



Food Service Equipment & Deployable Field Support



What areas do we cover?

Food Service Equipment

- Refrigerators, dishwashers, coffee makers, ice machines...
- Dining facilities, ships
- Commercial and modified commercial equipment

Deployable Field Support

- Modern Burner Unit (MBU), Tray Ration Heater (TRH), field kitchen spare parts & components...
- Troops in training and in the field
- Developed in coordination with Natick and Services for military use



How to search for a National Stock Number (NSN) ?

- Case 1... Do we have an NSN?
- Case 2... Do we need some type of equipment and we don't have an NSN?
- Case 3... We need an item that is Navy Ship Usage (NSU)
- Case 4... We need some type of equipment in which we don't have a NSN that matches the equipment we want? In this case we have to CREATE a NSN?



Do we have an NSN?

Case 1

Normally you have 3 ways to access this information...

- WebFlis
 - http://www.dlis.dla.mil/WebFlis/pub/pub_search.aspx
- FedLog
 - Series of CDs which lag WebFlis on average by 6 mos.
- Haystack
 - A website but still lags WebFlis by 6 mos.
 - <https://dscpweb.dscp.dla.mil/ce/ihs/>



Do we need some type of equipment and we don't have an NSN?

Case 2

Normally you have 3 ways to access this information

- WebFlis
 - http://www.dlis.dla.mil/WebFlis/pub/pub_search.aspx
- FedLog
 - Series of CDs which lag WebFlis on average by 6 mos.
- Haystack
 - A website but still lags WebFlis by 6 mos.
 - <https://dscpweb.dscp.dla.mil/ce/ihs/>



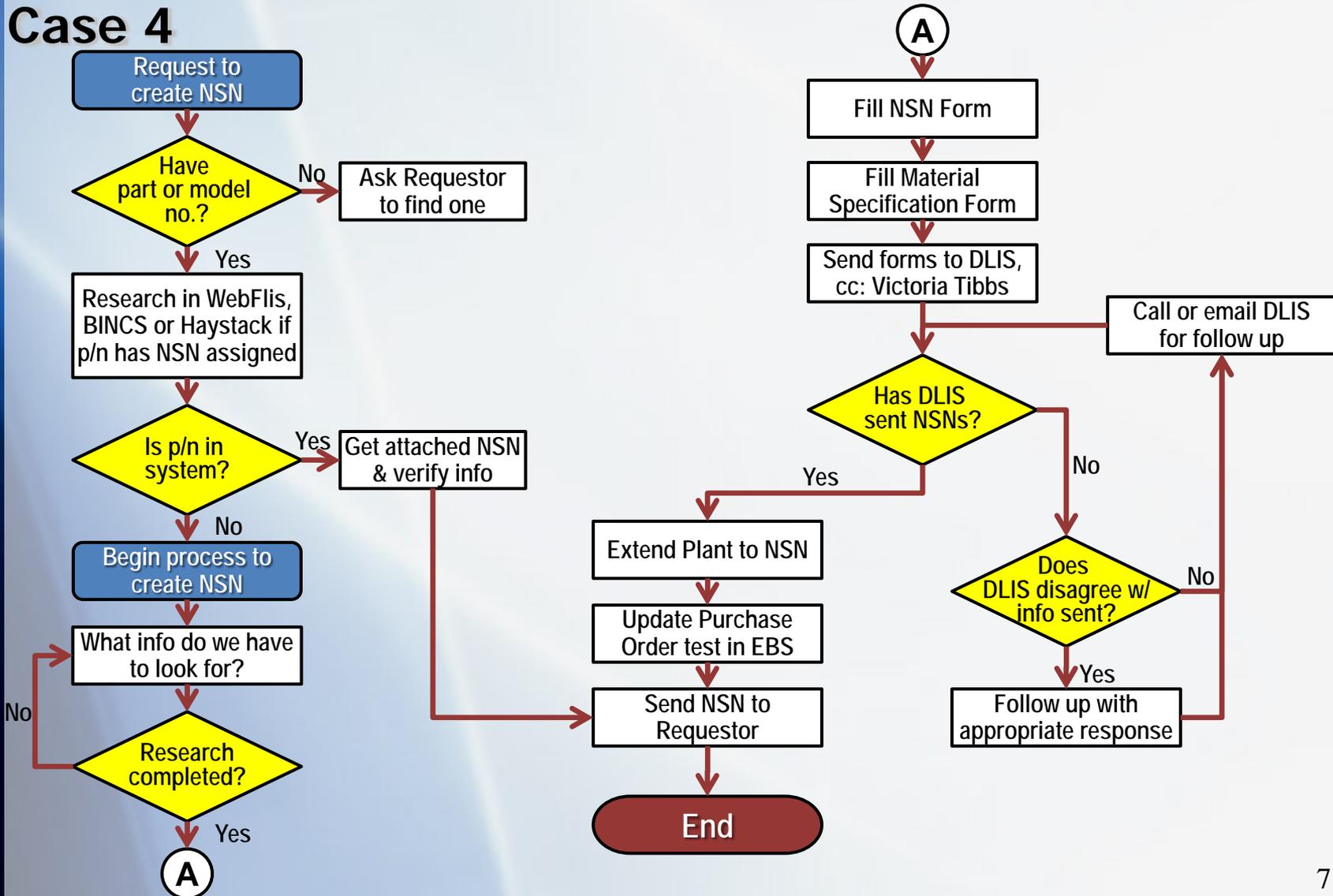
We need an item that is Navy Ship Usage (NSU) Case 3

