating. If not applicable, leave blank.  
Description: Affected subsystem of reported discrepancy.  
Field Name: I480  
Field Label: MIP/Project Number  
Source: MIP Log  
Format: 15 A/N. For G021 DB, use the following format: OCTIM 03-0034

- - ALC  
- - - Division  
- - - - - Year + Sequential MIP Number  
- - For Software MIPs, add an S after the sequential number.  
The S must stand alone (OCTIM 03-0001 S).  
- - For combined Mishap, add an M after the sequential number.  
The M must stand alone (OCTIM 03-0002 M).  
For SPO SR DBs, use the following format:  
(1) ASC65 A1 0001  
- - Organization containing program office  
- - - Program office organizational symbol  
- Designates a weapon system, subsystem, equipment, or Support Point.  
Last digit of calendar year.  
- - - - Sequential MIP number.

NOTE: If reported condition is before operational use, enter the test phase alpha code in position 8 and the sequential MIP number in positions 9-11:  
- - - - - D001

(2) ASVLM N0Z 0001

Description: MIP/Project Number is an internal control number established to track deficiencies internal to the activity.

Field Name: I490  
Field Label: Date MIP Opened  
Source: SPOCO/ALC Technician/SPO  
Format: 8 N. YYYYMMDD

Description: This is the date that the MIP was opened by the ALC or SPO; or the date a MIP is opened by a technician from a non-DR source. This date cannot be greater than the date the database record is established or updated.

Field Name: I500  
Field Label: MIP Numbers Repeated to This DR/MIP  
Source: No data input. Computer generated.  
Format: A/N. Text. Variable Length

Description: Data is input into this field automatically during the nightly update; uses as its source information in field I510 from another DR/MIP which has been combined or repeated (OPEN R) in field I530. This field in a "parent" DR/MIP contains the DR/MIP numbers of its "children" and all updates to the parent will automatically update the children.

Field Name: I510  
Field Label: This DR Repeated to DR Number  
Source: SPOCO/ALC Technician/SPO  
Format: 15 A/N

Description: DR accession number of the report being repeated to the "parent's" DR accession number. Information in this field will be tied to information in field I530. For automated processes to work, OPEN R must be in I530 of the subordinate report.

Field Name: I520  
 Field Label: Master RCN  
 Source: No data input. Computer generated.  
 Format: 12 A/N; Example: FB4877900001 123TFW  
 Description: This field is utilized for repeated DR/MIPs to identify the initial DR/MIP (parent). If there is an entry in I510, the computer will insert the RCN from Field I80 of the master DR/MIP by a automated procedure that runs nightly.  
 Note: When the parent DR/MIP is closed, the appropriate closing fields (I1370, I1375, I1380, I4000) will be propagated to all the children DR/MIPs.

Field Name: I530  
 Field Label: DR/MIP Status  
 Source: SPOCO/ALC Technician/SPO  
 Format: 9 A/N.  
 Description: Reference [Table 4-3](#)

**OPEN** = Investigation will be used to reflect an open report:

**OPEN AF** = Awaiting funds

**OPEN AFV** = Awaiting fix verification

**OPEN ECP** = Awaiting Engineering Change Proposal

The following status codes will be used as specified. Although the report is technically open while in one of these status categories, they will not be reflected in the Open Metric.

**OPEN R** = Repeated or combined. This DR/MIP is being repeated to a Master DR/MIP.

**OPEN DISP = Dispute.** A rebuttal of the status is in process. The rebuttal status may only be requested by a MAJCOM functional or a MIPRB member.

**OPEN CR = Credit Reversal.** The DR is invalid and the Action Point has requested a credit reversal.

The following Closed status codes will be used to reflect resolution of the deficient condition:

**CLOSED CV = Corrected and Verified.** The corrective action has been reviewed and all stakeholders agree that satisfactory corrective action has been verified.

**CLOSED AR = Acceptable Risk.** The deficiency is recognized but correction action is not justified due to life cycle or operational constraints. No further administration required for DRs in this status.

No corrective action is planned because of factors that may include:

- Deficiency is low risk and correction will have limited impact
- Deficiency is inherent in the design and workarounds are available
- Deficiency is deemed a low risk enhancement for which no funding source or estimated costs have been identified. These DRs will be forwarded to Lead Command for prioritization and possible funding

**CLOSED A = Closed administratively.** This status is used when the reported deficiency is no longer applicable. No further administration required for DRs in this status. Same as previous Closed A, but expanded to include invalid submissions, and previous Closed T criteria. Reasons may include:

- Invalid submissions; such as those qualifying for credit reversal
- Elimination of requirements or conditions which drove the deficiency.

**CLOSED E** = Enhancement closed as a requirements enhancement that has been analyzed and determined to have little or no impact to OSS&E under current requirements. The desired enhancement has been transferred to the appropriate requirements determination authority for potential consideration/adoption.

- Condition is inherent in the design and acceptable workarounds are available.
- Recommended enhancement not warranted due to life cycle of operational constraints.

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Field Name: I540  
Field Label: MIP Priority  
Source: ALC Technicians/SPO  
Format: 1 A; Legal Values: E, U, R  
Description: Indicates the priority assigned to the MIP:  
E = Emergency  
U = Urgent  
R = Routine

This field is required when a MIP is established.

Field Name: I550  
Field Label: Type Deficiency  
Source: ALC, SPO, Report Originator or non-DR source documentation.  
Format: 4 A/N; Examples: PQDR, MDR, SWDR, DOR, MHAP, T&E  
Description: Identifies the project source or type deficiency. Only the following input for G021 is permitted for use:  
AIDR = Acceptance Inspection Report  
DOR = Dropped Object Report  
QDR = Quality Deficiency Report  
MHAP = Report involving a mishap or HAP  
MDR = Materiel Deficiency Report  
PQDR = Product Quality Deficiency Report  
SWDR = Software Deficiency Report  
T&E = Deficiencies discovered during formalized test and evaluation  
WDR = Warranty Deficiency Report

Field Name: I560  
Field Label: Initial/Interim Reply Date  
Source: ALC/SPO Technician  
Format: 8 N. YYYYDDMM  
Description: This is the date the initial/interim reply was sent to the submitting organization. This date must not be greater than the date the record is established in the database or updated.

Field Name: I570  
Field Label: MSTG/HRI Number  
Source: AFLC Forms 288 or 780/Technician  
Format: 15 A/N; Example: SM-1642 SM88-1OH  
Description: If applicable to the MIP, enter the MSTG/HRI number, as appropriate.

Field Name: I580  
Field Label: Safety Corrosion Code  
Source: Technician  
Format: 1 A; Example: A, I, P  
Description: If applicable, enter safety corrosion code; the following codes will be used, and applies - - if not applicable, leave blank.  
A = Class A or B Mishap  
I = Class C or D Mishap  
P = Other  
Y = Class A or B and Corrosion  
Z = Class C or D and Corrosion  
S = Safety

O = Other (This is an alpha O.)

Field Name: I600  
 Field Label: Last Update  
 Source: ALC/SPO Technician  
 Format: 8 N. YYYYMMDD  
 Description: This date is established from the most significant update provided by ALC/SPO, the technician, or edit personnel who provides significant information to update the record. It must not be greater than the date the database record is updated.

Field Name: I610  
 Field Label: Next Update Due  
 Source: ALC/SPO Technician  
 Format: 8 N. YYYYMMDD  
 Description: Manually input. Date must not be greater than the date the database record is updated or Date of Last Update (I600).

Field Name: I620  
 Field Label: Next Update Due Source  
 Source: ALC/SPO Technician  
 Format: 25 A/N. Text. Variable length.  
     Last Update Plus 30 Days  
     MIP Close Target Date  
     TDR Target Date  
     Engineering Target Date, etc.  
 Description: Manual input. This field displays the source/field label from which the Next Update Due (field I610) was calculated.

Field Name: I630  
 Field Label: Exhibit Required/Requested/Hold (Y/N/H)  
 Source: ALC/SPO Action Point/Support Point  
 Format: 1 A; Legal Values: Y, N, H  
 Description: This field indicates whether or not an exhibit is required/has been requested for evaluation, or Action Point/Support Point wants the initiator to hold the exhibit for future disposition instructions.  
     Y = Yes  
     N = No  
     H = Hold

Field Name: I640  
 Field Label: Interim Reply Target Date  
 Source: ALC/SPO Action Point/Support Point  
 Format: 8 N. YYYYMMDD  
 Description: This is the date the interim response to the field unit is due.

Field Name: I650  
 Field Label: Date Exhibit Instructions Provided  
 Source: ALC/SPO Action Point/Support Point  
 Format: 8 N. YYYYMMDD  
 Description: This is the date the Action Point/Support Point provides exhibit disposition information/instructions to the field unit. If field I630=Y, then field I650 must have an entry.

Field Name: I655  
 Field Label: Extended Hold Date  
 Source: ALC/SPO Action Point/Support Point

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Format: 8N. YYYYMMDD  
Description: Date the Action Point/Support Point provides extended exhibit hold instructions. Cannot be earlier than Date of Last Edit (I3).  
Field Name: I660  
Field Label: Exhibit Ship-To Address/Disposition Instructions  
Source: ALC/SPO Action Point/Support Point  
Format: 500 A/N. Narrative text. Variable length.  
Description: This is the address the report initiator is instructed to ship exhibit(s) to for investigation/evaluation, plus other pertinent exhibit disposition/instructions/information for the initiator/CAO. Example: Ship the exhibit with DD Form 2332 attached to FB1111, UR Exhibit Storage Unit, OC-ALC/XXXXX, Bldg 1, Stockroom M, Tinker AFB OK 11111-1111. Further mark DD Form 1348-1 with the report control number, exhibit S/N, and to the attention of OC-ALC/XXXXX, Ext 1111. This field is only required when I630=Y.

Field Name: I670  
Field Label: Date Exhibit Shipped by Initiator  
Source: Report Originator or Automated Input by Base Supply  
Format: 8 N. YYYYMMDD  
Description: This is the date the report initiator ships exhibit(s) for investigation/evaluation.

Field Name: I675  
Field Label: Transportation Control Number  
Source: Report Originator or Input by Base Supply  
Format: 25 A/N.  
Description: This is the control number assigned to the shipment of the exhibit such as a FEDEX or UPS tracking number.

Field Name: I690  
Field Label: Quantity Exhibits Shipped by Initiator  
Source: Report Originator or Automated Input by Base Supply  
Format: 7 N; Examples: 1, 125, 9999999  
Description: The number of exhibits sent for investigation/evaluation by the report initiator.

Field Name: I700  
Field Label: Date Exhibit(s) Received at exhibit warehouse.  
Source: Exhibit Warehouse/Support Point  
Format: 8 N. YYYYMMDD  
Description: Date exhibit(s) received at the support point for investigation/evaluation.  
Note: Use I1745 for exhibit received for an on base organization to be held for subsequent shipment.

Field Name: I730  
Field Label: Date Exhibit(s) Shipped by exhibit warehouse.  
Source: Support Point/Contractor  
Format: 8 N. YYYYMMDD  
Description: This is the date the exhibit(s) were shipped from the warehouse.

Field Name: I770  
Field Label: Exhibit Follow-up Date  
Source: ALC/SPO Action Point  
Format: 8N. YYYYMMDD  
Description: This is the date of the last follow-up message sent to the report initiator regarding exhibit shipping status--to ascertain whether or not exhibit(s) have been shipped for investigation/evaluation.

Field Name: I790

Field Label: Exhibit Tracking Number  
Source: ALC/SPO Action Point  
Format: 16AN. Text Variable length.  
Description: This field is for the ALC/SPO action point to use internally (and to their discretion) for whatever format they utilize for tracking an exhibit.

Field Name: I800  
Field Label: Quantity Exhibits Requested  
Source: ALC/SPO Action Point/Support Point  
Format: 7 N; Examples: 1, 75, 9999999  
Description: The number of exhibits requested from the report.

Field Name: I810  
Field Label: Quantity Exhibits Received  
Source: Exhibit Warehouse/Support Point  
Format: 7 N; Examples: 1, 75, 9999999  
Description: The number of exhibits received from the report initiator for investigation/evaluation.

Field Name: I820  
Field Label: Exhibit Accounted For (Y/N):  
Source: Action Point/IMS/ALC/SPO  
Format: 1 A; Legal Values: Y, N  
Description: Y (yes) is entered if the exhibit has been formally accounted for through appropriate supply actions; N (no), if this has not been done.

Field Name: I825  
Field Label: Date of exhibit final disposition instructions  
Source: Action Point/IMS/ALC/SPO  
Format: 8 N. YYYYMMDD  
Description: This is the date the Action Point in coordination with the item manager (IMS) determines final exhibit disposition instructions for the exhibit after the investigation is completed. Note that the definitions of date fields, I700 and I730 have been modified to reflect exhibit movement at the ALC/DLA warehouses.

Field Name: I830  
Field Label: Exhibit Final Disposition Instructions -- Action Point  
Source: IMS  
Format: 100 A/N. Narrative text. Variable length.  
Description: Must be input when I630 equals "Y". These are the final disposition instructions for the exhibit after completion of the investigation. Example: Returned to serviceable stock at OO-ALC.

Field Name: I840  
Field Label: RTOK Item (Y/N)  
Source: ALC QAS/Technician  
Format: 1A; Legal Values: Y, N  
Description: Designates "retest okay" item: Y = Yes N = No

Field Name: I845  
Field Label: Correspondence Tracking  
Source: SPO  
Format: A/N. Narrative Text. Variable Length. 101107Z SEP 90  
Initial OPR comments, etc.,  
If not applicable, leave blank.

Description: Tracks all SPO incoming and outgoing initial correspondence.  
Field Name: I846

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Field Label: Correspondence Tracking2  
Source: SPO  
Format: A/N. Narrative Text. Variable Length.  
If not applicable, leave blank  
Description: Continuation of Field I845.  
Field Name: I847  
Field Label: Correspondence Tracking3  
Source: SPO  
Format: A/N. Narrative Text. Variable Length. If not applicable, leave blank  
Description: Continuation of Fields I845 and I846.  
Field Name: I850  
Field Label: Support/Action Point Request Date  
Source: QAS/Technician/SPO  
Format: 8 N. YYYYMMDD  
Description: Date investigative assistance is requested by Action Point to Support Point.  
Field Name: I860  
Field Label: Support/Action Point Master Suspense Date  
Source: QAS/Technician/SPO  
Format: 8 N. YYYYMMDD  
Description: This is the date a reply is expected from the Support Point to the Action Point.  
Field Name: I870  
Field Label: Support Point Completion Date  
Source: Support Point  
Format: 8 N. YYYYMMDD  
Description: This is the date the Support Point completes the investigation and provides the Action Point investigative results/corrective/preventive actions.  
Field Name: I875  
Field Label: Support Point Identifier  
Source: QAS/Technician/SPO  
Format: 2 A/N.  
Description: This is the identifier of the Support Point.  
Field Name: I880  
Field Label: Support/Action Point Activity  
Source: QAS/Technician/SPO  
Format: 25 A/N. Text. Variable Length.  
Examples: FLDRQ, NA311, ARB14, DLS9E, NAJFL, AF GOLD PROGRAM  
Description: This is the Support/Action Point activity the report has been sent to for investigative/corrective action. If Field I550=QDR or WDR, support agency entries can be found in paragraph 7.4.2 examples  
Field Name: I885  
Field Label: Support Point/POC  
Source: ALC, SPO, or Support Point  
Format: 50 A/N; Example: John Evans DSN 666-6666 COMM (666) 666-6666 john.evans@base.af.mil  
Description: Investigation site contact point. A Support Point name, phone numbers, and email address may be entered. If unknown or not applicable, leave blank.  
Field Name: I890  
Field Label: Action Point Reply Date

Source: QAS/Technician/SPO  
 Format: 8 N. YYYYMMDD  
 Description: This is the date the Action Point completes their investigation and provides the ALCs/SPOs investigative results/corrective actions.

