

**DEPARTMENT OF THE ARMY  
HEADQUARTERS, UNITED STATES ARMY ALASKA  
Fort Richardson, Alaska 99505-5000**

**United States Army Alaska Regulation 750-5**

**31 August 1996**

**Maintenance of Supplies and Equipment**

**Quality Deficiency Report and Equipment Improvement Recommendation Preparation and Disposition Instructions**

**Summary.** This regulation concerning quality deficiency reports (QDRs) and equipment improvement recommendations (EIRs) has been revised. This regulation establishes United States Army Alaska (USARAK) policy about QDRs and EIRs. This regulation has been updated to reflect the change to USARAK.

**Applicability.** The regulation's provisions are applicable to all units attached or assigned to USARAK.

**Impact on New Manning System.** This regulation does not contain information that effects the New Manning System.

**Supplementation.** Supplementation of this regulation is prohibited without prior approval from the Directorate of Logistics (DOL), Maintenance Division, APVR-RDL-M.

**Interim changes.** Interim changes to this regulation are not official unless they are authenticated by the director of information management. Users will destroy interim changes on their expiration dates unless sooner superseded or rescinded.

**Suggested improvements.** The proponent agency of this regulation is the DOL, Maintenance Division. Users are invited to send comments and suggested improvements on Department of the Army (DA) Form 2028 (Recommended Changes to Publications and Blank Forms) directly to APVR-RDL-M.

## **1. Purpose**

The purpose of this regulation is to establish the United States Army Alaska policy concerning QDR and EIR submission, distribution, and disposition, which are designed to help initiate early and effective corrective action.

## **2. References**

a. Required publications.

(1) Army Regulation (AR) 30-12 (Inspection of Subsistence Supplies and Services). Cited in paragraph A-7e.

(2) AR 55-38 (Reporting of Transportation Discrepancies in Shipments). Cited in paragraph A-7g.

(3) AR 702-7 (Product Quality Deficiency Report Program). Cited in paragraph A-1.

(4) AR 735-11-2 (Reporting of Item and Packaging Discrepancies). Cited in paragraph A-7.

(5) DA Pamphlet 738-750 (Functional Users Manual for the Army Maintenance Management System (TAMMS)). Cited in paragraphs 4b, 6, A-3, and A-4.

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**\*This regulation supersedes 6th Infantry Division (Light) Regulation 750-5, dated 5 June 1990.**

## **USARAK Regulation 750-5**

b. Related publications. (Related publications are merely a source of additional information. The user does not have to read them to understand this regulation.) AR 750-1 (Army Materiel Maintenance Policy and Retail Maintenance Operations) is a related publication.

### c. Referenced forms

(1) DA Form 2028 (Recommended Changes to Publications and Blank Forms). Cited in the suggested improvement statement and paragraph A-6i.

(2) DA Form 2402 (Exchange Tag). Cited in paragraph A-5.

(3) Standard Form (SF) 368 (Product Quality Deficiency Report). Cited in paragraphs 4b, 6, A-2, A-3, A-5, A-6, and A-7 and figure A-1.

## **3. Explanation of terms**

- a. AR..... Army Regulation
- b. DA..... Department of the Army
- c. DOL..... Directorate of Logistics
- d. EIR..... equipment improvement recommendations
- e. IDS..... intermediate direct support
- f. NMP..... National Maintenance Point
- g. QDR..... quality deficiency report
- h. TAMMS..... The Army Maintenance Management System
- i. TB ..... Technical Bulletin
- j. USARAK ..... United States Army Alaska

## **4. Responsibilities**

a. The director of logistics is responsible for implementing and managing the QDR/EIR program for USARAK. The chief, Maintenance Division (DOL) reviews and investigates all QDRs and EIRs.

b. Any person who discovers a defect or has an equipment improvement recommendation is responsible for reporting it on a Standard Form (SF) 368 (Product Quality Deficiency Report) per DA Pamphlet 738-750 and this regulation.

c. Support units are responsible for the timely review, investigation, and forwarding of all QDRs and EIRs submitted by their units, and for taking action when approval to correct deficiencies has been received.

## **5. Policy**

All commanders will ensure that immediate action is taken to report equipment and materiel deficiencies and recommended improvements in a timely and comprehensive manner. Also, action should be taken to ensure all reported QDRs and EIRs concerning arctic operations are followed through to a conclusion for the Army's good.

