



**DEPARTMENT OF THE NAVY**  
HEADQUARTERS UNITED STATES MARINE CORPS  
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WASHINGTON, DC 20350-3000

MCO 4855.10C  
LPC  
23 DEC 2014

MARINE CORPS ORDER 4855.10C

From: Commandant of the Marine Corps  
To: Distribution List

Subj: PRODUCT QUALITY DEFICIENCY REPORT (PQDR) PROGRAM

Ref: (a) SECNAVINST 4855.3B  
(b) MCO 4105.2 W/CH 1  
(c) MIL-STD-130N W/CH 1  
(d) SECNAVINST 4355.18A  
(e) MCO 8025.1E  
(f) DTR 4500.9-R-Part II, May 2014  
(g) MCO P5215.17C  
(h) COMNAVAIRFORINST 4790.2B CH-1  
(i) MCO 10110.21F W/CH 1 & ERRATUM  
(j) MCO 10110.38C  
(k) DLAR 4155.24  
(l) BUMEDINST 6710.63B  
(m) NAVMC 4855.1  
(n) SECNAV M-5210.1  
(o) 5 U.S.C. 552a  
(p) SECNAV M-5211.5E  
(q) SECNAV M-5214.1

Report Required: Product Quality Deficiency Report (Report Control Symbol EXEMPT), par. 4b(4)

1. Situation. Product quality deficiencies are defects which limit or prohibit the Marine Corps purchased property from fulfilling its intended purpose. These deficiencies may be the result of defective design, specifications, materiel, manufacturing, operation, and workmanship. Identifying defective equipment or repair parts via submission of a Product Quality Deficiency Report (PQDR) benefits the Marine Corps through root cause analysis, corrective actions and provides proper engineering/logistics support and ensures reliable, dependable, and functional equipment ensuring safe operations.

2. Cancellation. MCO 4855.10B W/CH 1.

3. Mission. This Order defines policy, outlines requirements, and assigns responsibilities in order to standardize and regulate the submission, processing, program management and oversight for the Marine Corps PQDR Program.

DISTRIBUTION STATEMENT A: Approved for public release; distribution is unlimited.

4. Execution

a. Commander's Intent

(1) Purpose. To maximize operational effectiveness, prevent recurring deficiencies, ensure safe handling of equipment and safety of personnel.

(2) Method. Deficiencies that meet the reporting criteria will be reported and processed in accordance with this program.

(3) End state. A reliable and efficient product quality reporting program that supports resolution of reported deficiencies that provides visibility of supplier performance data, description of deficiency, historical data, resolution/corrective actions, and program management.

b. Concept of Operations. Marine Corps organizations will provide feedback of product quality to ensure correction of individual product quality deficiencies. Organizations assigned action on PQDRs will be guided by this Order and references (a) through (q).

(1) PQDR Occasions. A PQDR will be submitted as a result of any of the following:

(a) Physical or operational condition considered to constitute a hazard not cause by the user.

(b) Item or component design which impedes the proper operation, maintenance, or handling of the materiel or item.

(c) Items with substandard workmanship.

(d) Abnormal wear or deterioration for the period of time and conditions for which it was designed.

(e) Failure to meet operational standards during the course of normal operations.

(f) Computer software and firmware which does not meet its intended function or design.

(g) Marine Corps property under warranty will be reported per reference (b) and (k), and instructions contained in the respective equipment's Fielding Plan (FP) or appropriate Supply Instruction (SI).

(h) Marine Corps property which does not meet the standard marking criteria for identification marking requirements contained in reference (c).

(2) PQDR Exemptions. The following deficiencies are exempt from this Order:

(a) Shipping items and packaging discrepancies which includes; overages, shortages, missing documentation, wrong item, packing, marking, and similar shipment deficiencies. Military Equipment received incomplete and/or unserviceable, shall be reported via a Supply Discrepancy Report (SDR) in accordance with reference (d).

(b) Foreign Military Sales items under the Security Assistance (SA) Program after conveyance of the title shall be reported per reference (d).

(c) Materiel that fails due to inadequate maintenance, improper operation, normal wear and tear or accidental damage.

(d) Class V deficiencies shall be reported per reference (e).

(e) Transportation-type discrepancies, (e.g., losses or damages in transit) are reported via Transportation Discrepancy Report, per reference (f).

(f) Deficiencies found during qualification testing at the contractor's plant prior to acceptance by the Marine Corps.

