



**OPERATIONS MANUAL**

**FAILURE EXPERIENCE  
DATA**

**CHAPTER 7**

**OCTOBER 2000**

**GOVERNMENT-INDUSTRY DATA EXCHANGE PROGRAM**



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October 2000

## GIDEP OPERATIONS MANUAL

### CHAPTER 7 FAILURE EXPERIENCE DATA

#### 7.1 INTRODUCTION.

This chapter of the GIDEP Operations Manual is intended to provide guidance for originating and processing Failure Experience Data (FED) reports. FED provides information about problems, potential problems and failure experience data on parts, components, materials, manufacturing processes, specifications, computer software, test equipment and safety. FED is exchanged to improve quality, reliability, and delivery schedules and to reduce costs. A flow chart outlining the suggested decisions necessary to determine the type of report to issue is provided in Figure 7.1. If you have questions or need assistance in completing any report, please contact the GIDEP Operations Center FED Manager.

#### 7.2 POLICY FOR NON-CONFORMING MATERIALS.

The Office of Management and Budget, Office of Federal Procurement Policy issued OMB Policy Letter 91-3. This letter established policies and procedures for exchanging information about non-conforming products among agencies via the Government-Industry Data Exchange Program. The letter made it mandatory to exchange information among agencies about non-conforming products. The Government-Industry Data Exchange Program (GIDEP) was identified as the central database for receiving and disseminating information about such products.

#### 7.3 OBJECTIVE.

The objective of issuing failure experience reports is to preclude the integration of non-conforming items in government and industry systems and inventory. The ALERT, SAFE-ALERT, or Problem Advisory is not to be used as a corrective action document. These documents are intended to inform others that a problem situation exists and to prevent usage of problem products. Whenever possible, problems are identified by specific lot date codes of products. Government and industry buyers need to be made aware that these items may exist in manufacturer or distributor stocks or in the user's inventory. In some cases, the items may generally work well in some applications, but malfunction in other applications. The watchword for products that have ALERTs, SAFE-ALERTs, Problem Advisories or Agency Action Notices issued against them, is to use prudent technical judgment before using them. If in doubt, the GIDEP participant is urged to contact the manufacturer for more information regarding the affected product or service.

#### 7.4 DEFINITIONS. The following definitions are applicable to FED reports:

- AGENCY ACTION NOTICE. An Agency Action Notice redistributes problem information issued by a Government Agency to GIDEP participants. Agency Action Notices may have a restricted distribution.
- ALERT. An ALERT reports a problem with parts, components, materials, specifications, software, facilities, manufacturing processes or test equipment that can cause a functional failure.

- CRITERIA. Where identified, criteria are the bases by which FED reports are determined to be acceptable for distribution by GIDEP.
- GUIDELINES. Guidelines are the procedures followed during the generation and processing of FED reports.
- LESSON LEARNED. A Lesson Learned document describes a good work practice or innovative approach that is captured and shared to promote repeat application. A lesson learned may also be an adverse work practice or experience that is captured and shared to avoid recurrence.
- NON-CONFORMING PRODUCT. A non-conforming product, process, software or material (non-conforming product) is a product, process or material that does not meet manufacturing specifications, design, composition, or contractual requirements.
- PROBLEM ADVISORY. A Problem Advisory reports a problem with parts, components, materials, manufacturing processes, specifications software, manufacturing processes or test equipment that has an unknown or low probability of causing problems for other users.
- SAFE-ALERT. A SAFE-ALERT reports a non-conforming item, product or situation that creates a safety hazard for personnel or equipment.