**6. Procedures**

a. Submission procedures for Category I and Category II are—

(1) Category I is submitted by message, within 48 hours after discovery of a deficiency that impairs combat capability or that may affect life or limb of personnel (per DA Pamphlet 738-750).

(2) Category II is submitted within 5 days after discovery of a deficiency not covered under Category I. Use only an SF 368 (Category II) for this purpose, filled out per DA Pamphlet 738-750 and appendix A of this regulation.

b. For completed SF 368 disposition (These instructions supplement those in DA PAM 738-750.) do the following:

(1) Completed QDRs/EIRs will be distributed as follows:

(a) Copy 1 is submitted directly to the appropriate national maintenance point (NMP) by the originator, or the originator's organization. DA Pamphlet 738-750 lists all NMPs for submitting QDRs/EIRs.

(b) Copy 2 is to be retained and filed by the originating organization.

(c) For copies 3, 4, and 5, the originator forwards these copies to their intermediate direct support (IDS) maintenance unit. Block 25a contain the supporting IDS unit's address. Block 25b is reserved for the supporting IDS reviewer' signature. The IDS unit reviews and investigates the QDR/EIR and determines if local action is appropriate. Comments on validity, action taken, or information that may assist in a final solution are made in Block 28. The IDS unit retains copy 4. Copies 3 and 5 are sent to the chief, Maintenance Division (DOL), Attention: APVR-RDL-M, for additional review, evaluation, and comment. Use Block 26a for the chief, Maintenance Division's (DOL) address.

(d) The chief, Maintenance Division (DOL) forwards copy 3 to the appropriate NMP (screening point). The objective is to have copy 1 (NMP) and copy 3 (control) reach the same NMP (screening point), even though they are mailed by different units. The chief, Maintenance Division (DOL) retains copy 5.

(2) Files disposition is as follows:

(a) The originating organization retains copy 2 until the case is closed by the appropriate NMP. Document retention beyond that date, for historical records, is at the originating activity's discretion.

(b) The supporting IDS maintenance activity files copy 4 for 1 year and then destroys it.

(c) The chief, Maintenance Division (DOL) files copy 5 until the deficiency is resolved.

**7. Special follow-on action**

a. Review and evaluation suspense time.

(1) Category I QDRs. The review and evaluation suspense time for both the supporting IDS and the chief, Maintenance Division (DOL) is 48 hours after notice.

(2) Category II QDRs.

(a) The supporting IDS must send a report to the chief, Maintenance Division (DOL) 5 working days after the notice.

## **USARAK Regulation 750-5**

(b) The chief, Maintenance Division (DOL) must forward a report to the NMP 5 working days after the notice is received. Forward a reproduced copy of report to the Logistics Assistance Office (AMXLA-C-W-AK).

b. Chief, Maintenance Division (Directorate of Logistics). After completing review and investigation, the chief, Maintenance Division (DOL) will take steps to correct the problem and to ensure that others are notified of solutions.

(1) After QDR review and evaluation by the appropriate NMP (screening point), the chief, Maintenance Division (DOL) will ensure that problems that can be corrected locally are corrected.

(2) Additionally, the chief, Maintenance Division (DOL) will monitor any directed fixes or changes that are a result of a QDR. Particular attention will be given to the final resolution of arctic-unique problems.

### **8. Deficiency correction**

Organizations will not attempt to correct deficiencies or experiment with field fixes until approval to do so is received by the appropriate NMP. Only approved materiel modifications will be applied.

### **9. Contact office**

The Maintenance Division, Environmental Maintenance Branch (DOL) is the QDR contact office. The can be reached at 384-2420.

FOR THE COMMANDER:

OFFICIAL:

GREGORY S. DAVIS  
LTC, IN  
Chief of Staff

//Original Signed//

FREDRICK J. LEHMAN  
LTC, SC  
Director of Information Management

#### **DISTRIBUTION:**

C Plus

50 - APVR-DL-M

25 - APVR-RIM-ASD-PB

5 - MOS Library (Building 658, Fort Richardson)

5 - MOS Library (Army Education Center, Building 21-10 (Fort Wainwright))

3 - APVR-RIM-ASD-WB

1 - APVR-GPA-AE (MOS Library, Assistant Directorate of Personnel and Community Activities,  
Education Branch, Attention: Mr. Mauer)

1 - Commander, United States Army Pacific Command, Attention: APIM-OIR  
Fort Shafter, Hawaii 96858-5100

**Appendix A**

**Quality Deficiency Report and Equipment Improvement Recommendation Submission Guidelines**

**A-1.** Send all Category I QDRs in message format, to the appropriate NMP, within 48 hours after defect or problem detection (see AR 702-7 for message format and required information).