Field Name: I895  
 Field Label: SPO/ALC POC  
 Source: SPO/ALC  
 Format: 50 A/N; Example: ASC/XYZ, DSN 785-5555/(937) 255-5555  
 first.last@base.af.mil  
 If not applicable, leave blank.

Description: This is a SPO point of contact's office symbol, DSN/commercial phone numbers, and email. If ALCs elect the POC to be other than the QAS/Equip Spec (Field I450), info should be entered in this field. An entry in this field automatically deletes the "NEW" from field I5.

Field Name: I900  
 Field Label: Stock Screening Requested/Completed (RC)  
 Source: QAS/Technician/SPO  
 Format: 1A; Legal Values: R, C  
 Description: Indicates stock screening of assets is required or has occurred  
     R = Requested  
     C = Completed

Field Name: I910  
 Field Label: Stock Screening Request Date  
 Source: QAS/Technician/SPO  
 Format: 8N. YYYYMMDD  
 Description: This is the date the QAS/Technician/SPO requested the stock screening of AF assets.

Field Name: I920  
 Field Label: Stock Screening Quantity  
 Source: QAS/Technician/SPO  
 Format: 7N; Examples: 25, 1000, 9999999  
 Description: Number of items stock screened.

Field Name: I930  
 Field Label: Stock Screening Items Found Deficient  
 Source: QAS/Technician/SPO  
 Format: 7N; Examples: 20, 750, 9999999  
 Description: Total number stock screened items found deficient

Field Name: I940  
 Field Label: Stock Screening Completion Date  
 Source: QAS/Technician/SPO  
 Format: 8N. YYYYMMDD  
 Description: This is the date the stock screening action was completed.

Field Name: I950  
 Field Label: Bad Actor (Y/N)  
 Source: Report Originator  
 Format: 1 A; Legal Values: Y, N  
 Description: Designates item has been identified as BAD ACTOR.  
     Y = Yes  
     N = No

Field Names: I960 through I1041 - -- No input in these fields.

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Field Labels: Num Criticals/Majors/Minors Reported -- Accepted -- Not Accepted  
Source: NO INPUT. Computer Generated.  
Format: 3 N.  
Description: Computer looks into Acceptance Inspection records and totals all the Criticals/Majors/Minors Reported -- Accepted -- Not Accepted.

Field Name: I1050  
Field Label: Engineering Organization  
Source: Engineer  
Format: 7 A/N; Example: MMICEA  
Description: This is the organization responsible for engineering support. Normally, this should not be lower than branch or unit level.

Field Name: I1060  
Field Label: Engineering Request Date  
Source: Technician  
Format: 8 N. YYYYMMDD  
Description: This is the date the technician requests engineering support for investigating the reported deficiency.

Field Name: I1070  
Field Label: Engineering Start Date  
Source: Engineer  
Format: 8 N. YYYYMMDD  
Description: This is the date the engineer begins his action to support the request from the technician.

Field Name: I1080  
Field Label: Engineering Project Number  
Source: Engineer  
Format: 19 A/N. Text. Variable length.  
Description: Project number assigned by the engineer utilizing local procedures for identification.

Field Name: I1090  
Field Label: Project Engineer/Phone Number/email  
Source: Engineer  
Format: 35 A/N; Example: Jones 51234, first.last@base.af.mil  
Description: Last name, local telephone extension, and email of the responsible engineer. Use a first name initial only when there is the possibility of a duplication within the organization identified in Field I1050.

Field Name: I1100  
Field Label: Engineering Target Date  
Source: Engineer  
Format: 8 N. YYYYMMDD  
Description: This is the target date established for the engineer's completion based upon the following parameters- it can be changed by the engineer:  
If I540=E, then I1100=I1060+15  
If I540=U, then I1100=I1060+60

Field Name: I1110  
Field Label: Engineering Complete Date  
Source: Engineer  
Format: 8 N. YYYYMMDD  
Description: This is the date that the engineer completes the engineering analysis.

Field Name: I1120

Field Label: Engineering Priority  
Source: Engineer  
Format: 1A; Legal Values: A, B, C  
Description: Inset the appropriate priority as follows:  
A = Emergency  
B = Urgent  
C = Routine

Field Name: I1130  
Field Label: Engineering Information  
Source: Engineer  
Format: A/N. YYYYMMDD - followed by narrative text, variable length.  
Description: This field will contain all the information regarding engineering action on the MIP.

Field Name: I1140  
Field Label: Teardown Deficiency Report (TDR) Requested (Yes/No)  
Source: Engineer  
Format: 1A; Legal Values: Y, N  
Description: This field indicates whether or not a TDR is requested.  
Y = Yes  
N = No

Field Name: I1145  
Field Label: TDR Start Date  
Source: Manual Input  
Format: YYYYMMDD  
Description: This field indicates TDR start date.

Field Name: I1150  
Field Label: TDR Target Date  
Source: Manually input by technician.  
Format: 8 N. YYYYMMDD  
Description: This date is generated from the following: it can be changed by the technician: If I630=Y, then I1150=I700+15 if I700 contains data. If not, then I1150=I1745+15 if I1745 contains data.

Field Name: I1160  
Field Label: TDR Complete Date  
Source: Technician  
Format: 8 N. YYYYMMDD  
Description: If Field I1140=Y, this is the date the TDR is completed.

Field Name: I1170  
Field Label: TDR Report Narrative  
Source: Technician  
Format: A/N. Narrative text. Variable Length.  
Description: Summary of findings from the TDR.

Field Name: I1180  
Field Label: TDR Activity  
Source: Technician  
Format: 50 A/N. OO-ALC/MAXX Hill AFB UT  
Description: Organization responsible for the TDR.

Field Name: I1190

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Field Label: ECP/ACSN Request Date  
Source: ALC Technician/SPO  
Format: 8N. YYYYMMDD  
Description: This is the date the technician prepares an ECP/ACSN package or the AFMC Form 874 is received for processing.

Field Name: I1200  
Field Label: ECP Target Date  
Source: Manually Input by Technician  
Format: 8N. YYYYMMDD  
Description: This is a date established for completion of the ECP request

Field Name: I1205  
Field Label: ECP Effectivity  
Source: SPO  
Format: 200A/N Narrative Text. Variable length. If not applicable, leave blank.  
Description: This designates the series of aircraft tail numbers/serial numbers effected.

Field Name: I1210  
Field Label: ECP Received Date  
Source: Technician  
Format: 8N. YYYYMMDD  
Description: This is the date the ECP is received.

Field Name: I1220  
Field Label: ECP Number  
Source: Technician  
Format: 17 A/N. Variable length text.  
Description: This is the number assigned to the ECP.

Field Name: I1260  
Field Label: Modification Number  
Source: Technician  
Format: 8 A/N; Example: T 53432A  
Description: The 7-digit modification number prescribed by AFLCR 57-21. All numbers will have the first character -- B or T or F or S -- separated from the rest of the numbers with a space. After CCB approval, change the T to F.

Field Name: I1270  
Field Label: TCTO Numbers  
Source: Technician  
Format: 35A/N. Text. Variable length.  
Description: Indicates the appropriate TCTO numbers that apply.

Field Name: I1280  
Field Label: TCTO Data Change (AFMC Form 252) Approval Date  
Source: Technician  
Format: 8 N. YYYYMMDD  
Description: This is the date taken from the approved AFMC Form 252.

Field Name: I1290  
Field Label: Kits (Yes/No)  
Source: Technician  
Format: 6 A; Examples: Y LESS, Y MORE, N

Description: If the MIP priority is routine and kit acquisition cost is less than \$100,000, enter the word LESS after the Y. If kit acquisition cost is more than \$100,000, the word MORE after the Y.

Field Name: I1295

Field Label: MIPRB Date

Source: ALC Technician/SPO

Format: 8 N. YYYYMMDD

Description: This is the date the MIP Review Board is to meet.

Field Name: I1300

Field Label: MIP Goal Target Date

Source: QAS/ES/SPO

Format: 8N. YYYYMMDD

Description: This date is manually input during the daily information from various fields to establish the following applies:

If I540 = E and I1290 = N, then I1300 = I490 + 25

If I540 = E and I1290 = Y, then I1300 = I490 + 105

If I540 = U and I1290 = N, then I1300 = I490 + 90

If I540 = U and I1290 = Y, then I1300 = I490 + 125

If I540 = R and I1290 = N, then I1300 = I490 + 125

If I540 = R and I1290 = Y, then I1300 = I490 + 465

Field Name: I1310

Field Label: Flight Test Code

Source: MIPRB

Format: 2 A/N; Examples: +F, F, V

If unknown or not applicable, leave blank.

Description: Defines test requirements for verification.

+F = dedicated flight test (scheduled)

F = flight test during next flight

V = verify

Field Name: I1315

Field Label: SPO Management Code

Source: SPO

Format: A/N. Text. Variable length.

FIX REQD    CONTR EVAL

If unknown or not applicable, leave blank.

Description: Internal SPO field; used to identify the means to be used to resolve deficiency.

FIX REQD = Fix Required

CONTR EVAL = Contractor Evaluating

Field Name: I1320

Field Label: SPO Status

Source: SPO

Format: A/N. Text. Variable length.

ECP Required

ACSN, etc.

If unknown or not applicable, leave blank.

Description: Internal SPO actions required to evaluate or fix the MIP.

Field Name: I1325

Field Label: SPO Status Date

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Source: SPO  
Format: 8 N. YYYYMMDD  
If unknown or not applicable, leave blank.

Description: This is the date the SPO Status data (Field 11320) was entered.  
Field Name: I1330  
Field Label: DR/MIP Close Date  
Source: Automatically entered by database upon valid closing of DR/MIP  
Format: 8 N. YYYYMMDD  
Description: Date the DR/MIP is officially closed in the database record as indicated by i530, DR MIP Status. Fields I1370 (Result of Investigation Code), I1375 (ROI Categories as applies to I1370), I4000 (Life Cycle Code), I1380 (Action Taken Code) must have entries before the report closed date is entered in this field. If exhibit was requested or held (I630 = "y" or "h"), then final disposition instructions (field I830) must be filled in before this field. If Credit Reversal (field I1455=Y) was requested, then date Credit Reversal accomplished (field I1457) must be filled in before this field.

Field Name: I1335  
Field Label: Impact Code  
Source: Edwards CTF  
Format: A/N; Examples: SW, SAF, LOG, MA  
If not applicable, leave blank

Description: Designates the category of impact that the deficiency report has.  
Field Name: I1340  
Field Label: Closing Summary  
Source: SPO/ALC Technician/Equipment Specialist/Support Point  
Format: 5000 A/N. Narrative text. Variable Length.  
Description: Narrative summary taken from the closing action message/letter.

Field Name: I1350  
Field Label: MIP Closing Message DTG  
Source: ALC Technician/SPO  
Format: 14A/N; Example: 09 1200Z SEP 97  
Description: Date time group of the closing action/summary message sent to the contract.

Field Name: I1355  
Field Label: Scope Code  
Source: SPO  
Format: 12 A/N; Example: IN SCOPE, OUT OF SCOPE  
If unknown or not applicable, leave blank.

Description: Designates whether a MIP/DR is within scope or out of scope of the contract.  
Field Name: I1365  
Field Label: MIPRB Tag  
Source: SPO  
Format: 8 A/N; Example: T26, H20 month/yr  
If unknown or not applicable, leave blank.

Description: Identifies when record will go to the MIP Review Board.  
Field Name: I1370  
Field Label: Results of Investigation Code  
Source: QAS/ES/SPO  
Format: 1 A, Enter appropriate Results of Investigation Code listed in [Table 4-5](#). Codes are applicable no matter what type of report.

Field Name: I1375  
 Field Label: Results of Investigation Code Categories  
 Source: SPO/ALC Technician  
 Format: 2 A/N Applicable code corresponding with I1370

Field Name: I1380  
 Field Label: Action Taken Code  
 Source: Action Point  
 Format: 1 A, Enter appropriate Action Taken Code listed in table 4-6.  
 Description: Codes are applicable no matter what type of report.

Field Name: I1382  
 Field Label: Deficiency Responsibility Code  
 Source: QAS/ES/SPO  
 Format: 1 A/N.  
 Description: Enter appropriate Deficiency Responsibility Code from [Table 4-3](#). This field is required when closing QAIs.

Field Name: I1384  
 Field Label: Severity of Defect Code  
 Source: QAS/ES/SPO  
 Format: 1 N.  
 Description: Enter appropriate Severity of Defect Code from [Table 4-4](#). This field is required when closing QAIs.

Field Name: I1386  
 Field Label: Material Disposition Code  
 Source: QAS/ES/SPO  
 Format: 1 A/N  
 Description: Enter appropriate Material Disposition Code from [Table 4-7](#). This field is required when closing QAIs.

Field Name: I1390  
 Field Label: MIP Close Target Date  
 Source: Technician  
 Format: 8N. YYYYMMDD  
 Description: Date MIP is estimated to be closed. Normally, this date is equal to or longer than that established in Field I1300. This field must be filled in when the goal date (based upon appropriate target dates) cannot be met. An appropriate entry must be made in Field I1400 to justify why the MIP will not meet the established goal date.

Field Name: I1400  
 Field Label: Action Summary  
 Source: Technician/QA Specialist/SPOCO  
 Format: A/N. YYYYMMDD- -followed by Narrative Text/Variable Length.  
 Description: Input all significant information relating to report/MIP actions not covered by other designated fields.

Field Name: I1440  
 Field Label: Warranty Expiration Date  
 Source: Contract/Warranty Plan  
 Format: 8 N. YYYYMMDD  
 Description: This is the date the warranty expires.