- Using the WebFlis link
 - http://www.dlis.dla.mil/WebFlis/pub/pub_search.aspx
- Using the Navy's catalog
 - <https://90machinery.navsses.navy.mil/habitability/fsc/home.asp>



We need some type of equipment in which we don't have a NSN that matches the equipment we want? In this case we have to CREATE a NSN?

Case 4





Challenges: Quality concerns in Food Service Equipment

A 4-part problem

- Incomplete information submitted at time of NSN request
- Defense Logistic Information System (DLIS) way of handling request and communication with EBS
- An inadequate database for management of these NSNs
- There is no job functions assigned



Incomplete information submitted at time of NSN request

Challenge 1

- 1) CAGE unknown
- 2) Price unknown
- 3) Incorrect dimensions
- 4) Incorrect part number
- 5) Incorrect model number
- 6) Unknown manufacturer
- 7) Website not updated therefore it will have the wrong price and/or price number
- 8) No Item Name Code (INC) available
- 9) Incorrect Name
- 10) Manufacturer no longer produces the item



DLIS way of handling request and communication with EBS

Challenge 2

- DLIS assigning an employee that distributes the workload to different employees
- They are reinvestigating what we send to them
- After they send the serial number we have to do a series of steps in order to have the information in EBS and therefore make it a workable number



An inadequate database for the management of these NSNs

Challenge 3

- WebFlis most commonly used
 - Not user friendly for cross referencing information needed
- Navy's catalog database also used
 - Same issues such as items no longer available by the manufacturer or that have evolved into new model numbers
- Sometimes model or part number cannot be seen on the catalog
 - However when you send the request for information in writing to the Navy they will say it is NSU approved
 - Navy's response is not always fast
- Information outdated
 - Sometimes we call the manufacturer and product is no longer being produced or there is a new model available



Problems with Quality Notifications

- No points of contact
- Insufficient information in order to understand the problem
- Mixing PQDRs as SDRs or vice versa
 - Subsistence receives an average of 75 requests annually
 - Of this, an average of 65 of them (or 86%) are SDRs and an average of 10 or 14% are PQDRs
 - We also get approximately 10% of mix ups
 - This is around 7 to 8 claiming SDRs when they were in reality PQDRs or vice versa



Problems with Quality Notifications

What is a Product Quality Deficient Report (PQDR)?

- Used to report a product defect (i.e. due to deficiencies in design, specification, material, manufacturing, and workmanship) or nonconforming condition such as improper packaging
- SF 368 form or format used to record and transmit product quality deficiency data
- PQDR program governed by joint regulation DLAR 4155.24
- DLA recognizes 4 different types of PQDRs



Problems with Quality Notifications

4 Types PQDRs

- **Z0... Category I PQDR**
 - SF 368, phone call or message
 - Report of a critical defect, which may cause death, injury, or severe occupational illness
 - Would cause loss or major damage to a weapon system
 - Critically restricts the combat readiness capabilities of the using organization
 - Or any defect which would result in a production line stoppage
- **Z1... Category II PQDR**
 - SF 368, phone call or message
 - Report of product quality deficiency that does not meet criteria set forth in Category I
 - Normally used for reporting major and minor defects
 - Submitted from field
- **Z4... DLA Quality Audit Category II**
 - Generated by Product Verification Office
 - Result of lab testing deficiency
- **ZB**
 - DSCR uses for industrial plant equipment PQDR (SF 368)



Problems with Quality Notifications

What is a Supply Deficiency Report (SDR)?

Investigation of a Supply Discrepancy Report (SDR), PQDR or test failure report indicates non-conforming material is suspected to be in DLA and customer supply systems



Problems with Quality Notifications

Example of Mix Up Cases

Missile case...

- Maverick missile was delivered to San Diego
- PQDR sent in for illegible markings
- SDR?...



Initiatives

Applying Value Engineering

- Food Service Equipment catalog being designed to address current inconveniences
- Project began 20 Jul 2011
- Projected completion... Feb 2012

DEFENSE LOGISTICS AGENCY

AMERICA'S COMBAT LOGISTICS SUPPORT AGENCY