(g) Erroneous instructions or discrepancies found in the content of technical publications that would jeopardize operation, maintenance, or performance of the item or equipment supported shall be reported per reference (g).

(h) Aeronautical equipment deficiencies shall be reported per reference (h).

(i) Subsistence item complaints shall be reported per references (i) and (j).

(j) Medical materiel complaints shall be reported per reference (k) and (l).

(k) Any unsatisfactory materiel condition attributable to improper handling or storage.

(3) PQDR Category Deficiency Codes. All PQDRs will fulfill the criteria for one of two categories: Category I (Cat I) and Category II (Cat II).

(a) Cat I Deficiency. A Cat I deficiency is any deficiency which may:

1. Cause death, injury, or severe occupational illness.
2. Cause loss or major damage to a weapon system.
3. Directly restrict the combat readiness capabilities of a using organization.
4. Result in a production line stoppage.

(b) Cat II Deficiency. A CAT II deficiency is any deficiency which does not meet the criteria established for Cat I deficiencies.

(4) Reporting. This reporting requirement is exempt from reports control per reference (q), Part IV, paragraph 7e. The Marine Corps will utilize the Product Data Reporting and Evaluation Program (PDREP) to identify, collect, and evaluate product quality data and supplier performance history as required by reference (a). PQDRs will be submitted and processed in accordance with those timelines outlined in reference (m).

(5) Tasks

(a) Deputy Commandant, Installations and Logistics (DC I&L)

1. Serve as the Marine Corps' PQDR advocate.
2. Develop policy supporting PQDR reporting and program development in accordance with reference (a).
3. Serve as the Marine Corps representative at the Defense Logistics Management Standards Office (DLMSO) Product Quality Deficiency Report Process Review Committee (PQDR-PRC).
4. Coordinate with the Department of the Navy (DON) PQDR Process Partnership Committee to provide DON PQDR continuous process improvements.
5. Collect PQDR trend analyses associated with data quality, reliability, and maintainability, supplier performance correlated with contractor or government-caused deficiencies to facilitate biannual evaluation and reporting of compliance with reference (a).

(b) Commanding General, Marine Corps Logistics Command (CG MARCORLOGCOM)

1. Provide oversight, reporting status, progress, and action recommendations for PQDR to the DON PDREP Functional Manager in accordance with reference (a).

2. Maintain the Marine Corps PQDR screening point and monitor/facilitate processing of PQDRs in accordance with the timelines outlined in reference (k).

3. Manage and maintain technical guidance, assistance, and training on the Marine Corps PQDR Program.

4. Analyze and publish PQDR trend analyses associated with data quality, reliability, and maintainability, supplier performance correlated with contractor or government-caused deficiencies.

5. Assist origination, screening, action and support point with PQDR exhibit processing.

6. Initiate PQDRs when applicable.

(c) Marine Corps Systems Command (MARCORSYSCOM) and Program Executive Officers (PEOs)

1. Maintain PQDR action point in order to investigate and resolve reported deficiencies and monitor/facilitate processing of PQDRs in accordance with the timelines outlined in reference (k).

2. Review and evaluate trend analyses received from MARCORLOGCOM and provide recommended action.

(d) Commanders, U.S. Marine Forces (MARFORs)

1. Establish a central PQDR Originating Point within the Maintenance Management Office or designated maintenance commodity in order to ensure a managed central process.

2. Establish a PQDR training program which addresses all aspects of PQDR functions.

3. Provide feedback on deficiencies or initiatives within maintenance procedures, concepts and plans, policy, technical data, equipment design, or logistics chain processes to the appropriate authority via official channels.

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## 5. Administration and Logistics

a. Recommendations concerning the contents of this Order are invited. Such recommendations will be forwarded to the Deputy Commandant of the Marine Corps, Installations and Logistics (DC I&L), Logistics Plans, Policy and Strategic Mobility Division (LP) via the appropriate chain of command.

b. Records created as a result of this Order shall be managed according to National Archives and Records Administration approved dispositions per reference (n) to ensure proper maintenance, use, accessibility and preservation, regardless of format or medium.

c. The generation, collection or distribution of personally identifiable information (PII) and management of privacy sensitive information shall be in accordance with the Privacy Act of 1974, as amended, per references (o) and (p). Any unauthorized review, use, disclosure or distribution is prohibited.

## 6. Command and Signal

a. Command. This Order is applicable to the Marine Corps Total Force.

b. Signal. This Order is effective the date signed.



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