Field Name: I1445  
 Field Label: Date Warranty Validated/Satisfied

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Source: Report Originator/Warranty Manager/Contract  
Format: 8 N. YYYYMMDD  
Description: Date the warranty was validated to be in effect.  
Field Name: I1450  
Field Label: Type Warranty  
Source: Report Originator/Warranty Manager/Contract  
Format: 5 A/N. DM MTBFG EPR  
Description: This designates the type of warranty:  
DM = Design and Manufacturing  
MW = Materiel and Workmanship  
EPR = Essential Performance Requirement  
- - (Or any combination of the above)-  
RIW = Reliability Improvement Warranty  
MTBFG = Mean Time Between Failures Guarantee  
AG = Availability Guarantee  
LSCG = Logistics Support Cost Guarantee

Field Name: I1455  
Field Label: Credit Reversal  
Source: Action Point/Screening Point  
Format: 1 A. Y or N  
Description: Identifies credit reversal action is being requested of the Originating Point.  
Y = Yes  
N = No

Field Name: I1457  
Field Label: Date Credit Reversal Accomplished  
Source: Originating Point  
Format: 8 N. YYYYMMDD  
Description: Identifies when credit reversal action was accomplished. Required field for closing if I1455=Y.

Field Name: I1458  
Field Label: Warranty Liquidated Damages  
Source: Warranty Liquidated Damages Action Point  
Format: 1A Y N U  
Description: This implies that the damages have been settled/terminated.  
Y = Yes  
N = No  
U = Unknown

Field Name: I1460  
Field Label: Warranty Manager/Office/Phone  
Source: Warranty Manager or Action Point  
Format: 25A/N. S Gill LGSPS DSN 468-5962  
Description: This is the Warranty Manager designated by the implementing command program manager to administer, coordinate, and control the administration of warranted systems. This is the name, office and manager. Use the first name initial only when there is the possibility of a name duplication within the organization.

Field Name: I1465  
Field Label: Inventory Management Specialist  
Source: Warranty Manager or Action Point

Format: 25A/N. J Alexander LDCQ DSN 945-6358

Description: This is the name, office symbol, and phone number of the inventory management specialist. Use a first name initial only when there is the possibility of a name duplication within the organization.

Field Name: I1470

Field Label: Warranty Remarks

Source: Report initiator

Format: A/N. Narrative Text. Variable length.

Description: Brief description on any information concerning warranty coverage from the initiator of the DR.

Field Name: I1590

Field Label: 1590 Additional Information

Source: Originating Point Exhibit Holding Activity, QAS/ALC Technician/SPO

Format: A/N. YYYYMMDD- -followed by narrative text; variable length.

Description: Originating Point may use this field to inform the Action Point via INFOCEN, of any additional information concerning the deficiency and/or exhibits; i.e.; additional details problem summary, shipping TCN, etc. ALCs/SPOs may enter information not included in other fields. Be sure to update this field after credit reversal actions are completed.

Field Name: I1595

Field Label: ALC Hold Activity Outgoing Exhibit Receipt Date

Source: Support/Action Point

Format: 8 N. YYYYMMDD

Description: Exhibits being held at ALC hold activity awaiting disposition instructions from Support/Action Point.

Field Name: I1600

Field Label: ALC Hold Activity Quality Control Number

Source: ALC Supply

Format: 20 A/N. Variable length

Description: Designates an internal ALC/MAQ control tracking number.

Field Name: I1610

Field Label: ALC Hold Activity Arrival Letter Sent (Y/N)

Source: ALC Supply

Format: 1 A Y N

Description: Indicates whether or not the ALC/DS letter has been sent to the report initiator advising them the exhibit has been received at the appropriate TRC for investigation.

Field Name: I1620

Field Label: ALC Hold Activity Update Due Date

Source: Computer Generated

Format: 8 N. YYYYMMDD

Description: This date is computer generated to insert a date (Field I1670).

Field Name: I1630

Field Label: ALC Hold Activity Mark For

Source: ALC Supply

Format: 25 A/N. Text. Variable length.

Description: The name of the individual who ordered the exhibit.

Field Name: I1640

Field Label: ALC Hold Activity Responsible Organization

Source: ALC Supply

Format: 10 A/N. Text. Variable length.

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Description: The organization of the individual who ordered the exhibit.  
Field Name: I1650  
Field Label: ALC Hold Activity Holding Activity Address  
Source: ALC Supply  
Format: 25 A/N. Hill AFB UT

Description: The ALC/location the exhibit went to.  
Field Name: I1660  
Field Label: ALC Warehouse Location  
Source: ALC Supply  
Format: 25 A/N. Whse 22a 10c

Description: All the ALC locations at which the exhibit was being stored. When I730 is populated, data from I1660 will be moved to I1665.  
Field Name: I1665  
Field Label: ALC Historical Warehouse Location  
Source: Computer Generated  
Format: 25 A/N. Whse 22a 10c

Description: All the ALC locations at which the exhibit was being stored. Populated from any entry in I1660. When I730 is populated, data from I1660 will be moved to I1665.  
Field Name: I1670  
Field Label: ALC Hold Activity Due Out Date  
Source: Computer generated.  
Format: 8 N. YYYYMMDD

Description: Existence of dates in other fields are checked, in the order given. If I1680 Due Out Date Extended To date exists, I1670 is set to the same date. If I1680 date does not exist, Support Point/ALC does exist, I1670 = I700 date plus 30 days. If neither the I1680 or I700 dates exist and I1745 Date exists, I1670 = I1745 plus 30 days. If none of these three dates exist (I1680, I700, (I1745) then I1670 date is not generated.  
Field Name: I1680  
Field Label: ALC Hold Activity Due Out Date Extended To  
Source: ALC Supply  
Format: 8 N. YYYYMMDD

Description: When the exhibit is reaching expiration of due out date, the due out date can be extended by putting a new date in this field.  
Field Name: I1690  
Field Label: ALC Hold Activity Extended by (Name/Organization)  
Source: ALC Supply  
Format: 25 A/N. Jones TIEOP

Description: The name and organization of the individual who extended the due out date.  
Field Name: I1700  
Field Label: ALC Hold Activity Close Out Date  
Source: ALC Supply  
Format: 8 N. YYYYMMDD

Description: This is the date the warehouse closes record after notification to turn in the exhibit as reparable.  
Field Name: I1710  
Field Label: ALC Hold Activity Shipped To  
Source: ALC Supply  
Format: 35 A/N. Text. Variable Length.

Description: Designates where exhibit was shipped to.

Field Name: I1720  
 Field Label: ALC Hold Activity Quantity Shipped Out  
 Source: ALC Supply  
 Format: 7 N. 100 (NO COMMAS)  
 Description: The number of exhibits shipped.

Field Name: I1730  
 Field Label: ALC Hold Activity 20-day letter sent (Y/N)  
 Source: ALC Supply  
 Format: 1 A Y N  
 Description: Indicates whether or not the 20-day letter has been sent:  
     Y = Yes  
     N = No

Field Name: I1740  
 Field Label: ALC Hold Activity Date 20-Day Letter Sent  
 Source: ALC Supply  
 Format: 8 N. YYYYMMDD  
 Description: This is the date the 20-day letter was sent.

Field Name: I1745  
 Field Label: Date Exhibit received at the Exhibit Holding Activity  
 Source: ALC Supply  
 Format: 8 N. YYYYMMDD  
 Description: This is the date the exhibit received at the ALC Originating warehouse location pending exhibit disposition instructions. Must not be earlier than the I120 Date Deficiency Discov-  
 ered date.

Field Name: I1770  
 Field Label: Continual Tracking  
 Source: ALC/SPO  
 Format: A/N. Text. Variable length.  
 Description: If not applicable, leave blank.  
 Tracks the life cycle of a MIP.

Field Name: I1775  
 Field Label: Test Discrepancy Number  
 Source: Test Document Reference Manual  
 Format: 25 A/N.  
 Description: If unknown or not applicable, leave blank.  
 This refers to the test discrepancy number.

Field Name: I1790  
 Field Label: Test Document Reference  
 Source: Test Document Reference Manual  
 Format: 25 A/N. 1.2.1.2.1 ATP; page 4.0  
 Description: If unknown or not applicable, leave blank.  
 This refers to the page and paragraph of the test document/specification.

Field Name: I1795  
 Field Label: Specification Reference  
 Source: Test Discrepancy Report  
 Format: 40 A/N SSPO 07878 4016, paragraphs 3.2.2., 1.3.4.  
 Description: If unknown or not applicable, leave blank.

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Description: Contractual specification and/or design criteria  
Field Name: I1799  
Field Label: Disposition Additional Information  
Source: SPO  
Format: A/N. Narrative text. Variable length.  
If unknown or not applicable, leave blank.

Description: Information requested/furnished by contact point at the time of disposition.  
Field Name: I1801  
Field Label: CHANGE TO IMPLEMENTATION CODE  
Source: SPO  
Format: Indicates A/N. Narrative text. Variable length.

Description: Indicates the implementation methods to be used for solutions. TCTO, ECPs, etc.  
Field Name: I1803  
Field Label: Additional Information to Originator  
Source: ALC/SPO  
Format: A/N. Narrative text. Variable length.  
If unknown or not applicable, leave blank.

Description: Post-disposition additional information requested or furnished by the contact point to the Originator.  
Field Name: I4000  
Field Label: Life Cycle Code  
Source: Screening Point/Action Point  
Format: 1 A

Description: In this field you will identify and code the particular phase of the program's life cycle in which the deficiency (DT&E, Combined DT&E/IOT&E, IOT&E, FOT&E, or Sustainment). The codes and definitions for each are as follows:

- Code D** -- Dedicated DTE Deficiency -- Deficiency discovered or occurring during tests to satisfy dedicated developmental test and evaluation objectives.
- Code C** -- Combined DT&E/IOT&E -- Deficiency discovered or occurring during joint DT&E/IOT&E test which satisfies both DT&E/OT&E objectives. If a deficiency occurred during a combined DT&E/OT&E test program but was discovered while testing against DT&E objectives only, this is considered dedicated DT&E testing and the deficiency should be coded "D". If a deficiency during a combined DT&E/IOT&E test program but was discovered while testing against OT&E objectives only, this is considered dedicated OT&E objectives only, this is considered dedicated OT&E testing and should be coded "I" or "F".
- Code I** -- Dedicated IOT&E Deficiency -- Deficiency discovered or occurring during tests to satisfy initial operational test objectives.
- Code F** -- Dedicated FOT&E Deficiency -- Deficiency discovered or occurring during tests to satisfy user operational test objectives.
- Code S** -- Sustainment Deficiency -- Deficiency discovered or occurring during the operational employment, weapon evaluation, or repair of a fielded system.
- Code QUE** -- Operational Utility Evaluation -- Deficiency discovered or occurring during Operational Utility Evaluation.
- Code FDE** -- Force Developmental Evaluation -- Deficiency discovered or occurring during Force Developmental Evaluation.
- Code TDE** -- Tactics Development and Evaluation -- Deficiency discovered or occurring during Tactics Development and Evaluation.
- Code WSEP** -- Weapons System Evaluation Program -- Deficiency discovered or occurring during Weapons System Evaluation.

### Acceptance Inspection (QAKA/QAKE) Data Fields

The following are the data field and labels that make up each “child” record of an Acceptance Inspection Report.

DR\_I2: Accession Number of parent DR.

MTR: MTRA/QAKE Report.

I1: File Number.

A2: Key for this AI child record.

I3: Date of last edit.

A10 (A10V): Crit/Maj/Minor (C/M/N)

A20: Tag Number

I70: QAKA/QAKE/QAKS Report.

A30: System: 2 N.

Use system code per AFTO Form 781G

A35 Type Defect: 3 N.

Use How Mal Codes

A40 Accepted or Not: IA Y N

Y = Yes; N = No

Designates whether or not the TRC/Contractor accepts the reported CRITICAL/MAJOR defect.

A50 Action Take Code: 3 A/N A01

-- This code identifies the findings/results of investigation and the action taken of each defect.

-- Results of investigation codes are listed in [Table 4-5](#).

-- Action Taken Codes are listed in [Table 4-6](#).

A100 Remarks: 1000 A/N. Narrative text/variable length.

-- Description for each CRITICAL/MAJOR defect reported.

A200 SPO/ALC Findings/Remarks: 1000 A/N. Narrative text/variable length.

-- Investigative/corrective actions for each CRITICAL/MAJOR defect.

This input is used on each/all remaining CRITICAL, MAJOR, and MINOR defects reported.

NOTE: All QAKA/QAKE/QAKS CRITICAL OR MAJOR defects reported must each be closed individually and each must have a 3 A/N Action Taken Code entered before the report can be closed.

**Customer Feedback Data Fields**

The following are the data fields that make up the customer feedback record.

- Field Name: F10
- Field Label: Status Updates
- Source: Originator/Originating Point
- Format: 1 N
  - 1 = Highly Satisfied
  - 2 = Satisfied
  - 3 = Somewhat Satisfied
  - 4 = Somewhat Dissatisfied
  - 5 = Dissatisfied
  - 6 = Highly Dissatisfied
- Description: Feedback Rating for Status Updates.
- Field Name: F100
- Field Label: Overall Comments
- Source: Originator/Originating Point
- Format: A/N Variable Length
- Description: Comments on Overall Satisfaction with how this DR was processed.
- Field Name: F110
- Field Label: Status Update Comments
- Source: Originator/Originating Point
- Format: A/N Variable Length
- Description: Comments on Feedback Rating for Status Updates. Required if F10>=3.
- Field Name: F20
- Field Label: Disposition Instructions
- Source: Originator/Originating Point
- Format: 1 N
  - 1 = Highly Satisfied
  - 2 = Satisfied
  - 3 = Somewhat Satisfied
  - 4 = Somewhat Dissatisfied
  - 5 = Dissatisfied
  - 6 = Highly Dissatisfied
- Description: Feedback Rating for Disposition Instructions.
- Field Name: F120
- Field Label: Disposition Instructions Comments
- Source: Originator/Originating Point
- Format: A/N Variable Length
- Description: Comments on Feedback Rating for Disposition Instructions. Required if F20>=3.
- Field Name: F30
- Field Label: Results of Investigation
- Source: Originator/Originating Point
- Format: 1 N
  - 1 = Highly Satisfied
  - 2 = Satisfied
  - 3 = Somewhat Satisfied
  - 4 = Somewhat Dissatisfied

5 = Dissatisfied  
 6 = Highly Dissatisfied  
 Description: Feedback Rating for Results of Investigation.  
 Field Name: F130  
 Field Label: Results of Investigation Comments  
 Source: Originator/Originating Point  
 Format: A/N Variable Length  
 Description: Comments on Feedback Rating for Results of Investigation. Required if F30>=3.  
 Field Name: F40  
 Field Label: Corrective Actions  
 Source: Originator/Originating Point  
 Format: 1 N  
 1 = Highly Satisfied  
 2 = Satisfied  
 3 = Somewhat Satisfied  
 4 = Somewhat Dissatisfied  
 5 = Dissatisfied  
 6 = Highly Dissatisfied  
 Description: Feedback Rating for Corrective Actions.  
 Field Name: F140  
 Field Label: Corrective Actions Comments  
 Source: Originator/Originating Point  
 Format: A/N Variable Length  
 Description: Comments on Feedback Rating for Disposition Instructions. Required if F40>=3.  
 Field Name: F50  
 Field Label: Timeliness  
 Source: Originator/Originating Point  
 Format: 1 N  
 1 = Highly Satisfied  
 2 = Satisfied  
 3 = Somewhat Satisfied  
 4 = Somewhat Dissatisfied  
 5 = Dissatisfied  
 6 = Highly Dissatisfied  
 Description: Feedback Rating for Timeliness.  
 Field Name: F150  
 Field Label: Timeliness Comments  
 Source: Originator/Originating Point  
 Format: A/N Variable Length  
 Description: Comments on Feedback Rating for Timeliness. Required if F50> =3.