**A-2.** For Category II QDRs and EIRs, use SF 368 only, preparing five copies (see sample at fig A-1).

**A-3.** Steps and guidelines for preparing SFs 368 as a Category II QDRs or EIRs are in DA Pamphlet 738-750. Leave blocks 27-30 blank.

**A-4.** Submission instructions for QDRs and EIRs are in paragraph 5a and in DA Pamphlet 738-750. Disposition of the five copies is:

a. Number the copies as follows:

(1) 1—NMP.

(2) 2—organization file.

(3) 3—Control.

(4) 4—IDS file.

(5) 5 —Maintenance Division (DOL) file.

b. The originator will—

(1) Send Copy 1 to the NMP (Block 2a).

(2) Put Copy 2 in the unit files.

(3) Send Copies 3, 4, and 5 to supporting IDS unit.

c. The supporting IDS unit will—

(1) Send Copies 3 and 5 to Maintenance Division (DOL).

(2) File Copy 4 for 1 year.

d. The chief, Maintenance Division (DOL) will—

(1) Send Copy 3 to the NMP.

(2) Send a reproduced copy to the Logistics Assistance Office (AMXLA-C-W-AK).

**A-5.** Exhibits showing the problem or defect help identify what happened and how to keep it from happening again. Exhibits are parts, components, or items that support the reported defect or show the problem. Keep all exhibits for 45 days, or until you get word to dispose of them. Protect exhibits from further damage. Exhibits must NOT be taken apart at organizational or support maintenance levels to see what the problem is. Leave that to the investigators. All exhibits must be tagged with a completed DA Form 2402 (Exchange Tag). Overmark the DA Form 2402, in red ink, "SF 368 Exhibit" and attach a copy of the message (Category I) or SF 368.

## **USARAK Regulation 750-5**

### **A-6. Fill out the SF 368 to—**

- a. Report conditions that are dangerous to operators/crews, other equipment, or your mission.
- b. Ask for disposition instructions to get credit, replacement item(s), or to repair defective item(s).
- c. Halt repeat shipments of defective items and get corrective action.
- d. Pass on ideas to improve equipment.
- e. Suggest ways to make maintenance on equipment easier or better.
- f. Report an item that does not work right or last as long as it should because of poor design or materials.
- g. Report items that do not meet the size, material, hardness, finish, or performance standards of a specification.
- h. Give notice of low quality workmanship.
- i. Explain a dangerous situation caused by missing or bad information. (Comments/changes to technical manuals should be reported on DA Form 2028).
- j. Report problems that keep you from using or maintaining your equipment.
- k. Expose repetitive time consuming problems for which you cannot find a solution.
- l. Verify problems on which the equipment's manager asked you to report.

### **A-7. Do not fill out an SF 638 on—**

- a. Items purchased locally.
- b. Security assistance items sent to foreign governments.
- c. Packaging, preservation, packing or marking problems. See AR 735-11-2.
- d. Medical materiel.
- e. Subsistence items. See AR 30-12.
- f. Shipping mistakes (overages, shortages, wrong item shipped, expired shelf life items). See AR 735-11-2.
- g. Transportation errors (shortages, losses, or damages during transportation). See AR 55-38.
- h. Ammunition and explosives malfunctions.

