

DEFENSE LOGISTICS AGENCY  
DEFENSE LOGISTICS SUPPORT COMMAND  
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FORT BELVOIR, VIRGINIA. 22060-6221

June 24, 1998

REPLY  
REFER TO

DLSC-LEQ

MEMORANDUM FOR DSCC-V  
DSCP-OMPT  
DSCR-V  
DISC-AETQ

SUBJECT: Revised Customer Depot Complaint System (CDCS) Codes for Use in Product  
Quality Deficiency Report (PQDR) Investigations

Attached document identifies cause, correction to cause, discrepancy and disposition codes required for use in documenting PQDR information/actions in the CDCS. Note that revisions are highlighted in bold-face type. Codes apply only to PQDRs and not to other discrepancy reports. Effective no later than July 1, 1998, PQDR action point investigators shall use the attached codes in all PQDR openings, updates and closures. Centers are not obligated to retroactively revise codes that are currently loaded into the system. It is noted that Supply Centers may elect to use selected disposition codes for their Center.

We are taking this action due to Inspector General (IG) Report on the Defense Logistics Agency (DLA) Product Quality Deficiency Reporting (PQDR) Program, (Project No. 7CF-0027). Recommendation A5 stated: "Revise the customer depot system's cause, disposition and action codes and replace them with more descriptive codes for deficiency." DLA concurred in the recommendation. The DLA PQDR Process Action Team (PAT) redefined CDCS codes as attached for use in PQDR investigations.

Revised codes will be listed in the DLAI 4155.2. Point of contact is Lynn Harris at DSN 427-2635.

THOMAS RIDGWAY  
(Acting) Assistant Executive Director  
Logistics Engineering & Technology Programs

Attachment