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Trend Analysis Data Fields

The following are the data fields that are computer generated the evening a DR is added to the database.

Field Name: TAI  
Field Label: Trend Analysis Indicator  
Source: Computer Generated  
Format: A/N Variable Length  
Description: Based on the National Stock Number (I100) of this DR. Contains a “snapshot” analysis of the number of DRs with the same NSN that are in the database (Total), open, closed, originated in the past 6/12/24 months, distribution by MDS, number in the RO21 archive database and the total number of Category 1s.

Field Name: MAI  
Field Label: Manufacturer Analysis Indicator  
Source: Computer Generated  
Format: A/N Variable Length  
Description: Based on the Cage Code of the Manufacturer (I150) of the DR. Contains a “snapshot” analysis of the number of DRs with the same Cage that are in the database (Total), open, closed, originated in the past 6/12/24 months, number in the RO21 archive database and the total number of Category 1s.

Field Name: OAI  
Field Label: Overhaulers analysis Indicator  
Source: Computer Generated  
Format: A/N Variable Length  
Description: Based on the Cage Code of the Manufacturer (I155) of the DR. Contains a “snapshot” analysis of the number of DRs with the same Cage that are in the database (Total), open, closed, originated in the past 6/12/24 months, number in the RO21 archive database and the total number of Category 1s.

Field Name: Orig\_id  
Field Label: Originator ID  
Source: Computer Generated  
Format: A/N Variable Length  
Description: Email address of the Originator of this DR. (Not available for DRs submitted via CAMS).

**BIC Information Record Data Elements**

ACTION_DISPOSITION	EXHIBIT_REQUESTED_DATE
ACTION_FROM_SCREENING	EXHIBIT_REQUIRED_REQUESTED_HLD
ACTION_OFFICE	EXHIBIT_RETURN_DATE
ACTION_PT_ADDRESS_1	EXHIBIT_SHIPMENT_NUMBER
ACTION_PT_ADDRESS_2	EXHIBIT_SHIPPED_DATE
ACTION_PT_CITY	EXHIBIT_SHIPPED_TO_ADDRESS
ACTION_PT_DODAAC	EXHIBIT_TRACKING_NUMBER
ACTION_PT_DSN	EXTENDED_HOLD_DATE
ACTION_PT_DUE_DATE	FINAL_EPLY_ALERTS
ACTON_PT_EMAIL_ADDRESS	FINAL_REPLY_RESULTS
ACTION_PT_NAME	FINDINGS_AND_RECOMMENDATIONS
ACTOIN_PT_PHONE	FSC
ACTION_PT_POSTAL_CODE	GBL_CBL_NUMBER
ACTION_PT_STATE	GOVERNMENT_FURNISHED_MATL
ACTON_REQUESTED	INVESTIGATOR_CONTROL_NUMBER
ACTION_TAKEN	ITEM_NEW_REP_OVER
ACTION_TO_SCREENING	ITEM_UNDER_WARRANTY
ACTION_TO_SUPPORT	LAST_UPDATE
ADDITIONAL_INFORMATION	LOCATION_OF_DEF_MATERIAL
BROAD_CAUSE_OF_DEFECT_CODE	LOCATION_OF_EXHIBIT_NARR
CAGE_CODE	MANUFACTURER_ADDRESS_1
CATEGORY	MANUFACTURER_ADDRESS_2
CLOSURE_DATE	MANUFACTURER_CITY
COG	MANUFACTURER_COUNTRY_CODE
CONDITION	MANUFACTURER_NAME
CONTRACTORS_POSITION_REP	MANUFACTURER_PART_NUMBER
CONTRACTOR_ADDRESS_1	MANUFACTURER_POSTAL_CODE
CONTRACTOR_NAME	MANUFACTURER_STATE
CONTRACTOR_STATE	MASTER_PREVIOUS_RCN
CONTRACT_CITY	MMAC
CONTRACT_NUMBER	NARRATIVE_DETAILS
CONTRACT_POSTAL_CODE	NEXT_HIGHER_ASSBLY_NOM
CONTROL_NUMBER	NEXT_HIGHER_ASSBLY_NSN
CORRECTIVE_ACTON_BY_CTR	NEXT_HIGHER_ASSBLY_PART_NO
CORRECTIVE_ACTION_BY_GOV	NEXT_HIGHER_ASSBLY_SERIAL_NO
CRITICAL_ITEM	NOMENCLATURE
DEFICIENCY_RESP_CODE	NSN
DEFICIENCY_DISCOVERY_DATE	OPERATING_CYCLES_AT_FAILURE
DETAILED_CAUSE_CODE	OPERATING_TIME_OF_FAILURE
DR_I2	OPERATIONAL_IMPACT_CODE
DUNS_NUMBER	ORIGINATOR_ADDRESS_1
DUNS_PLUS_FOUR	ORIGINATOR_ADDRESS_2
ENCLOSURES_DISTRIBUTION	ORIGINATOR_CITY
END_ITEM_SERIAL_NUMBER	ORIGINATOR_DODAAC
END_ITEM_TYPE	ORIGINATOR_DSN
ESTIMATED_REPAIR_COST	ORIGINATOR_EMAIL_ADDRESS

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EVALUATION_OF_CURR_PROD	ORIGINATOR_NAME
EXHIBIT_ACCOUNTED_FOR	ORIGINATOR_PHONE
EXHIBIT_FINAL_DISPOSITION_DATE	ORIGINATOR_POSTAL_CODE
EXHIBIT_FINAL_DISPOSITION_INST	ORIGINATOR_STATE
EXHIBIT_FOLLOWUP_DATE	ORIGINATOR_SYSTEM_ENTRY
EXHIBIT_RECEIVED_DATE	PREPARED_BY
PURCHASE_ORDER_NUMBER	SHIPPER_CITY
QUANTITY_DEFICIENT	SHIPPER_CODE
QUANTITY_INSPECTED	SHIPPER_COUNTRY_CODE
QUANTITY_IN_STOCK	SHIPPER_NAME
QUANTITY_OF_EXHIBITS_RECEIVED	SHIPPER_POSTAL_CODE
QUANTITY_OF_EXHIBITS_REQUESTED	SHIPPER_STATE
QUANTITY_OF_EXHIBITS_SHIPPED	SMIC
QUANTITY_OF_PRIOR_DEFICIENCIES	SOURCE_OF_SUPPLY
QUANTITY_RECEIVED	SOURCE_SERVER
READY_TO_PROCESS	SPT_PT_CAUSE_OF_DEF
RECD_MFRD_OVERHAUL_DATE	STANDARD_REPORTING_DESIGNATOR
RECEIVED_BY	SUBMITTED_DATE
REFERENCE_DESIGNATOR	SUPPLEMENTAL_DATA
REMARKS_RECOMMENDATIONS	SUPPORT_ARRIVAL
REPORT_CONTROL_NUMBER	SUPPORT_PT_ADDRESS_1
REQUISITION_NUMBER	SUPPORT_PT_ADDRESS_2
RESULTS_OF_DEPOT_SURVEILLANCE	SUPPORT_PT_CITY
SCREENING_PT_ADDRESS_1	SUPPORT_PT_DODAAC
SCREENING_PT_ADDRESS_2	SUPPORT_PT_DSN
SCREENING_PT_ARRIVAL	SUPPORT_PT_DUE_DATE
SCREENING_PT_CITY	SUPPORT_PT_EMAIL_ADDRESS
SCREENING_PT_CONTROL_NUMBER	SUPPORT_PT_NAME
SCREENING_PT_DODAAC	SUPPORT_PT_PHONE
SCREENING_PT_DSN	SUPPORT_PT_POSTAL_CODE
SCREENING_PT_EMAIL_ADDRESS	SUPPORT_PT_STATE
SCREENING_PT_NAME	SUPPORT_TO_ACTION
SCREENING_PT_PHONE	TARGET_SERVER
SCREENING_PT_POSTAL_CODE	TIME_SINCE
SCREENING_PT_STATE	TIME_SINCE_INSTALLATION
SCREENING_PT_TO_ACTION	UNIT_COST
SERIAL_NUMBER	UNIT_OF_ISSUE
SEVERITY_OF_DEFECT	WARRANTY_EXPIRATION_DATE
SHIPPER_ADDRESS_1	WORK_UNIT_CODE
SHIPPER_ADDRESS_2	

### Supporting Information (BLOB) Data Fields

The following are the data fields and labels that make up each supporting information “child” record of any report.

DR\_I2: Accession Number of parent DR.

Filename: Filename as input by submitter.

Filesize: Calculated based upon input.

MIMETYPE: Distinguishes type of file for browser display.

ORIG\_ID: Email address of submitter.

I2: System key of this record.

I3: Date of last edit.

I20: Subject

I30: Date Input to INFOCEN

I340: Details



## APPENDIX B

### USAF DRIS DATABASE AND FILE CONTACTS

B.1 This list is updated twice annually. To obtain the most current listing, link to: <https://www.asc.wpafb.af.mil/infocen>

Database	Organizational POC	DSN/Commercial Phone	Program
DB10	HQ AFMC/SEF	787-2374/(937) 257-2374	AFMC MATERIAL SAFETY
DB12	ASC/VF	674-6598/(937)904-6598	F15
DB14	ASC/LP	785-8695 ext 3329/3239/ (937)255-8695 ext 3329/3239	F100-229 & F100-119 Engines
DB15	ASC/YT	674-4160, 4219, 4195/ (937)904-4160, 4219, 4195	Flight Training (T-1A, T-6A, T-38 AUP/ATD, Gliders)
DB19	NAS PAX RVR MD	757-7277/257-7277	AIM-9X PROGRAM
DB20	ASC/YFP	674-5274/(937)904-5274	F-22
DB22	ASC/YSXC	785-9442/(937)255-9442	B-2
DB25	ASC	785-5384/(937)255-2616	Big Safari
DB26	ASC/YCC	785-6929/(937)255-6929	C-17
DB27	SMC Det 11/MCL	DSN 834-6343	MILSTAR
DB28	ESC	478-1186x18678	TBMCS
DB29	ASC/RAV	986-5522	UAV
GO21	HQ AFMC/LGYE	674-0978/(937)904-0578	All
File 3	OO-ALC/LGOQ	777-8497/(801)777-8497	OO-ALC
File 4	OC-ALC/LGQ	339-5039/(405)739-5039	OC-ALC
File 6	WR-ALC/LGMTC	468-5962	WR-ALC
File 7	WR-ALC/LMMA	468-3121	AMRAAM
File 8	ASC/RAB	785-0120/(937)255-0120	Predator UAV (RQ-1)
File 9	OO-ALC/LMCO	777-1777/(801)777-1777	ICBM
File 10	88 OSS/OSE	986-2575/(937)	Miscellaneous Electronics
File 11	ASC/LUGE	785-7936/(937)	AC-130U Gunship
File 12	ASC/AAD	785-5330 X3589	CMBRE
File 14	ASC/SMY	785-2900 X3537	FMS 8000
File 16	ASC/WMS	872-4808/(937)	MALD
File 17	ASC/YNLT	785-7634/(937)	F-117
File 18	ESC/GAA	478-9211/(937)	NAS
File 19	ASC/FBH	674-5870/(937)	JHMCS
File 20	46 TS/OGEC	872-4865 X246	AN/MPN-25
File 21	46 TS/OGEC	872-4865 X246	DCAPES
File 24	ASC/GRI	DSN 986-6379	LAIRCM
File 32	ASC/FBL	674-5882	Sniper
File 36	AAC/YV (JASSM).	DSN 872-4785x2302	JASSM
File 37	ASC/FBL	674-5882/(937)904-5882	Litening
File 38	ESC	478-4146	MACS-Mobile Approach
File 39		872-0796	WDAC - WEATHER DATA
File 40		834-9324	CCIC2S-Combatant Com

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<b>Database</b>	<b>Organizational POC</b>	<b>DSN/Commercial Phone</b>	<b>Program</b>
File 52		872-9514x2113	DSU-33 Proximity Sensor
File 53		872-9514x3202	HTSF - Hard Targets
File 54		872-9514x3056	JPF-Joint Program
File 55		872-3862	LOGFAC
File 56		272-7872	SWAFS - Sustainment
File 101	SMC Det 11/WXD	834-9103/(719)556-9103	DMSP/SESS Weather Satellites
RO21	HQ AFMC/LGYE	674-0978/(937)904-0578	Archived Data

## APPENDIX C

### ACC POINTS OF CONTACT FOR DEFICIENCY REPORTS

## C.1

OFFICE SYMBOL	AREA OF RESPONSIBILITY
DOTO	Aircrew training devices and related software.
DOTO	All life support and aircrew crew chemical defense equipment.
LGA	All aircraft and associated equipment (not otherwise listed) related reports. Air Defense POC is HQ 1 AF/LGMF.
LGMP	All aircraft engines and support equipment (SE); foreign object damage (FOD), test cells propeller, jet turbine starter and sound suppressor related reports. Air Defense (ACC) POC is HQ 1 AF/LGMS.
LGMS	All powered and non-powered flightline AGE, nondestructive inspection (NDI) equipment and ejection seat and corrosion control equipment including solvents, paint, etc.), and related reports.
LGS	All fighter aircraft electronic countermeasures (ECM), sensor systems, and associated SE, and TMDE.
LGR	All helicopter, C-130, E-9, O-2, C-27, C-135, E3A, T-43, C-21, E-4, and U-2 aircraft, related reports, including E-3A, drone and low target avionics. Air defense (ACC) POC is HQ 1 AF/LGFF for drone and low target related reports.
LGQM	POC for policy and procedures relating to deficiency reporting for aircraft and related SE.
LGTV	For motor vehicles and vehicular equipment reports (not otherwise listed). Air Defense (ACC) POC is HQ 1 AF/LGXP.
LGW	All non-nuclear munitions. AIMS< airborne missile tactical air-to-ground-missile system (AGMS). Harpoon and associated test, handling, nuclear/non-nuclear delivery and release systems related reports. Air Defense (ACC) POC is HQ 1 AF/LGMW.
LGWN	For nuclear weapons, re-entry vehicles/systems, related test and handling equipment, associated arming and fusing packages, FSC I100 nuclear ordnance commodity management, associated delivery systems, short range attack missiles, air launched cruise missiles, and advanced cruise missiles and associated test equipment.
SCM	Communications-electronics and associated equipment for mission support, telephone, business data systems, red switches, and security systems.
SCT	Communications-electronics and associated equipment for combat communication, theater air control systems (TACS), airborne C2 equipment.
SCS	Communications-electronics and associated equipment for strategic global C2 and radio C2 systems, maintenance of strategic automated command and control system (SACCS) equipment. Maintenance of hardened inter-site cable system (HICS). Maintenance of missile control communications systems (MCCS) equipment. Communications-electronics and associated equipment in support of ICBM mission.
SCY	Communications-electronics and associated equipment for ATCALs/navigation range and aerospace defense systems.
SE	For copies of all MISHAP/Dull Sword/FOD related Reports.
1AF/SCL	Air Defense (ACC) POC is HQ 1 AF/SE. All air defense (ACC) unit communications-electronics and associated ground equipment related reports addressing Tyndall AFB FL atmospheric defense warning systems.