7.5 GENERAL GUIDELINES. The following general guidelines apply to all FED reports:

- a. The report must be of general interest to the GIDEP community, which includes DOD, Federal Agencies and Departments, government activities and industry participants.
- b. These guidelines apply equally to government supplies including military, general supply and Commercial Off-The-Shelf (COTS), nondevelopmental items (NDI), and services.
- c. Reports will be submitted in a timely fashion. Reports should be submitted no more than sixty (60) days from time of discovery of the non-conforming or defective item to preclude further loss to government and industry users.
- d. It is highly recommended that you have your legal department review any draft FED report before sending to the manufacturer and/or submittal to the Operations Center.
- e. Items and services uniquely acquired for a specific application or use, and known not to be used by anyone else, will not be reported through GIDEP. If you are unsure whether the item may be similar to one used for another application modified only by the color or slight change of form or fit, you should report the non-conforming item or service using the applicable form.
- f. The preferred media for submission of FED reports is by electronically transmitted files. The forms for FED submittal are included in Chapter 7 in the on-line Operations Manual. Copies may also be obtained by contacting the GIDEP Operations Center.
- g. If you need assistance in applying these procedures to your situation, consult the FED Manager at the GIDEP Operations Center, Corona, California, phone (909) 273-4677 or DSN 933-4677.
- h. If the item or service was supplied by a distributor, the FED report must still be coordinated with the original manufacturer where the defect was generated, except where the non-conformance was created as result of value added processes or operations. The objective is to correct the cause of the problem and prevent similar non-conforming items from entering the original equipment manufacturer's inventory or government supply systems.
- i. Accompanying photographs must be an original copy. Xeroxed copies are not acceptable.

j. GIDEP does not perform technical analysis on the information provided by an originator or by a manufacturer. It is the responsibility of the originator to ensure that only known facts related to the non-conformance are provided in the report.

## 7.6 ALERTS AND SAFE-ALERTS.

7.6.1 CRITERIA. ALERTs and SAFE-ALERTs should meet the following criteria:

- a. The FED reports a problem or an actual failure, or a problem with a high probability of failure, with a part, component, material, specification, or process that is of immediate concern to other participants.
- b. The FED must report the primary failure, not the secondary failure that may be a consequence of the root cause of equipment or processes failing.
- c. The failure must have occurred while the item was being operated within specification limits.
- d. The problem or failure resulted from an inadequate, incorrect, or easily misunderstood specification.
- e. The problem or failure was a result of a deficiency in production, quality inspection, testing, handling, sampling inspection or specification which lead to delivery of non-conforming or problem parts, units, or materials.

7.6.2 GUIDELINES. The following guidelines apply when the generating these reports:

- a. Reports are normally issued by the activity experiencing or observing the problem. This can be the end product user, systems manufacturer, or the item manufacturer. In some cases, the report may be issued by a government activity with detailed knowledge of the problem. Supporting data and samples of non-conforming products will be provided, whenever possible, to assist the producer to respond. Reports may be submitted by activities that are not participants in GIDEP.
- b. The manufacturer must be notified, in writing, of your intent to issue an ALERT or SAFE-ALERT. (See Appendix C for a sample notification letter.) It is recommended that the notification be sent by registered mail to the Director (manager) of Quality Assurance, or the equivalent.
- c. Allow a minimum of fifteen (15) working days for the manufacturer or supplier to respond (except for SAFE-ALERTs). If the manufacturer (or distributor) provides a response at a later date, the report shall be followed up with an amendment (see paragraph 7.10).
- d. In order to promulgate information as quickly as possible, SAFE-ALERTs should be issued concurrently with coordination with the manufacturer. When the manufacturer provides a response to the notification letter, an amendment to the original report shall be issued.
- e. Submit a signed copy of GIDEP Form 97-1 (see Figure 7.2). If the report is submitted electronically, GIDEP will authenticate the report by whatever means available (e.g., by requesting a signature via Fax - (909) 273-5200 or DSN 933-5200.)

