



Maintenance

DEFICIENCY REPORTING SYSTEM

COMPLIANCE WITH THIS INSTRUCTION IS MANDATORY

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*This wing instruction establishes the procedures to identify and report deficiencies on hardware, software, mission critical computer systems, vehicles, clothing and textiles. The new program the wing will implement is the Deficiency Reporting Entry and Mail System (DREAMS). It uses a Microsoft Word® interface that allows the originator to create and change the deficiency reporting (DR) data as required using their computer and Microsoft Word®. It implements AFPD 21-1, *Managing Aerospace Equipment Maintenance*. It also references T.O.00-35D-54, *USAF Deficiency Reporting and Investigating System*, T.O. 00-20-1, *Preventive Maintenance Program General Policy Requirements and Procedures*, and AFCSM 21-578, Vol 2, *Core Automated Maintenance System (CAMS) Product Quality Deficiency Reporting System Users Manual*. This instruction applies to all personnel assigned to the 419th Logistics Group (LG) and 419th Operations Group (OG).

SUMMARY OF REVISIONS

Defines what tags and information are required on the DR exhibit for shipping (**paragraph 2.1.1.**); changed report processing procedures from CAMS to DREAMS (**paragraph 2.1.2.**); defined DREAMS process (**paragraph 3.1.**); adds QA Product Improvement Manager (PIM) responsibility (**paragraph 4.2.3.**). An * indicates revisions from the previous edition.

1. Definitions:

1.1. **Category I Deficiency Report (DR).** A report of deficiency that, if uncorrected, would cause death, severe injury, major loss, or damage to equipment or a weapons system.

1.2. **Category II Deficiency Report (DR).** A report of deficiency which is attributable to errors in workmanship, non-conformance to specifications, drawing standards, other technical requirements, or does not meet the criteria of a CAT I.

1.3. **Initial Acceptance DR.** Is an abbreviated DR used to report critical or major defects found by the using activity during acceptance inspection on assets received from depot maintenance facilities, either contract (fixed facility and contract field teams) or organic as prescribed by T.O. 00-20-1.

2. Responsibilities:

2.1. **Originator:** The individual, workcenter, or shop who discovers a deficiency:

*2.1.1. Tags exhibit with two DD Forms 1575, **Suspended Tag – Material**, two DD Forms 2332, **Product Quality Deficiency Report Exhibit Tag** and DR information sheet received from quality assurance (QA) office (PIM).

*2.1.2. Completes and forwards the draft report using DREAMS to QA office, adhering to the time frame established in T.O. 00-35D-54. The workcenter supervisor is responsible for ensuring all DRs are reviewed for factual data and the DR exhibit is properly handled and turned into supply.

2.2. Quality Assurance (PIM):

2.2.1. Certifies validity of the report. Verifies security classification, and ensures completeness and accuracy of the draft DR, completes two DD Forms 1575, and two DD Forms 2332.

2.2.2. Ensures the originator turns exhibit into supply when shipping instructions are received.

2.2.3. Submits the unclassified report to the appropriate database via approved automated means by the time frame established in T.O. 00-35D-54.

2.2.4. Conducts a critical review with originator of deficiency reports returned with an unsatisfactory answer.

2.2.5. After critical review of DR, determines whether to submit additional information.

3. Processing Deficiency Report Data into the Automated System (GO21 Database):

*3.1. **DR Automated System.** Once the originator has completed draft DR using DREAMS and forwards to the PIM, the PIM completes the DREAMS document by adding the required information, the DR is then e-mailed to the GO21 database. When the DR is received into GO21 the PIM receives an accession number for that DR, this data and DR information is filed in the QA office, the DR is reviewed by the PIM for shipping instructions and updates.

3.2. **DR Manual System.** If the automated system is not accessible, DREAMS worksheets are available in QA for manual deficiency report preparation as prescribed by the guidelines established in T.O. 00-35D-54.

4. Processing of Exhibits:

4.1. **Originating Point Responsibility:**

4.1.1. An information only DR can be submitted if an exhibit is not available.

4.1.2. Ensures that exhibits containing fuel, hydraulic fluid, oil, or any other liquid are properly drained, processed, and wrapped (caps and plugs installed and preservation measures taken) before being turned into supply.

4.1.3. Conventional munitions that are too dangerous or hazardous to retain are photographed prior to their disposal and the photos submitted with the DR for use in lieu of an exhibit.

4.1.4. Ensures the exhibit is properly stored, until such time that it can be processed to the exhibit storage point at OO-ALC.

NOTE: It is essential that those exhibits comprised of failed metal parts receive exceptional care, in handling and packaging to preserve failure evidence. Exhibits for quality DR's may be locally repaired when the repair is within the normal capability of the organization originating the DR. When repair is attempted, the repair action is described in the report. If the attempted repair is not successful, the item does not qualify as an exhibit and therefore should be processed according to its condition. Repair should not be attempted unless there is a critical need for the repaired product. Without an exhibit to determine the cause of a deficiency, corrective action may be impossible. Do not attempt to repair exhibits for DR's dealing with material deficiencies.

4.2. Originating Point QA (PIM) responsibility:

4.2.1. Ensures that requirements listed in paragraph 4.1 are completed.

4.2.2. Upon receipt of exhibit disposition instructions, ensures the exhibit is processed through supply for investigation. Notifies the action and or the support point (ALC/Contractor) of the shipping information for the exhibit.

*4.2.3. Monitors open DR's in GO21 database.

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