## APPENDIX D

### AMC POINTS OF CONTACT FOR DEFICIENCY REPORTS

## D.1

OFFICE SYMBOL	AREA OF RESPONSIBILITY
A44X	For C-5, C-141, C-17, C-130 and associated avionics, engine, fabrication subsystems. Also, munitions. DSN 779-2524
A44X	For VC-137, KC-135, VC-25, C-21, C-20, C-12, KC-10, C-9, and associated avionics, engines, fabrications subsystems. DSN 779-3005
A44MP	Policy and procedures for deficiency reporting and TMDE. DSN 779-2523
A43	For all vehicles and equipment. DSN 779-4737
A37T	For life support. DSN 779-2776
TEA	All reports for weapon systems undergoing test and evaluation. DSN 779-3156
A63S	Communications-electronics and associated equipment. DSN 779-5638



## APPENDIX E

### ALC POINTS OF CONTACT FOR DEFICIENCY REPORTS

E.1

ALC ID	SPM/IM CODE	OFFICE SYMBOL	AREA OF RESPONSIBILITY
88OSS	FK	88OSS/OSE	All DRs involving Defense Logistics Agency FSG 59, 60, and FSC 6145 items, source of supply codes S9E, S9G, and S9I MAIL ADDRESS: 88OSS/OSE BLDG 280, DOOR 4 4170 HEBBLE CREEK ROAD WRIGHT-PATTERSON AFB OH 45433-5663 PHONE: DSN 986-2726
OC-ALC	FD	LGL	For all DRs prime at Oklahoma City ALC MESSAGE ADDRESS: OC-ALC TINKER AFB OK//LGL// MAIL ADDRESS: OC-ALC/LGL BLDG 3001 STAFF DRIVE TINKER AFB OK 73145-5990 PHONE: DSN 336-3908
OO-ALC	FE	LGOQ	All DRs prime at Ogden ALC (excluding ICBM) MESSAGE ADDRESS: OO ALC HILL AFB UT//LGOQ// MAIL ADDRESS: OO-ALC/LGOQ 6009 WARDLEIGH ROAD HILL AFB UT 84056-5822 PHONE: DSN 777-8497
OO-ALC ICBM	FE	LMCO	Minuteman and Peacekeeper weapons  MESSAGE ADDRESS: OO ALC HILL AFB UT//LMCO// MAIL ADDRESS: OO-ALC/LMCO 6014 DOGWOOD AVE HILL AFB UT 84056-5822 PHONE: DSN 777-1777
ESC	FF	CPSG	For cryptology equipment with FPD and MMAC CA, CI, CS. MESSAGE ADDRESS: CPSG San Antonio TX//VCA//ZIE//
WR-ALC	FJ	LGMTC	All DRs prime at Warner Robins ALC MESSAGE ADDRESS: WR-ALC/LGMTC MAIL ADDRESS: 375 PERRY ST ROBINS AFB GA 31098-
AF CLOTHING AND TEXTILE OFFICE 2880 S. 20TH STREET	ST	MMIC	All DRs for items in FSC 7210, FSG 83, FSG 84, (except 8475), 9420, and 9430 MESSAGE ADDRESS: AFCTO PHILADELPHIA PA//NMC//



## APPENDIX F

### PACAF POINTS OF CONTACT FOR DEFICIENCY REPORTS

## F.1

OFFICE SYMBOL	AREA OF RESPONSIBILITY
LGMF	For aircraft, SE and associated systems equipment, including avionics.
LGW	For munitions, air launched missiles, weapons release systems and associated equipment including non-powered SE.
LGTV	For all motor vehicles and vehicular equipment.
DOTT	For life support equipment.
SCLMM	For C-E and associated equipment.
LGMM	Command POC for policy and procedures relating to DRs.



## APPENDIX G

### AFSOC POINTS OF CONTACT FOR DEFICIENCY REPORTS

G.1

OFFICE SYMBOL	AREA OF RESPONSIBILITY
LGMW	For aircraft, engines, munitions and aerospace ground equipment.
LGMA	For aircraft avionics and avionics support equipment.
LGMX	Command POC for policy and procedures relating to deficiency reporting. DSN 579-2075
LGT	For vehicles and equipment.



## APPENDIX H

### ANG POINTS OF CONTACT FOR DEFICIENCY REPORTS

## H.1

OFFICE SYMBOL	AREA OF RESPONSIBILITY
LGMA	For DRs submitted by aviation unit avionics.
LGMM	Propulsion, precision measurement equipment (PMEL).
LGMF	For other DRs submitted by the aviation unit aircraft maintenance organization.
LGT	For DRs submitted by the operations organization life vehicle maintenance section.
XOOS	For DRs submitted by the operations organization life support section.
SCIN	For all software related reports.
SE	For information copies of all Mishap/FOD related.
LGMM	Command POC for policy and procedures relating to deficiency reporting.



## APPENDIX I

### USAFE POINTS OF CONTACT FOR DEFICIENCY REPORTS

## I.1

OFFICE SYMBOL	AREA OF RESPONSIBILITY
LGMA	For aircraft, aircraft avionics, tools, and test equipment.
LGMM	For all associated ground equipment.
LGW	For weapons, munitions and associated hardware, airborne missiles, munitions support equipment, weapons loading (except MJ-1 and MHU-83) weapons release, gun services, gun firing, weapons release/firing systems, engines, SE, egress, fuel, corrosion control and NDI.
DOTSL	For life support equipment.
LGT	For motor vehicles
LGMM	Command POC for policy and procedures relating to deficiency reporting.



## APPENDIX J

### AETC POINTS OF CONTACT FOR DEFICIENCY REPORTS

J.1

OFFICE SYMBOL	AREA OF RESPONSIBILITY
SCML	For communication-electronics (C-E).
DOYL/LGMT	For life support equipment.
LGMA	T-1, T-3, T-6, T-37, T-38, and T-43 aircraft.
LGMT	J69 and J85 engines; and support equipment, test, measurement, and diagnostic equipment.
Appropriate Lead Command	For all other aircraft, engine, avionics, and related support equipment.
SEF	INFO for all DR related aircraft and engine reports.
LGMW	Munitions, weapons, and associated support equipment.
LGT	For motor vehicles.
LGMM	Command POC for policy and procedures relating to deficiency reporting and deficiency reports for aircrew training devices. DSN 487-6344



## APPENDIX K

### AFSPC POINTS OF CONTACT FOR DEFICIENCY REPORTS

K.1

COMMAND IDENTIFICATION	CODE	OFFICE SYMBOL	AREA OF RESPONSIBILITY
AFSPC	1S	SCFB	ICBM Communications and ATCALs Communication-Electronics and associated equipment DSN 692-4057 or 3101
AFSPC	1S	SCFM	ITW/AA Communication-Electronics and associated equipment DSN 692-3760 or 3101
AFSPC	1S	SCFS	MILSATCOM Communications-Electronics and associated equipment DSN 692-2773 or 3101
AFSPC	1S	SCFR	Air Force Satellite Control Network, Global Positioning System, Space Lift Ranges and Visual Information and Intrusion Detection System Communication-Electronics and associated equipment DSN 692-5145 or 3101
AFSPC	1S	SCFR	Corrosion Control of Communication-Electronics and associated equipment DSN 692-3895 or 3101
AFSPC	1S	LGMW	For nuclear weapons, re-entry vehicles/systems, related test and handling equipment, associated arming and fusing packages, FSCI100 nuclear ordnance commodity management, associated delivery system, short range attack missiles, air launched cruise missiles, and advanced cruise missiles and associated test equipment DSN 692-5967



## APPENDIX L

### AFRC POINTS OF CONTACT FOR DEFICIENCY REPORTS

L.1

OFFICE SYMBOL	AREA OF RESPONSIBILITY
CEM	For all DRs submitted by C-E units.
LGMA	For DRs submitted by flying units.
LGT	For all ground vehicles and equipment.
DOTS	For life support equipment.
SCMB	For ground communications DRs.
LGMS	Command POC for policy and procedures relating to DR. DSN 497-1639



## APPENDIX M

### E-3A ACTION/INFORMATIONAL ADDRESSES

#### M.1

ACC E-3 deficiency reports will be addressed to: OC-ALC TINKER AFB OK//LARF//LAK//

NATO E-3 deficiency reports will be addressed to: OC-ALC TINKER AFB OK//LAK//

SAUDI E-3 deficiency reports will be addressed to: OC-ALC TINKER AFB//LAKI//

International agreements require that the following addresses will receive info copies for all E-3A related DRs.

- a. COMNNAEWF SHAPE BE//FCL/
- b. NAEWF E-3A COMPONENT GEILENKIRCHEN GE//LWC/LWMC/LWMQ
- c. HQ ACC LANGLEY AFB VA//LGMA//
- d. 552 AWACW TINKER AFB OK//
- e. ESC HANSCOM AFB MA//AWL//
- f. OC-ALC TINKER AFB OK//LARF//LAKI

NOTE: The above list is in addition to any other list of addresses which may be issued by the E-3 System Program Manager or otherwise required by this Technical Order.



## APPENDIX N DREAMS INPUT FORM

### N.1 DREAMS TEMPLATE.

Download **USAF Deficiency Report (DREAMS Input Form Version 2.51)** at <https://www.asc.wpafb.af.mil/infocen/dreams/>.

### N.2 DREAMS ACCEPTANCE INSPECTION FORM TEMPLATE.

Download **USAF Acceptance Inspection Form (DREAMS Input Form Version 2.51)** at <https://www.asc.wpafb.af.mil/infocen/dreams/>.



## APPENDIX O

### DELETED TABLES, FIGURES AND CODES

O.1

<b>Table 7-3. Results of Investigation Code</b>		
The following Results of Investigation Codes were previously used in TO 00-35D-54, Table 7-3, dated 1 April 2001 and except for historical purposes, are no longer applicable.		
D	NON-PROJECT RELATED	The deficiency reported was not within the scope of the contract or Technological Repair Center (TRC) responsibility. There are no categories for this code--leave blank.
K	CONTRACTOR OR TECHNOLOGICAL REPAIR CENTER (TRC) FACILITY NOT PRESENTLY PRODUCING OR REPAIRING THE ITEM OR LIKE ITEM	The contractor or TRC no longer has a contract to manufacture or repair the item or like item; investigation is impractical. Categories: There are no categories for this code--leave blank.
L	UNABLE TO DETERMINE RESPONSIBILITY	Cannot determine if contractor, TRC or using organization was at fault. Categories: There are no categories for this code--leave blank.
P	INVESTIGATION NOT REQUESTED	A deficiency that has been previously reported, and is currently under investigation, or action has been previously taken to resolve the reported condition. Categories: (a) Previously reported--The same defect has been reported on prior DRs and action has been taken. If this sub-code is used, the Action Point shall describe the resolution action and refer to the MIP(s) and/or Accession Number(s) where this corrective action may be found. (b) Under investigation--The same defect has been reported on prior DR and action is pending completion of investigation of that DR. If this subcode is used, the Action Point shall refer to the MIP(s) and/or Accession Number(s) where this defect is currently under investigation. (c) Information Only Report--Report forwarded to contractor/repair/overhaul facility for their information. (d)Exhibit not available--repaired by user, record for information only.
Q	FIELD TURN-IN	Field returned item serviceable, found item to be unserviceable by using activity. Categories: There are no categories for this code--leave blank.
R	LENGTH OF TIME SINCE MANUFACTURE/REPAIR/OVERHAUL PRECLUDE SOURCE FROM LEGAL RESPONSIBILITY	Excessive storage time may preclude the manufacture/repair/overhaul activity from any MAY responsibility. If there is no investigation performed, a detailed explanation to support the action must be entered in I1340. Categories: There are no categories for this code--leave blank.
S	CONTRACTOR OR MANUFACTURER DOES NOT ACCEPT RESPONSIBILITY FOR FAILURE	Investigation complete, item failed; contractor, manufacturer does not admit fault. Categories: There are no categories for this code--leave blank.