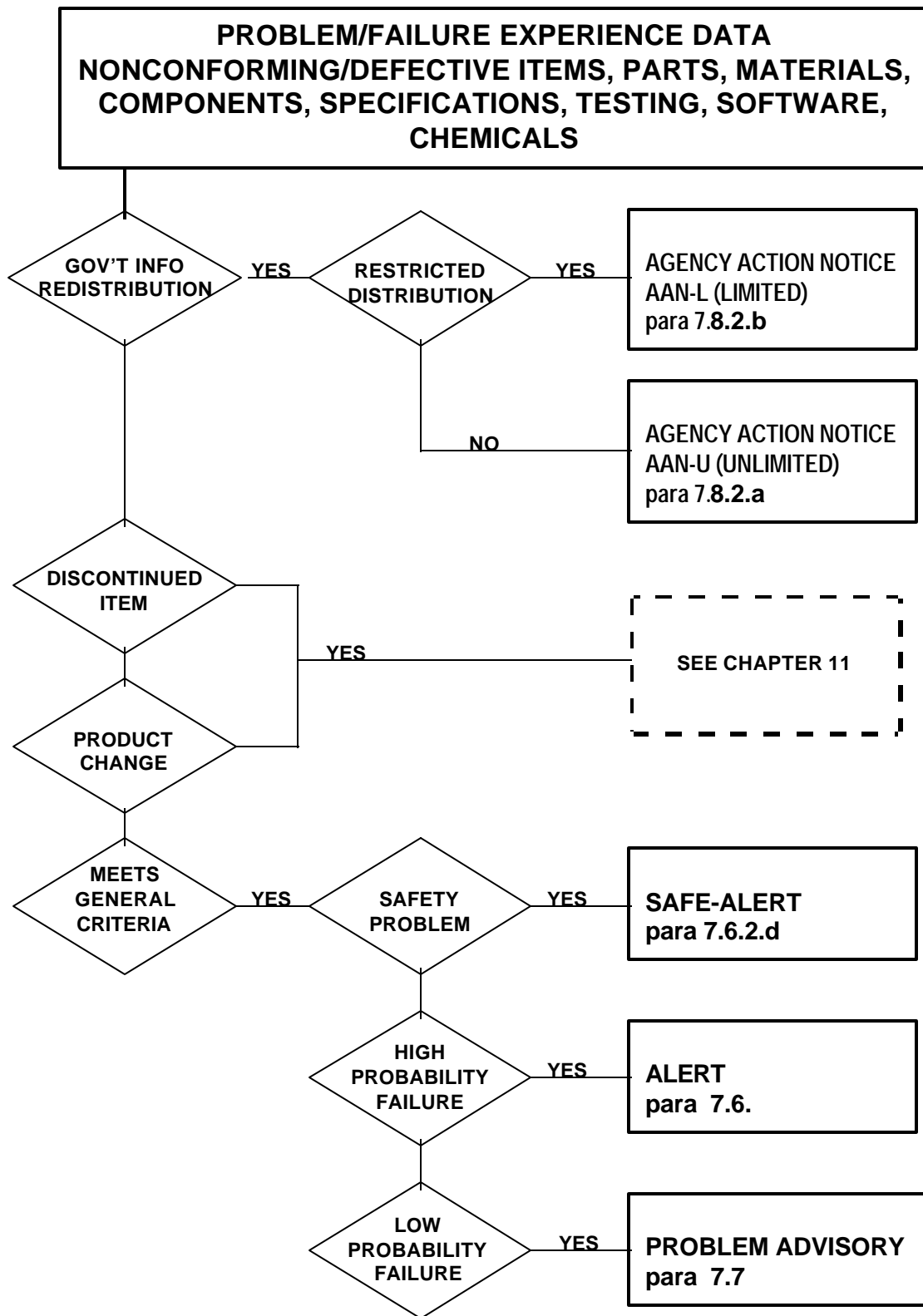


Figure 7.1 Failure Experience Data Decision Tree

- f. Provide as much factual information as possible regarding the non-conformance, applications involved, conditions during which the failure occurred, etc. The more information that an originator provides, the less work required by the participants receiving the report.
- g. Provide supporting data such as applicable laboratory analysis/failure analysis reports, when available.
- h. When submitting an ALERT/SAFE-ALERT (note that it is the same form, except for the title), attach a copy of the notice to the manufacturer together with the manufacturer's response (if available). Although the manufacturer's response does not have to be in agreement with your organization's findings and analysis, you must include this information to give participants as broad a perspective of the issues as possible.
- i. Non-conformances for which a manufacturer cannot be identified shall NOT be reported using an ALERT or SAFE-ALERT. These situations shall be reported via a Problem Advisory, Agency Action Notice, or Lessons Learned, as appropriate.
- j. Do not report receiving inspection non-conformances unless a trend or the problem may be of concern to other participants.
- k. Do not report defective items that are procured uniquely for one application, unless a generic problem of concern to other participants is indicated.
- l. SAFE-ALERTs are issued under the same criteria and guidelines as ALERTs except that the SAFE-ALERT reports a problem, failure or non-conformance, which in the opinion of the submitter could result in the loss of life, personal injury, or significant damage to equipment or facilities.
- m. Instructions for preparing GIDEP Form 97-1 for a SAFE-ALERT or ALERT are provided in Appendix A.
- n. Include a copy of the notification letter to the manufacturer with your signed ALERT or SAFE-ALERT submittal together with the manufacturer's response (if received). The notification letter is kept on file by the Operations Center and is not included in the database entry.