PRODUCT QUALITY DEFICIENCY REPORT					<input type="checkbox"/> CATEGORY I	<input checked="" type="checkbox"/> CATEGORY II
1a. FROM (Originator) HQ, 1st Bn, 17th IN Fort Richardson, AK 99505-5700 DODAC: WC1JT5			2a. TO (Screening point) See DA Pam 738-750 Addresses for the SF 368			
1b. NAME, TELEPHONE NO. AND SIGNATURE James P. Bell AV (317) 862-0001		1c. DATE 7 Jun 90	2b. NAME, TELEPHONE NO. AND SIGNATURE (entry by Screening Point)		2c. DATE	
3. REPORT CONTROL NO. WC1JT58-001	4. DATE DEFICIENCY DISCOVERED 7 Jun 90	5. NATIONAL STOCK NO. (NSN) 2920-00-335-4678	6. NOMENCLATURE Regulator			
7a. MANUFACTURER/CITY/STATE XYZ Corporation		7b. MFRS. CODE CXZ-497	7c. SHIPPER/CITY/STATE XYZ Corporation Richmond, VA		8. MFRS. PART NO. A1262	
9. SERIAL/LOT/BATCH NO. 639-486		10a. CONTRACT NO. DAAD-OR-C-69-KX	10b. PURCHASE ORDER NO. SK-M-88-9241	10c. REQUISITION NO. WC1JT56320302	10d. GBL NO. unknown	
11. ITEM <input checked="" type="checkbox"/> NEW <input type="checkbox"/> REPAIRED/OVERHAULED		12. DATE RCD, MFRD, RE-PAIRED, OR OVERHAULED unknown		13. OPERATING TIME AT FAILURE 170 hours		
15. QUANTITY 271		a. RECEIVED 271	b. INSPECTED 225	c. DEFICIENT 46	d. IN STOCK unknown	
16. DEFICIENT ITEM WORKS ON/WITH	a. END ITEM (Aircraft, mover, etc.)	(1) TYPE/MODEL/SERIES M-151 Truck			(2) SERIES NO. 2000-9939	
	b. NEXT HIGHER ASSEMBLY	(1) NATIONAL STOCK NO. (NSN) 2320-00-542-4783	(2) NOMENCLATURE Truck, M-151	(3) PART NO. N/A	(4) SERIAL NO. 2000-9939	
17. UNIT COST \$ 54.12		18. ESTIMATED REPAIR COST \$ unknown		19. EXPIRATION DATE unknown		
20. WORK UNIT CODE/EIC (Navy and Air Force Only.)						
21. ACTION/DISPOSITION <input checked="" type="checkbox"/> HOLDING EXHIBIT FOR 45 DAYS <input type="checkbox"/> RELEASED FOR INVESTIGATION <input type="checkbox"/> RETURNED TO STOCK <input type="checkbox"/> DISPOSED OF <input type="checkbox"/> REPAIRED <input type="checkbox"/> OTHER (Explain in Item 22)						
22. DETAILS (Describe, to best ability, what is wrong, how and why, circumstances prior to difficulty, description of difficulty, cause, action taken, including disposition, recommendations. Attach copies of supporting documents. Continue on separate sheet if necessary.) Utilization Code: ON. Failure detected during normal operation of the vehicle. First indication of trouble was the inoperability of the regulator, TM 9-2320-213-34P, June 1981, pp 13-3. Circumstances prior to difficulty: normal use of vehicle in cross-country travel. Description of difficulty: the voltage regulator has failed in 46 of 271 vehicles on hand. All failures have occurred with less than 8,000 miles recorded on the vehicle odometer. Only 139 of 271 vehicles have operated for 5,000 or more miles. Cause: unknown.  Action Taken: Photographs have been taken of the defective regulators and are attached. Recommendation: None.						
23. LOCATION OF DEFICIENT MATERIAL  i.e., HQ, 1st Bn, IDS, or IGS. Give unit name, locations and zip codes.						
24a. TO (Action Point)			25a. TO (Support Point) (Use Items 26 and 27 if more than one.)  (unit will enter their Direct Support Unit)			
24b. NAME, TELEPHONE NO. AND SIGNATURE		24c. DATE	25b. NAME, TELEPHONE NO. AND SIGNATURE (entry by Supporting IDS)		25c. DATE	
26a. TO (Support Point)  (IDS unit will enter DOL, Maintenance Divisions in this block.)			27a. TO (Support Point)  (leave blank--for NMP use)			
26b. NAME, TELEPHONE NO. AND SIGNATURE (entry by Maintenance Division)		26c. DATE	27b. NAME, TELEPHONE NO. AND SIGNATURE (leave blank--for NMP use)		27c. DATE	

388-102  
NSN 7540-00-13305541

STANDARD FORM 368 (REV. 10-85)  
GENERAL SERVICES ADMINISTRATION  
(FPMR 101-26.8)

Figure A-1. Sample completed Standard Form 368 (front)

## USARAK Regulation 750-5

28. FINDINGS AND RECOMMENDATIONS OF INVESTIGATION. (Explain in detail. Continue on a separate sheet of paper, if necessary.)