<b>Table 7-4. Action Taken Code</b>		
The following Action Taken Codes were previously used in TO 00-35D-54, Table 7-4, dated 1 April 2001 and except for historical purposes, are no longer applicable.		
01	Corrective Action, Item Repaired at Contractor's Cost	This code will be used when substantive corrective action has been taken to prevent similar defects in future production, and the exhibit and/or other defective items have been corrected at no additional charge to the government. "Counseling of employee," "increased emphasis," and "all personnel briefed" are NOT considered substantive corrective actions.
02	Corrective Actions, Item Repaired at Government's Cost	This code will be used when substantive corrective action has been taken to prevent similar defects in future production and the exhibit was corrected, or disposed of at government cost. "Counseling of employee," "increased emphasis," and "all personnel briefed" are NOT considered substantive corrective actions.
03	Formal Investigation Completed, Report Closed, Item Repaired at Contractor's Cost	This code will be used when a formal investigation is accomplished through the support point, substantive corrective action DID NOT result, and the exhibit and/or other defective items were corrected at no additional charge to the government. This code will include actions such as "employee counseled," "increased emphasis," and "all personnel briefed."
04	Formal Investigation Completed, Report Closed, Item Repaired at Government's Cost	This code will be used when a formal investigation is accomplished through the support point, substantive corrective action DID NOT result, and the exhibit and/or other defective items were corrected at government cost. This code will include actions such as "employee counseled," "increased emphasis," and "all personnel briefed."
05	Transferred to Materiel Management for Investigation and Resolution	This is no longer used. Prior to October 1989, this code identified a reported condition which analysis investigation showed should have been reported as a materiel deficiency and not a quality deficiency.
06	Transferred to Supply for Investigation and Resolution	A reported condition which analysis and investigation shows should have been reported on a SF 364.
07	Transferred to Contracting and Procurement	An investigated report that requires Manufacturing for Resolution Contractor Office (PCO) action through contract amendment and termination and/or legal action for resolution.
08	Included in the Maintenance Data Collection System	Report investigation shows component and subassembly which was serviceable when functional test subsequently failed during normal operation and checkout. The specification and functional test is capable of identifying this defective material.
09	Administratively Closed, Further Investigation Not Warranted	A report which preliminary analysis and investigation shows does not require formal investigation based on historical data or results of previous investigations show corrective action taken subsequent to production of reported item.
10	Report Forwarded to Repair and Manufacturing Activity	Report forwarded to responsible repair and manufacturing activity for their information.
11	Formal Investigation Completed	Report Closed, Item disposed of as Not Economical to Repair.
12	Formal Investigation Completed	Report Closed, No Defect Found.
99	Administratively Closed	Report is administratively closed due to unavailability of necessary funding.

## APPENDIX P

### MATERIEL CONDITION CODE Q

**P.1 Processing Materiel in Condition Codes “Q”.** Materiel is placed in condition codes “Q” so that assets bearing the same national stock number (NSN) can be differentiated in storage from other assets carrying that same NSN or to indicate what additional special handling is required to determine their true condition.

**Roles and Responsibilities.** There are a number of activities involved in the management and control of materiel in condition codes. All of these activities must coordinate actions to ensure that everyone is aware of all such materiel in storage and that action is expeditiously initiated to return materiel to a serviceable condition.

- At the storage activity, receiving and warehousing personnel are responsible for identifying or validating these items in storage. For example, this action is accomplished by the Defense Logistics Agency (DLA) when DLA provides storage service. Receiving personnel are required to provide to the appropriate wholesale Inventory Management Specialist (IMS) or the wholesale Materiel Manager (MM) copies of all paperwork received with/generated because of the receipt of materiel in these condition codes.
- At the inventory control point (ICP), the following individuals are engaged in processing materiel in these condition codes:
  - The wholesale IMS or MM shall determine if an analytical evaluation of wholesale materiel is warranted prior to maintenance induction.
  - The IMS/MM may become aware that materiel has been received in these condition codes in varying ways: notification from receiving personnel, notification online in the Item Manager Wholesale Requisition Process (IMWRP) D035A system via receipt notices for materiel in condition codes “Q” (reference AFMAN 23-110, Volume III, Part Three, Chapter 23, paragraphs 23A11.2.2.2 through 23A11.2.2.5).
  - Funds shall not be expended for an analytical evaluation, nor shall one be requested unless there is a valid requirement for the item.
  - Action initiated by the wholesale IMS/MM should ultimately result in materiel being reclassified as serviceable, unserviceable or condemned.
  - The Equipment Specialist (ES) shall provide engineering and/or technical support to the IMS/MM within 15 days of having received a written request for assistance.
  - The Suspended Assets Manager (SAM) serves as the ICP focal point for materiel in storage in a suspended materiel condition “Q”.

**Documentation Requirement.** Materiel will not be placed in condition codes “Q” until a Deficiency Report (DR) has been entered and accepted to the DRIS database. Two copies of the DR containing the accession number will be attached to the materiel.

**Materiel condition code “Q”.** This condition code identifies materiel/quality deficient exhibits returned by customers/users as directed by the IMS/MM due to technical deficiencies reported in a quality deficiency report. The exhibit requires technical or engineering analysis to determine cause of failure to perform in accordance with specifications. For ALC processing procedures and time frames, refer to AFMAN 23-110, Volume III, Part One, Chapter 3 and TO 00-35D-54, Chapter 6. This is a “suspended” condition code.

**Timeframes for Review.** No more than 30 days should pass from the time that materiel is processed as “Q” condition at the DLA holding activity to when that same materiel is reclassified to another materiel condition code. It should be noted that DoD standards for processing of assets in these condition codes exist and compliance with these standards has been the subject of multiple audits in recent years. In light of the use of the Execution and Prioritization of Repair Support System (EXPRESS) to determine repair induction requirements, and of known manpower/fiscal constraints, however, it is recognized that it may not always be the wisest use of resources and does not always result in optimal customer support to apply blanket timeframes for the review and reclassification of assets from materiel condition codes “Q”. Individuals involved in processing materiel in condition code “Q” should comply as closely as possible to the DoD guidelines, keeping in view that optimal customer support is their ultimate objective.



## APPENDIX Q

### METRICS AND COMPLIANCE CHECKLISTS

#### Q.1

This appendix provides metrics and compliance checklists which may be used to measure/evaluate the health of the USAF Deficiency Reporting and Investigating System. Additional metrics and checklists should be developed to measure performance at unit/center/organizational level.

Open Metric Quality Performance Indicator (OMQPI). The OMQPI workbook provides metrics that measure the length of time that a DR stays in one of the seven "Open" states. Initially, the length of time that records were considered to be in their existing state was determined from the latest date of either I600 - Date of Last Update or I30 Date Input to INFOCEN. Data elements to collect this information were added to GO21 on 17 July 2003. Since that date, any changes in status for an open record is reflected in the count of the number of days for the appropriate state. Counts within each of the open states are cumulative over the life of the DR. The OMQPI may be downloaded from <https://www.asc.wpafb.af.mil/infocen/omqpi/>.

Product Deficiency Quality Performance Indicator (PDQPI). The PDQPI Excel spreadsheet is used to summarize deficiency records by their Results of Investigation Codes and by their Life Cycle Codes. It also gives easy menu access to numerous graphical summaries of the PDQPI DATA. Workbook reports can be customized to report by specific periods as well as the end item or MDSs. The PDQPI spreadsheet may be downloaded from <https://www.asc.wpafb.af.mil/infocen/pdqpi.html>.

Equipment Movement Quality Performance Indicator (EMQPI). The EMQPI Excel spreadsheet is used to summarize DR records that have exhibit requests. It provides metrics on the number of days exhibits take to move through various parts of the DR life cycle. It also gives easy menu access to numerous graphical summaries of the EMQPI DATA. Workbook reports can be customized to report by specific periods as well as End Item MDSs (weapon systems). The EMQPI spreadsheet may be downloaded from <https://www.asc.wpafb.af.mil/infocen/emqpi.html>.

MAJCOM Functional Point of Contact (MFPOC). This procedure generates a DR summary on a given MAJCOM MDS or MDS series. It provides visibility to the numbers of open and closed deficiency reports and a summary of the results of investigation codes and their categories for closed DRs during a selected time period. Additionally, the report lists the top five deficiencies against the selected system, reported by national stock number and nomenclature. It also shows a snapshot of ALC responsiveness and the oldest ten DRs and their action summaries.

**Table Q-1. DR Response/Resolution Timelines**

<p><b>Originators:</b></p> <ul style="list-style-type: none"> <li>• Report Category I DR as soon as possible, preferably within 24 hours of discovery.</li> <li>• Report Category II DR as soon as possible, but not later than three days of discovery.</li> <li>• Perform acceptance inspection as soon as possible, but not later than 30 days after aircraft receipt; forward AI DR within five days of AI completion if discrepancies are noted.</li> </ul>
<p><b>Originating Point:</b></p> <ul style="list-style-type: none"> <li>• Submit Category I DR as soon as possible, preferably within 24 hours of receipt.</li> <li>• Submit Category II DR as soon as possible, but NLT 10 days of receipt.</li> <li>• Submit an AI DR as soon as possible, but NLT 10 days of receipt.</li> <li>• Update (or ensure update) DRIS record with exhibit shipment date as soon as possible, but NLT one day for a Category I and two days for a Category II.</li> <li>• Credit Reversals as soon as possible, but NLT 15 days of notification unless dispute resolution is ongoing. Disputes should be resolved within 30 days.</li> <li>• Customer Feedback as soon as possible, but NLT 45 days of report closure.</li> <li>• Rebuttal process will be initiated within 30 days of report closing.</li> </ul>
<p><b>Exhibit Holding and Shipping Activity (Base level):</b></p> <ul style="list-style-type: none"> <li>• Ship exhibit after receipt of disposition instructions within two days for a Category I and five days for a Category II Exhibits.</li> <li>• Request instructions from the Originating Point when disposition instructions are not received within 30 days.</li> </ul>
<p><b>Exhibit Holding and Shipping Activity (ALC level):</b></p> <ul style="list-style-type: none"> <li>• Process exhibit and annotate receipt and storage information within 24 hours of receipt.</li> <li>• Perform follow-up exhibits that have not been inducted within 30 days of receipt.</li> <li>• Process exhibits for induction or according to their condition within 24 hours of notification.</li> </ul>
<p><b>Action Point:</b></p> <ul style="list-style-type: none"> <li>• Initial response to Category I DR as soon as possible, but NLT: 24 hours of receipt.</li> <li>• Initial response to Category II DR as soon as possible, but NLT: 10 days of receipt.</li> <li>• Initial response to an AI DR as soon as possible, but NLT 10 days of receipt.</li> <li>• Shipping Instructions as soon as possible (goals are 24 hours for a Category I and 10 days for a Category II, but NLT 30 days for USAF; 60 days for cross-component exhibits).</li> <li>• NOTE: "Hold" does not satisfy requirements for shipping instructions beyond the NLT date.</li> <li>• Resolution goals for Category I reports within 60 days of deficiency receipt.</li> <li>• Resolution goals for Routine Category II reports within 120 days of deficiency receipt.</li> <li>• Status Updates are required as often as necessary to maintain currency of DR status. As a minimum, DRs shall be reviewed quarterly while in an Open, Open Awaiting Engineering Change Proposal (ECP), Open Awaiting Fix Verification (AFV) status. Revalidation and updates for Open Awaiting Funds (AF) should not exceed one year and shall include command funding status.</li> </ul>
<p><b>Support Point:</b></p> <ul style="list-style-type: none"> <li>• Exhibit Investigation goals for Category I within 20 days of exhibit induction.</li> <li>• Investigation goals for MISHAP Category I within 15 days of exhibit induction.</li> <li>• Exhibit Investigation goals for Urgent/MISHAP Category II within 30 days of exhibit induction.</li> <li>• Updates are required as status changes occur.</li> </ul>

**Table Q-1. DR Response/Resolution Timelines - Continued****NOTES:**

1. All days are calendar days and all response/update times begin with the input of the action in the database, or for investigation of exhibits, upon exhibit receipt.
2. Investigation goals include completing all investigation actions and providing resolution or recommending course of action for correction.
3. DR response/processing times are goals. It is recognized that varying work schedules and time-zone differences, that these goals may be periodically exceeded. However, due to their criticality, every effort shall be taken to ensure Category I and Mishap deficiencies are reported, investigated, and initial risk mitigation provided within the applicable time periods.

**DRIS COMPLIANCE CHECKLIST**

**General.** The following provides minimum criteria to be used in self-inspection, Staff Assistance Visits, and may be used in HHQ inspections. However, the items listed do not limit the scope of the self-inspection or HHQ Unit Compliance Inspection. The objective of these compliance items are to identify deficiencies that preclude attainment of required capabilities.

**Critical Compliance Objectives (CCOs).** Items defined by DRIS Program Management as key result areas for successful mission accomplishment, including but not limited to, items where non-compliance could result in serious injury, loss of life, excessive cost, or litigation. CCOs are show in **BOLD AND ALL CAPS FORMAT**.

**Core Compliance Items (CCIs).** Areas that require special vigilance and are important to the overall performance of the unit, but are not deemed “Critical.” Non-compliance would result in some negative impact on mission performance or could result in injury, unnecessary cost, or litigation. CCI are show in ALL CAPS FORMAT.

**General Compliance Items (GCIs).** Areas deemed fundamental to successful overall performance of the unit, but non-compliance would result in minimal impact on mission accomplishment or would be unlikely to result in injury, increased cost, or possible litigation. GCIs are shown in sentence case format.

ITEM NO.	ITEM	TO REFERENCE
<b>ORIGINATING POINT ACTIVITY FOR THE DEFICIENCY REPORTING AND INVESTIGATING SYSTEM</b>		
1.	Are procedures established for submitting deficiency reports (DRs) that include the timely processing of reports and associated exhibits and the distribution of resolution actions?	TO 00-35D-54, Chapter 3
2.	HAS THE ORIGINATING POINT DOCUMENTED SPECIFIC REPORTING AND EXHIBIT HANDLING REQUIREMENTS AND PROCEDURES?	TO 00-35D-54, Para 3.2.2
3.	Does the Originating Point ensure that reported deficiencies are properly categorized, defined and validated?	TO 00-35D-54, Para 3.5.2
4.	<b>IF A CATEGORY I DR IS REPORTED:</b>  4.1 <b>HAS THE REPORT BEEN PRIORITIZED ACCORDING TO MISSION/SAFETY IMPACTS?</b> 4.1 <b>DOES THE REPORT HAVE THE CONCURRENCE OF THE APPROPRIATE AUTHORITY?</b> 4.1 <b>ARE APPROPRIATE ACTION AGENCIES CONTACTED BY EXPEDITED METHODS?</b>	<b>TO 00-35D-54, PARA 1.6.2.2</b>
5.	ARE ACCEPTANCE INSPECTIONS REPORTED ON AIRCRAFT, ENGINES, AND EQUIPMENT ITEMS RECEIVED FROM MANUFACTURER, OR RETURNING FROM DEPOT OR CONTRACTOR MAINTENANCE?	TO 00-35D-54, Chapter 9
6.	ARE CREDIT REVERSAL PROCEDURES ESTABLISHED AND ENFORCED?	TO 00-35D-54, PARA 3.5.16
7.	DOES THE ORIGINATING POINT ENSURE THAT DR EXHIBITS ARE PROPERLY TAGGED AND PROCESSED ACCORDING TO DISPOSITION AND SHIPPING INSTRUCTIONS?	TO 00-35D-54, PARA 3.5.1
8.	Does the originating point have a systematic process to query and follow-up on DR resolution progress?	TO 00-35D-54, PARA 3.5.13
<b>DEFICIENCY REPORTING (DR) DURING FORMALIZED TEST AND EVALUATION</b>		
9.	HAS THE RESPONSIBLE TEST ORGANIZATION ESTABLISHED DR PROCEDURES USING THE CRITERIA OF TO 00-35D-54, CHAPTER 2?	TO 00-35D-54, Para 2.2.2
10.	Are open DRs reviewed for late or pending actions and follow-ups made to ensure resolution is on-track?	TO 00-35D-54, Para 2.7.10