## 7.7 PROBLEM ADVISORIES.

### 7.7.1 CRITERIA.

- a. Reports a problem with parts, components, materials, manufacturing processes, specifications or test equipment that has an unknown or low probability of causing functional failure.
- b. Known non-conforming items or services that can be expected to cause functional failures shall be reported as an ALERT.

### 7.7.2 GUIDELINES.

- a. Reports are normally issued by the activity observing the problem. This can be either the product user or manufacturer. In some cases, the report may be issued by a government activity with detailed knowledge of the problem. Supporting data should be provided when applicable. Include manufacturer or distributor information as appropriate.
- b. Problem Advisories will be prepared using GIDEP Form 97-2 (see Figure 7.3).
- c. Notify the manufacturer, in writing, of your intent to issue a Problem Advisory. (See Appendix C for sample notification letter.) It is recommended that the notification be sent registered mail or by FAX. Allow a minimum of fifteen (15) working days for the manufacturer or supplier to respond. If the manufacturer or supplier does not respond, issue the report and follow-up with an amendment when a response is received. The manufacturer's response does not have to be in agreement with your organization's findings and analysis
- d. Provide supporting data such as applicable laboratory analysis/failure analysis reports, if available.
- e. Include a copy of the notification letter to the manufacturer with your signed Problem Advisory submittal together with the manufacturer's response (if received). The notification letter is kept on file by the Operations Center and is not included in the database entry.

## 7.8 AGENCY ACTION NOTICES.

### 7.8.1 CRITERIA.

- a. AANs may only be issued by government agencies and activities.
- b. AANs will be prepared on GIDEP Form 97-3 (see Figure 7.4).
- c. AANs may be either limited distribution or unlimited distribution. Unlimited AAN's are distributed to all GIDEP participants. Limited distribution AANs may be restricted to access by designated government agencies and/or contractors. Questions regarding specific access should be directed to the Operations Center.
- d. GIDEP does not distribute information classified Confidential or Secret, or higher.

### 7.8.2 GUIDELINES.

- a. AANs may unilaterally direct government recipients to take specific actions. As an example, an AAN could notify GIDEP government recipients that procurements with a company have been suspended due to litigation or fraud.
- b. Limited distribution AANs will be distributed as directed by the submitting agency.
- c. Government agencies are encouraged to coordinate AANs with manufacturers, as appropriate.
- d. Notices must redistribute information that is timely, such that other agencies and activities can act on the information before the situation or problem is encountered or becomes worse.

### 7.9 LESSONS LEARNED.

7.9.1 CRITERIA - Lessons Learned (LL) documents may be submitted by participating government or industry activities.

7.9.2 GUIDELINES - A general outline of an LL should include (but is not limited to): 1) a description of the situation that lead to the lesson learned report, and 2) a suggested local approach to preclude future occurrences of the event that lead to the lesson learned.

7.9.3 FORMAT - There is no FED form, or specific format, for submission of Lessons Learned documents.

### 7.10 FED AMENDMENTS.

- a. Amendments may be made any time after an FED document has been placed in the GIDEP database. Amendments may be made by either the originator or the manufacturer/activity against which the document has been written.
- b. The steps in this process include:
  - 1) The Operations Center will either e-mail or fax the entire proposed amendment to either party appropriate to who is initiating the amendment, i.e., the originator of the FED, or the cited manufacturer/activity; before entry into the database (unless there is obvious communication between the associated parties).
  - 2) Five (5) working days are allowed for acknowledgement to proceed. Note: this does not mean that the appropriate party has to agree with the proposed amendment. This a courtesy provided to them so that they are not "blind-sided".
  - 3) If no acknowledgement is received after five (5) business days, the involved parties are called to tell them that the time has elapsed and that the proposed amendment will be inserted into the database.
  - 4) A phoncon record is placed in the in-house document file to document attempts at communication.