(used by IDS for evaluating QDR/EIR)

29. ACTION TAKEN

Action by IDS. If not resolvable at this level state so.

30. RESULTS OF DEPOT SURVEILLANCE

This information is not essential, however, provide it if you have the information.

### INSTRUCTIONS

1a. FROM (Originator) - Complete name of activity (no acronym when sending deficiency report across component lines), activity address code (ACC), address including zip code of the activity originating the report.

1b. NAME, TELEPHONE NO. AND SIGNATURE - Provide name, telephone no. Include all available telephone numbers: FTS, Autovon, and commercial) and signature of an individual who can serve as a contact for questions regarding the report and/or to request exhibits or samples.

1c. DATE - Enter date report was signed and forwarded to the screening or action point.

2a. TO (Screening Point) - The originating point will complete name of the screening point activity (no acronyms when deficiency report will be sent across component lines), the activity address code (AAC), address including zip code of the screening point where the report needs to be sent by the originator's activity. For those activities that do not have screening points, leave blank.

2c. DATE - Enter the date the person finished processing the report at the screening point.

3. REPORT CONTROL NUMBER - Number assigned to each report when a numbering system is used. Those activities which are reporting quality deficiencies across component lines and are to comply with the regulation 4195.24 should reference the report control number in the description in the regulation.

7a. MANUFACTURER/CITY/STATE - 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 name of manufacturer of vehicle or component, as appropriate.

7b. MANUFACTURER'S CODE - Code of the manufacturer as listed in Cataloging Handbook H4.1 (Name to code). Federal Supply Code for Manufacturers (United States and Canada).

7c. SHIPPER/CITY/STATE - When the shipper of an item is different from the manufacturer, also include the shipper's or supplier's name.

9. SERIAL/BATCH NO. - Manufacturer's serial, lot or batch number of deficient item as applicable.

10. CONTRACT, PURCHASE ORDER, REQUISITION, GOVERNMENT BILL OF LADING (GBL) NO. - Enter these numbers or any other available transportation document number in lieu of the GBL. 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.

11. ITEM - Check the appropriate block; provide the dated manufactured and received in Block 12, if available.

13. OPERATING TIME AT FAILURE - Time item had been in operation since new, overhauled, or repaired when the deficiency was discovered, citing appropriate performance element (miles, cycles, hours, etc.)

15c. QUANTITY DEFICIENT - Enter the quantity found deficient of those inspected.

15d. QUANTITY IN STOCK - Enter the quantity of material from the same manufacturer remaining in stock.

17. UNIT COST - Dollar value of the deficient item when known. Not applicable on reporting vehicles to GSA.

18. ESTIMATED REPAIR COST - Unit cost times number of units for replacement or estimated repair costs (including overhead) times number of units for correcting all the deficient items reported when it can readily be determined. Not applicable on reporting vehicles to GSA.

19. ITEM UNDER WARRANTY - Check if item is known to be covered by contractor warranty. If yes, provide expiration date.

21. ACTION/DISPOSITION - A check in the appropriate block to indicate the action taken or requested. When an exhibit or sample is being held, indicate the number of days in the space provided. (An exhibit or sample transmitted to the action point. Reporting activities are reminded that the packaging, packing and shipping containers are to be held along with the exhibits to facilitate investigation.) When none of the items indicate the actions or disposition taken or requested, check "Other" and identify the nature of the action taken or requested in Item 22.

23. LOCATION OF DEFICIENT MATERIAL - Address and location of deficient material.

24a. TO (Action Point) - Name, in the clear address, including zip code of the action point to which the report is being submitted.

24c. DATE - Enter the date the report was forwarded to an action point or the date the findings and recommendations were completed.

28. FINDINGS AND RECOMMENDATIONS OF INVESTIGATION - Include the findings and recommendations for resolution of complaint.

29. ACTION TAKEN - State the action taken to resolve the complaint.

30. RESULTS OF DEPOT SURVEILLANCE - Show results of depot surveillance and planned action (i.e., replacement or repair by contractor, disposal, issue, etc.)

STANDARD FORM 368 BACK (REV. 10-85)

Figure A-1. Sample completed Standard Form 368 (back)—Continued