ITEM NO.	ITEM	TO REFERENCE
11.	Are Deficiency Review Boards (DRB) convened to prioritize and rank order test deficiencies according to DR Priority criteria?	TO 00-35D-54, Para 2.8.2 and Para 2.8.3
12.	At the completion of T&E, are all open DRs validated and prioritized for continued tracking and resolution?	TO 00-35D-54, Para 2.8.6
<b>SINGLE POINT OF CONTACT OFFICE (SPOCO):</b>		
13.	Has the AFMC Center established a SPOCO to administer the Center DRIS Program?	TO 00-35D-54, Para 4.3.2.1
14.	<b>HAS THE SPOCO ESTABLISHED CENTER-LEVEL PERFORMANCE MEASURES TO ASSESS DRIS HEALTH?</b>	<b>TO 00-35D-54, Para 4.3.2.1.1 and Para 4.12</b>
15.	ARE LOGISTICS CENTER EXHIBIT HOLDING ACTIVITIES PROVIDED OVERSIGHT TO ENSURE DR EXHIBITS ARE INDUCTED FOR INVESTIGATION AND/OR ARE PROCESSED ACCORDING TO DIRECTION?	TO 00-35D-54, Para 4.3.2.1.1
<b>SYSTEM PROGRAM MANAGER (PM):</b>		
16.	<b>HAS THE PM ESTABLISHED A VIABLE DR PROCESS THAT INCLUDES MEASURES OF PERFORMANCE AND PERFORMANCE MANAGEMENT?</b>	<b>TO 00-35D-54, Para 4.3.2.2 and Para 4.12</b>
17.	Does the PM ensure active oversight and awareness of DR status impacting their system, regardless of where the DR is assigned for resolution?	TO 00-35D-54, Para 4.3.2.2.3
18.	Establish an interface with the FAA when aircraft and/or engines have a civilian counterpart?	TO 00-35D-54, Para 4.3.2.2.6
<b>CHIEF/LEAD ENGINEER (CE/LE)</b>		
19.	<b>ENSURES THE APPROPRIATE SUBJECT MATTER EXPERT REVIEW AND TIMELY RESOLUTION OF ALL DRs.</b>	<b>TO 00-35D-54, Para 4.3.2.3.3</b>
20.	ESTABLISH VALID EXHIBIT INVESTIGATION CRITERIA IN CONCERT WITH THE MATERIEL MANAGEMENT TEAM TO ENSURE EXHIBIT INVESTIGATIONS PROVIDE INTENDED VALUE.	TO 00-35D-54, Para 4.3.2.3.5
<b>SCREENING POINT FOR THE DEFICIENCY REPORTING AND INVESTIGATING SYSTEM:</b>		
21.	Are Screening points reviewing DRs for proper categorization, validity, and correctness of entries, accuracy and completion of information addresses?	TO 00-35D-54, Para 4.3.2.5.15
<b>ACTION POINT FOR THE DEFICIENCY REPORTING AND INVESTIGATING SYSTEM:</b>		
22.	Are warranty managers actively involved in resolving deficiencies on warranted items?	TO 00-35D-54, Para 4.6
23.	ARE INITIAL EVALUATIONS PERFORMED TO DETERMINE THE EXTENT OF THE REPORTED DEFICIENCY AND DEPTH OF THE SUBSEQUENT INVESTIGATION?	TO 00-35D-54, Para 4.7.2.1
24.	Are identical problems combined to a Master DR/MIP?	TO 00-35D-54, Para 4.7.2.4
25.	Are exhibit disposition instructions provided within timeline goals?  25.1 For those items managed by the USAF? 25.2 Are follow-ups made for items that cross component lines?	TO 00-35D-54, Para 4.7.3
26.	ARE CRITICAL AND MAJOR NONCONFORMANCE ISSUES ARE DETERMINED IS THE CONDITION REPORTED IN ACCORDANCE WITH GIDEP PROCEDURES?	TO 00-35D-54, Para 4.7.8 and Para 4.10.5
27.	DOES THE ACTION POINT DR RESOLUTION ENSURE ROOT CAUSE IS DETERMINED AND CORRECTIVE ACTION TAKEN TO PREVENT RECURRENCE?	TO 00-35D-54, Para 4.7.6.3

**TO 00-35D-54**

<b>ITEM NO.</b>	<b>ITEM</b>	<b>TO REFERENCE</b>
<b>SUPPORT POINT FOR THE DEFICIENCY REPORTING AND INVESTIGATING SYSTEM:</b>		
28.	Are exhibit investigations completed within timeline goals?	TO 00-35D-54, Para 4.7.6.2
29.	DOES THE ACTION POINT DR RESOLUTION PROVIDE THE ROOT CAUSE OF THE REPORTED CONDITION AND CORRECTION TO PREVENT RECURRENCE?	TO 00-35D-54, Para 4.7.6.3.1
30.	ARE CRITICAL AND MAJOR NONCONFORMANCE ISSUES ARE DETERMINED IS THE CONDITION REPORTED IN ACCORDANCE WITH GIDEP PROCEDURES?	TO 00-35D-54, Para 4.7.8

## APPENDIX R

### TRAINING MANAGEMENT PLAN

R.1 This appendix provides minimum and recommended levels of training to perform assigned duties. Individuals may be assigned duties prior to the completion of the required training, however, recommended process and tools training should be completed within 180 days of assumption of duties.

DRIS TRAINING. Supervisors will ensure that personnel are fully familiar with the guidelines set forth in this TO, local policy, and other existing Air Force Instructions and guidance, regarding the USAF Deficiency Reporting and Investigating System and Cross-Component Reporting (AFI 21-115, Product Quality Deficiency Report Program).

Introduction to the Deficiency Reporting Process. This is a Center level instructed course for all personnel performing and supervising the DR process. The course chart for MHPMAS0200200SU may be found at <https://www.afmc-mil.wpafb.af.mil/HQ-AFMC/LG/lgp/lgpq/course/index.htm>. The class will provide a general overview to include philosophy, scope, and intent of the program, and the individual functions and responsibilities of each process point. It will define the disposition process of an exhibit, define and describe the use of the Deficiency Reporting and Investigation System (DRIS) Databases and tools; define the role and responsibilities of the various management programs used to review and process DRs; provide examples of situations that may change the processing of DRs; and provide “real-world” examples of correct processing of valid DRs and their results, as well as results of situations where DRs were incorrectly processed and their outcomes.

The On-the-Job Training (OJT) concept may be used to maintain a balanced core of expertise within the organization. ETMS course “MKHCIM000 5200SU” can be used to identify DRIS training requirements for Equipment Specialists and Engineers.

DRIS database training is performed through regularly scheduled classes at Wright-Patterson AFB, Ohio. On-site classes are also available to AFMC and AFSPC Centers where it is more effective for an instructor to travel rather than the student population. Classes may be tailored to a specific subject or processes upon request, but the primary goal of the class is to train people in the use of the databases we support. This means we concentrate on navigating our INFOCEN system tools (DREAMS, INFOCEN-WEB, and using BASIS, our relational Document Management System (DBMS), Fundamental Query and Manipulation (FQM) commands. The class does not cover the process which a given database supports. For example, in the case of “GO21”, the class does not cover Technical Order 00-35D-54; the student is expected to already understand their responsibilities in the process being supported by our databases.



## APPENDIX S

### ABBREVIATIONS AND DEFINITIONS

#### S.1 ABBREVIATIONS.

This appendix lists abbreviations and definitions that are used frequently in this technical order without their description. Abbreviations used after a single description or in the same paragraph in which they first appear may be excluded from this listing.

ACC	Air Combat Command
AETC	Air Education and Training Command
AFCA	Air Force Communication Agency
AFI	Air Force Instruction
AFIS	Air Force Intelligence Service
AFISC	Air Force Inspection and Safety Center
AFJMAN	Air Force Joint Manual
AFMAN	Air Force Manual
AFMC	Air Force Material Command
AFOTEC	Air Force Operational Test Evaluation Center
AFPD	Air Force Policy Directive
AFRC	Air Force Reserve Command
AFREG	Air Force Regulation
AFREP	Air Force Repair Enhancement Program
AFSAC	Air Force Security Assistance Center
AFSARC	Air Force System Acquisition Review Council
AFSOC	Air Force Special Operations Command
AFSPC	Air Force Space Command
AFTAC	Air Force Technical Applications Center
AFV	Awaiting Fix Verification
AGE	Aerospace Ground Equipment
AGMS	Air-to-Ground Missile System
AI	Acceptance Inspection
ALC	Air Logistics Center
ALCM	Air Launch Cruise Missile
AMC	Air Mobility Command
ANG	Air National Guard
APU	Auxiliary Power Unit
ARE	Atmospheric Research Equipment
ASE	Application Support Environment
AU	Air University
AUTOSEVOCOM	Automatic Secure Voice Communications
AWACS	Airborne Warning and Control System
CCSG	Communications - Computer Systems Group
CE	Communications- Electronics (equipment)
CAO	Contract Administration Office
CATEGORY	Category
CAGE	Commercial and Government Entity

**TO 00-35D-54**

CAMS	Core Automated Maintenance System
CAR	Command Assessment Review
CAS	Contract Administration Services
CCB	Configuration Control Board
CDRL	Contract Data Requirements List
CIP	Component Improvement Program
CM	Commodity Manager
COTS	Commercial-Off-The-Shelf
CPIN	Computer Program Identification Number
CRLCMP	Computer Resource Life Cycle Management Plan
CSCI	Computer Software Configuration Item
DAB	Defense Acquisition Board
DBM	Data Base Manager
DCM	Deputy Commander of Maintenance
DCMA	Defense Contract Management Agency
DCMAO	Defense Contract Management Agency Office
DDN	Defense Data Network
DFARS	Defense Federal Acquisition Regulations
DLA	Defense Logistics Agency
DIFM	Due-In From Maintenance
DISN	Defense Information System Network
DISNET	Defense Information System Network
DLA	Defense Logistics Agency
DMISA	Depot Maintenance Interservice Support Agreement
DMRD	Defense Management Review Decision
DMSP	Defense Meteorological Satellite Program
DNS	Domain Name Service
DOD	Department of Defense
DODAAC	Department of Defense Address Activity Code
DR	Deficiency Report
DREAMS	Deficiency Reporting Entry And Mail Service
DSN	Defense Service Network
DT&E	Development Test & Evaluation
DT&E/IOT&E	Development Test & Evaluation/Initial Operational Test & Evaluation
DTS	Defense Transportation System
EC	Engineering Change
ECP	Engineering Change Proposal
EFTO	Encrypt for Transmission Only
EIM	Engine Item Manager
ELM	Electronic Mail (used on INFOCEN)
EM	Engine Manager
E-MAIL	Electronic Mail
EMS	Equipment Management Section
EMQPI	Equipment Movement Quality Indicator
EPAF	European Participating Air Force
EPG	European Participating Government
ES	Equipment Specialist

FAA	Federal Aviation Administration
FM	File Manager
FMS	Foreign Military Sales
FOD	Foreign Object Damage
FOT&E	Follow-on Test and Evaluation
FQM	Fundamental Query and Manipulation
FSC	Federal Supply Class
FSL	Forward Supply Location
GBL	Government Bill of Lading
GFE	Government Furnished Equipment
GFM	Government Furnished Material
GFP	Government Furnished Property
GIDEP	Government Industry Data Exchange Program
GLCM	Ground Launch Cruise Missile
GMT	Greenwich Mean Time
GSA	General Service Administration
GTE	Government Test Equipment
HAP	High Accident Potential
HICS	Hardened Intersite Cable System
IAW	In Accordance With
ICBM	Intercontinental Ballistic Missile
IEMG	Intentional Engine Management Group
IEMP	Intentional Engine Management Program
ILCO	Intentional Logistics Center Office
ILM	Installation Logistics Maintenance
IM	Item Manager
IMS	Item Manager Specialist
INFOCEN	Information Central
IOT&E	Initial Operational Test and Evaluation
IPT	Integrated Product Team
IWSM	Integrated Weapon System Management
JCN	Job Control Number
JETD	Joint Electronic Type Designator
JOAP	Jet Oil Analysis Program
JOT&E	Joint Operational Test and Evaluation
JRMET	Joint Reliability and Maintainability Evaluation Team
JTIDS	Joint Tactical Information Distribution System
LAN	Local Area Network
LCN	Logistics Control Number
LOA	Letters of Offer and Acceptance
LRU	Line Replacement Unit
MAJCOM	Major Command
MC	Marine Corps
MCCS	Missile Control Communications System
MCCS	Mission Critical Computer System
MDC	Maintenance Data Collection
MDR	Material Deficiency Report

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MDS	Mission, Design, Series
MFR	Manufacturer
MGM	Materiel Group Manager
MICAP	Mission Incapable Parts
MILSTRIP	Military Standard Requisitioning and Issue Procedure
MIP	Materiel Improvement Project
MIPRB	Materiel Improvement Project Review Board
MISTR	Management of Items Subject to Repair
MMAC	Materiel Management Aggregation Code
MMHE	Munitions Materiel Handling Equipment
MOA	Memorandum of Agreement
MRB	MIP Review Board
MSG	Material Systems Group
MSO	Material Safety Officer
MSPM	Material Supply Program Manager
MSTG	Material Safety Task Group
MTBF	Meantime Between Failure
MTBM	Meantime Between Maintenance
NA	Not Applicable
NASA	National Aeronautics and Space Administration
NSA	National Security Agency
NDI	Non-Destructive Inspection
NDI	Non-Development Items
NHA	Next Higher Assembly
NOC	Not Otherwise Code
NOCM	Nuclear Ordnance Commodity Management
NSA	National Security Agency
NSL	Not Stock Listed
NSN	National Stock Number
OAF	Open Awaiting Funds
OI	Operating Instruction
OJT	On-the-Job-Training
OMQPI	Open Metric Quality Performance Indicator
OPCOM	Operating Command
OPR	Office of Primary Responsibility
OSI	Office of Special Investigations
OSS&E	Operational Safety, Suitability, & Effectiveness
OT	Operational Transition
OTA	Operating Test Agency
OTF	Operating Time at Failure
OT&E	Operational Test & Evaluation
PACAF	Pacific Air Forces
PAT	Process Action Team
PC	Personal Computer
PCO	Procurement Contracting Office
PCR	Publication Change Request
PDM	Programmed Depot Maintenance