#### 7.11 ELECTRONIC REPORTING.

The templates for generating the forms for FED reports are available as part of Chapter 7 of the Operations Manual found on-line at <http://members.gidep.org>. The forms simplify the generation of ALERTs, SAFE-ALERTs, Problem Advisories and Agency Action Notices. Submittal of electronic FED reports assists the GIDEP Operations Center during processing of reports, speeds up processing and reduces the cost of operating the GIDEP database. It is requested that whenever possible, FED reports be submitted electronically to GIDEP. Hardcopy format will also be accepted. ALERTs, SAFE-ALERTs and Problem Advisories must include:

- a. The completed form.
- b. A signed copy of the notification letter sent to the manufacturer (See Appendix C).
- c. All supporting documentation including failure analysis, laboratory and risk analysis reports.
- d. All of the manufacturer's response documentation (even if it does not agree with your position or is negative). The report should be able to stand on its own and be capable of being judged on the merits of the information presented.
- e. GIDEP will review the report for completeness and consistency with the database format requirements. Major changes to the report are coordinated with the submitter; minor changes to nomenclature and document dates are not coordinated with the submitter.

#### 7.12 WWW-BASED RETRIEVAL SYSTEM.

GIDEP is an on-line information service accessible via the Internet for government and industry participants. FED information is made available via the GIDEP WebPages to GIDEP users. The users may download part number information, report text, or images of individual reports. GIDEP does not provide Internet navigation software. Participants may request to receive weekly "pushed" FED summaries. Participants may also request "Batch Match" processing of their internal parts lists, either on a one-time or continuing basis, against FED or all types of GIDEP documents.

#### 7.13 REDISTRIBUTION OF REPORTS.

FED reports issued by GIDEP are limited to GIDEP participants in the United States and Canada. FED reports will not be sent to contractors/suppliers/government activities outside the United States and Canada. See Chapter 1, Program Summary, Paragraph 1.11, Distribution, for required control of redistribution of GIDEP information.

**APPENDIX A**

**INSTRUCTIONS**  
**FOR**

**COMPLETING**

**ALERT/SAFE-ALERT/PROBLEM ADVISORY**  
**FORMS**



GOVERNMENT - INDUSTRY DATA EXCHANGE PROGRAM

# ALERT

1. TITLE (Class, Function, Type, etc.)		2. DOCUMENT NUMBER
		3. DATE (DD-MMM-YY)
4. MANUFACTURER AND ADDRESS	5. PART NUMBER	6. NATIONAL STOCK NUMBER
	7. SPECIFICATION	8. TYPE DESIGNATOR
	9. LOT DATE CODE START	10. LOT DATE CODE END
11. MANUFACTURER'S POINT OF CONTACT (POC)	12. CAGE	13. MANUFACTURER'S FAX ( )
14. MFR. POC PHONE ( )	15. MANUFACTURER'S E-MAIL	
16. CROSS REFERENCE VENDOR	17. CROSS REFERENCE CAGE	18. CROSS REFERENCE PART
19. PROBLEM DESCRIPTION / DISCUSSION / EFFECT		
20. ACTION TAKEN/PLANNED		
21. DATE MFR. NOTIFIED	22. MANUFACTURER'S RESPONSE <input type="checkbox"/> REPLY ATTACHED <input type="checkbox"/> NO REPLY	23. ORIGINATOR ADDRESS/POINT OF CONTACT
24. GIDEP REPRESENTATIVE	25. SIGNATURE	26. DATE

GIDEP Form 97-1 (October 2000)

Figure 7.2 ALERT/SAFE-ALERT Data Form (GIDEP Form 97-1)



**INSTRUCTIONS FOR COMPLETING  
ALERT/SAFE-ALERT/PROBLEM ADVISORY FORMS**

BLOCK NO.

INSTRUCTION

**1. TITLE (Class, Function, Type, etc.)**

Enter the class, function, type, etc., of the item, part, component, material, chemical, software, specification or process which is non-conforming. (Use DLA Handbook H2/H6 for guidance or contact the GIDEP Operations Center for assistance.)

**2. DOCUMENT NUMBER**

Enter the ALERT/SAFE-ALERT/Problem Advisory number. The number is composed of your participant code (See Roster); a dash; the letter 'A' for ALERT, 'S' for SAFE-ALERT; or 'P' for Problem Advisory followed by a dash; the government fiscal year (October to September); a dash; and your next sequence number. If you are amending the report, add a letter starting with 'A', in ascending order.

Examples:            S3-A-94-01            WR-S-94-03A            F3-P-97-01

**3. DATE**

Enter the date that the report is prepared. Date format is DD-MMM-YY.