PDQPI	Product Deficiency Quality Performance Indicator
PGM	Product Group Manager
PIWG	Product Improvement Working Group
PLSS	Precision Location Strike System
PM	Program Manager
PMD	Program Management Directive
PME	Precision Measurement Equipment
PMEL	Precision Measurement Equipment Laboratory
PMO	Program Management Office
POC	Point of Contact
PQDR	Product Quality Deficiency Report
PSP	Primary Support Point
QAS	Quality Assurance Specialist
QDR	Quality Deficiency Report
QEC	Quick Engine Change
QRC	Quick Reaction Capability
RCN	Report Control Number
RDD	Required Delivery Date
RefDes	Reference Designator
REMIS	Reliability and Maintainability Information System
RIW	Reliability Improvement Warranty
RP	Reserve Personnel
RPIE	Real Property Installed Equipment
RTO	Responsible Test Organization
SA	Security Assistance
SACCS	Strategic Automated Command and Control System
SAFPAR	Secretary of the Air Force Program Assessment Review
SAM	Special Air Mission
SBSS	Standard Base Supply System
SCIT	Standardization and Control of Industrial Quality Tools
SDP	Software Development Plan
SWDR	Software Deficiency Report
SDR	Supply Discrepancy Report
SE	Support Equipment
SEE	Special Electronic Equipment
SFW	Sensor Fused Weapon
SM	Single Manager
SM	System Manager
SN	Serial Number
SOR	Source of Repair
SOS	Source of Supply
SOW	Statement of Work
SP	Support Point
SPD	System Program Director
SPM	System Program Manager
SPO	System Program Office
SPOCO	Single Point of Contact Office

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SR	Service Reporting
SRD	Standard Reporting Designator
SSL	Secure Sockets Layer
TAC	Terminal Access Controller
TACS	Theater Air Control Systems
TCG	Technical Coordination Group
TCP	Technical Coordination Program
TCN	Transportation Control Number
TCTO	Time Compliance Technical Order
TDR	Teardown Deficiency Report
T&E	Test and Evaluation
T&EDRB	Test and Evaluation Deficiency Review Board
TEMPS	TE Master Plans
TMDE	Test Measurement and Diagnostic Equipment
TMS	Type Model and Series
TO	Technical Order
TOC	Total Ownership Cost
TPS	Test Program set
TRC	Technological Repair Center
TSI	Time Since Installed
TSN	Time Since New
TSO	Time Since Overhauled
UAMS	User Account Management System
UMMIPS	Uniform Material Movement and Issue Priority System
USAF	United States Air Force
USAFE	United States Air Forces Europe
USCG	United States Coast Guard
VIWG	Vehicle Improvement Working Group
WDR	Warranty Deficiency Report
WIT	Watch Item
WITS	Watch Item Tracking Subsystem
WP	Warranty Plan
WUC	Work Unit Code

## S.2 DEFINITIONS.

For the purpose of this publication, the following definitions apply:

Acceptance Inspection - This is an inspection performed by the accepting organization to determine equipment condition of newly received, assigned or acquired aircraft, engines, or equipment (trainers, simulators, consoles, terminals, ground support equipment, etc.) prior to placing the item into service. These inspections will be of sufficient depth to determine the ability of the item to perform its designed function. In the case of completed depot and contractor maintenance, they are required to validate the adequacy of maintenance accomplished.

Action Point - A focal point(s), identified within each Component (see enclosure 4), responsible for receiving PQDRs from other components and for resolution of a reported product quality deficiency including necessary collaboration with Support Points. Action points other than the above, however, may be specifically designated. Only an Action Point is authorized to transmit a deficiency report across Component lines to a Support Point in another Component.

Baseline - A description of the operational safety, suitability, and effectiveness characteristics and limitations of any system or end-item that must be understood, acknowledged and maintained during operational deployment, use, experimentation, exercises, training, and maintenance of the system or end-item. The operational safety, suitability, and effectiveness baseline is established in development and updated as changes (threat, operational usage, aging, etc.) and improvements are made to the system or end-item. The operational safety, suitability, and effectiveness baseline may include the configuration baseline (specifications, drawings, and software code listings), Mission Need Statements, Operational Requirements Documents, TOs, Time Compliance Technical Orders, certifications, training, maintenance facilities, spare parts, threat scenarios, etc.)

Category I Deficiency - Category I deficiencies are those 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 would result in a production line stoppage.

Category II Deficiency - Category II deficiencies are those that impede or constrain successful mission accomplishment (system does not meet minimum operational requirements but does not meet the safety or mission impact criteria of a Category I deficiency). It may also be a condition that complements, but is not absolutely required for, successful mission accomplishment. The recommended enhancement, if incorporated, will improve a system's operational effectiveness or suitability.

Chief Engineer - The individual responsible for all system technical activities, including engineering and configuration changes, in support of the Program Manager.

Closed Deficiency Report - DRs may be considered closed when an investigation into the assignable cause has been completed; corrective actions to preclude recurrence of the deficiency have been initiated; credit and disposition information for the materiel have been provided; and exhibit disposition has been initiated.

Component - A Military Department or Defense Agency (e.g., Army, Navy, Marine Corps, Air Force, DLA, Defense Mapping Agency, Coast Guard, etc.). GSA may be considered as a separate Component within the definition of this regulation.

Credit - An exchange or obligated cost credit provided back to the customer upon reporting of deficient assets.

Credit Reversal - The reversal of a credit issued when it is determined the reason for the credit was invalid.

Critical Defect - A defect that judgment and experience indicate is likely to result in hazardous or unsafe conditions for individuals using, maintaining, or depending upon the product; or a defect that judgment and experience indicate is likely to prevent performance of the tactical function of a major end item such as an aircraft, communication system, land vehicle, missile, ship, space vehicle, surveillance system, or major part thereof.

Defect - Any nonconformance of a characteristic with specified requirements. Defects are classified as critical, major, or minor. (Also see Severity Classification; Critical, Major, and Minor Defect)

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

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Design Deficiency - Any condition that limits or prevents the use of materiel for the purpose intended or required, where the materiel meets all other specifications or contractual requirements. These deficiencies cannot be corrected except through a design or specification change.

Dropped Object - Any aircraft part, component, surface, or other item lost during aircrew operations, from engine start to engine shutdown. Intentional jettisons or inadvertently released munitions, or munitions released in excess of quantity selected are not considered dropped objects.

End-Item - Equipment that can be used by itself to perform a military function.

Enhancement - A condition that improves or complements successful mission accomplishment but is not absolutely required. The recommendation, if incorporated, will enhance a system's operational safety, suitability and/or effectiveness (OSS&E). An enhancement report should not be designated as such solely due to an "out-of-scope" condition as described in contractual requirements.

Exhibit - The item reported as being deficient, or a sample item which represents the reported deficient condition, which can be analyzed to determine the possible cause of the defect.

Government-Furnished Property (GFE) - Property in the possession of, or acquired directly by, the Government and subsequently delivered to or otherwise made available to a contractor.

Government-Owned Product - A product which is owned by or leased to the Government or acquired by the Government under the terms of a contract.

Information Only Report - A Deficiency Report sent to an Activity as a "copy furnished," "information only copy," or via a transmittal letter stating the report is furnished for information only. A written response to the sending Activity is not required. However, local action may be required by the recipient, such as assuring corrective action, verifying contractor compliance, etc.

Latent Defects - Latent defects are those that are not discoverable during a reasonable inspection, but may become evident after the end-item has been placed in service. Latent defects are typically attributable to errors in workmanship, or nonconformance to specifications, drawing standards or other technical specifications (see quality escape).

Lead Engineer - The individual responsible for all end-item technical activities, including engineering and configuration changes in support of the end-item Program Manager.

Letter of Offer and Acceptance (LOA) - The document by which the US Government offers to sell to an eligible foreign country or international organization defense articles and defense services pursuant to the Arms Export Control Act, as amended. The LOA lists the items and/or services, estimated costs, and the terms and conditions of sale, and provides for the foreign customer's signature to indicate acceptance.

Materiel Deficiency - An unacceptable condition or recommendation for an enhancement that impacts the operational safety, suitability, and/or effectiveness of a system, subsystem or component. It does not include deficiencies related to workmanship or non-conformance of processes. (See Quality Deficiency)

Materiel Deficiency Report - A report of materiel deficiency.

Major Defect - A defect, other than critical, that is likely to result in failure, or to reduce materially the usability of the unit of product for its intended purpose.

MINIMIZE - MINIMIZE is the reduction of record and voice telecommunications traffic in an emergency.

Minor Defect - A defect that is not likely to reduce materially the usability of the unit of product for its intended purpose, or is a departure from established standards having little bearing on the effective use or operation of the unit.

New Materiel - Materiel procured under contract from commercial or Government sources or manufactured by an in-house facility. Such materiel will be considered new until it has been proven during actual system operation. (See reworked material.)

Non-Government Personnel - Anyone who is not a Federal employee. Thus, all contractors (support, prime, etc.) are non-government personnel.

Objective Evidence - Evidence based upon the results of test or examination that a deficiency exists.

Operating Command (OPCOM) - The USAF using command that operates the weapon system (e.g., ACC, AETC, AMC, AFRC, PACAF, USAFE)

Operational Effectiveness - The overall degree of mission accomplishment of a system used by representative personnel in the environment planned or expected (e.g., natural, electronic, threat) for operational employment of the system considering organization, doctrine, tactics, survivability, vulnerability, and threat (including countermeasures, initial nuclear effects, and nuclear, biological, and chemical contamination threats).

Operational Risk Management (ORM) - The systematic process of identifying hazards, assessing risk, analyzing risk control options and measures, making control decisions, implementing control decisions, accepting residual risks, and supervising and reviewing the activity for effectiveness of the implemented controls. The application of ORM in the acquisition and sustainment of systems and end-items includes System Safety (AFPAM 90-902)

Operational Safety - The condition of having acceptable risk to life, health, property, or environment caused by a system or subsystem when employing that system or subsystem in an operational environment. This requires the identification of hazards, assessment of risk, determination of mitigating measures, and acceptance of residual risk.

Operational Suitability - The degree to which a system can be placed satisfactorily in field use, with consideration given to availability, compatibility, transportability, interoperability, reliability, wartime use rates, maintainability, safety, human factors, architectural and infrastructure compliance, manpower supportability, logistics supportability, natural environmental effects and impacts, and documentation and training requirements.

Originating Point - An Activity within a Component that finds a deficiency and reports it to the designated Component Screening Point. A contractor that receives defective Government materiel and reports it is also considered to be an Originating Point.

Originator - The individual who discovers the deficiency and initiates the deficiency report.

Procurement Deficiency - Any unsatisfactory materiel condition which is attributable to improper, incorrect, ambiguous, omitted, or conflicting contractual requirements including the procurement document it references, or any combination which describes technical requirements of materiel.

Product - Item, materiel, data, software, supplies, system, assembly, subassembly, or portion thereof which is produced, purchased, developed, or otherwise used by the Government.

Product Group Manager (PGM) - The Program Manager who is charged with all cost, schedule, and performance aspects of a product group which is a compilation of several specific products and is in direct support of one or more weapon system or military system program director.

Product Quality Deficiency - The term used within Joint services regulation to identify a defect or nonconforming condition. Included are deficiencies in design, specification, materiel, manufacturing, and workmanship. (See Quality Deficiency)

Product Quality Deficiency Report (PQDR) - The term used within Joint services regulation used to record, submit and transmit product quality deficiency data (SF 368 or equivalent format).

Program Manger (PM) - The single individual specifically designated, under the integrated weapon system management architecture, to be responsible for the life cycle management of a system or end-item. The Program Manager is the single manager vested with full authority, responsibility, and resources to execute and support an approved Air Force program. May be used interchangeably with Single Manager.

Quality Escape - A latent quality deficiency attributable to errors in workmanship, or nonconformance to specifications, drawings standards or other technical specifications which has escaped detection and is later discovered through an inspection, TCTO, or other maintenance performed to validate the condition of an item or an end item received from contracted or organic manufacturing and repair activities.

Quality Deficiency - A condition reported as a result of an initial failure or discrepancy on a new, repaired or overhauled item or component. The condition is attributable to errors in workmanship, or nonconformance to specifications, drawings standards or other technical specifications.

Quality Deficiency Report - A deficiency reported as a result of an initial failure of a new or repaired item or component.

Quality Investigation - A comprehensive investigation conducted by the Quality Assurance organization within the Action/Support activity to determine whether the reported unsatisfactory materiel was repaired, manufactured, or tested in conformance with required specifications, standards, or contractual requirements and that applicable quality controls are adequate to ensure conformance. Corrective action will be initiated when inadequacies are identified.

Report Control Number - The control number assigned by the Originating Point in accordance with a prescribed format containing the Originating Point's DODAAC, calendar year, and sequential number and for USAF reports. This may be followed by a space and originating unit activity designator.

Reworked Materiel - Materiel which has been overhauled, rebuilt, repaired, reworked, or modified by a military facility or commercial facility and proven during actual system operation. Such materiel will be considered newly reworked until it has been proven during actual system operation.

Screening Point - A designated activity(ies) identified within each Component that: reviews the DR for proper categorization, validity, correctness of entries, accuracy, and completion of information addresses; determines and transmits the DR to the proper Action Point within or outside the Component; maintains an audit trail for each DR; reviews closeout responses from Action Points; and collects, maintains, and exchanges DR data.

Severity Classification - The classification of a defect by its severity: critical, major, or minor. (See Defect)

Single Manager (SM) - The single individual specifically designated, under the integrated weapon system management architecture, to be responsible for the life cycle management of a system or end-item. The Single Manager is the program manager vested with full authority, responsibility, and resources to execute and support an approved Air Force program. May be used interchangeably with Program Manager.

Software Deficiency Report (SWDR) - A report of a deficiency against any C41 software or automated data systems, which will include, but is not limited to, deficiencies on Operational Flight Programs (OFP), Mission Information Systems (MIS), Automated Information Systems (AIS) and supporting software.

System - A specific grouping of components or elements designed and integrated to perform a military function.

System Program Director (SPD) - The single individual, under the Integrated Weapon System Management architecture, responsible for the life-cycle management of a system or commodity. The SPD is the program manager vested with full authority, responsibility, and resources to execute an approved acquisition program on behalf of the Air Force. For acquisition related matters, the SPD is accountable to the Program Executive Officer or the Designated Acquisition Commander.

System Safety - The application of engineering and management principles, criteria, and techniques to achieve acceptable mishap risk, within the constraints of operational effectiveness and suitability, time, and cost, throughout all phases of the system life cycle. (Military Standard (882D))

Support Point - Any Activity that assists the Action Point, as requested, by conducting and providing results of a special analysis or investigation pertinent to the correction and prevention of a reported product quality deficiency.

Test Deficiencies - Any incompatibility or failure of materiel as measured against the applicable test specifications, procedures, or test equipment between Government or contractor activities.

Total Ownership Cost (TOC) - Total ownership cost includes all cost associated with the fielding, operation, sustainment, and disposition of a discernible system, end-item, or sub-system. Costs include overhead, material, personnel, training, equipment, environmental, safety, occupational health, construction and capital investment.