Example:            20-AUG-96

**4. MANUFACTURER**

Enter the name of the manufacturer (or distributor) of the item or service described in block **19**, including the address. If more than one manufacturer or distributor is being cited, submit a separate report for each manufacturer. If a specification is the cause of the non-conformance, cite the cognizant authority that issued the specification.

**5. PART NUMBER**

Enter the part number of the original manufacturer or the value added manufacturer, depending on the origin of the non-conformance or defect.

**6. NATIONAL STOCK NUMBER**

Enter the government's National Stock Number(s) (NSN) for the parts. If unknown, enter the Federal Stock Class (FSC). Use DLA Handbook H2/H6 or CD-FICHE if available. The GIDEP Operations Center will review CD-FICHE for NSN's that may match part numbers identified in the report.

**7. SPECIFICATION**

Enter the procurement specification number to which the item was acquired or manufactured. For Commercial Off-The-Shelf (COTS) items, the referred-to specification must have previously been published. If the specification caused the non-conformance, indicate the responsible agency or activity in Block 4.

**8. TYPE DESIGNATOR**

Enter the alpha/numeric designator of the known system(s) that may be affected by the non-conformance.

Examples:            AN/USM-406C            AGM-88A

**9. LOT DATE CODE START**

Enter the beginning lot date code when the manufacturer suspected non-conforming items began to be manufactured. Serial numbers and lot numbers should be included in the Block 19 discussion, if applicable. The date format will normally be YYWW where Y is the year and W is the week.

**10. LOT DATE CODE END**

Enter the latest lot date code identified with the reported non-conformance.

**11. MANUFACTURER'S POINT OF CONTACT (POC)**

Enter the name of the point of contact (POC) at the manufacturer's plant that should be contacted for information.

**12. CAGE**

Enter the CAGE (Commercial and Government Entity) Code for the company location where the parts were manufactured (see DLA Handbook H4/H8).

If the CAGE Code is unknown or doesn't exist, enter NONE. The Operations Center will verify the submitted CAGE Code, if any.

**13. MFR. FAX**

Enter the phone number of the manufacturer's POC facsimile (FAX) machine.

**14. MFR. POC PHONE**

Enter the phone number of the manufacturer's POC (current as of date of document)

**15. MFR. E-MAIL**

Enter the e-mail address of the manufacturer's POC (current as of date of document)

**16. CROSS REFERENCE VENDOR**

Enter the name of the vendor from whom the part was purchased, if any.

**17. CROSS REFERENCE CAGE**

Enter the CAGE number of the vendor from whom the part was purchased, if any.

**18. CROSS REFERENCE PART**

Enter the vendor's part number such as a Source Control Drawing (SCD).

**19. PROBLEM DESCRIPTION/DISCUSSION/EFFECT**

Describe as accurately and concisely, as possible, the types of item(s) involved, number of items manufactured or involved, number of items tested, number of items non-conforming or failed, failure mode exhibited and cause of failure based upon your failure analysis. Provide any detailed information that may help GIDEP users determine if similar conditions may exist at the plant or

activity. Attach any documentation including test reports, failure analysis, Scanning Electron Microscope (SEM) reports, field reports, photographs, etc. Include all correspondence with the manufacturer, distributor and other participants that may help to resolve the problem. If the originator is aware of a previously published FED on the same general problem, the document number(s) should be referenced in this block. Note! The manufacturer's or supplier's analysis of the problem, non-conformance, defect or safety condition cited does not have to agree with the originator's technical review. If the specification is the cause of the problem, describe the difficulty encountered when using the document. ALERTs/SAFE-ALERTs/Problem Advisories being reissued to provide supplemental information or the manufacturer's response or information received from another source (participant) will contain the statement, "ALERT (or, SAFE-ALERT/Problem Advisory) IS AMENDED TO INCLUDE (*state reason*)". SAFE-ALERTs issued concurrently with letter of notification to the manufacturer, will contain the statement, "SAFE-ALERT IS ISSUED CONCURRENTLY WITH NOTIFICATION TO THE MANUFACTURER."

## **20. ACTION TAKEN/PLANNED**

Describe actions your organization or the manufacturer is taking, or plans to take, to resolve the problem and prevent recurrence of the non-conformance, defect, or problem. Do not include statements such as "Manufacturer not recommended as a source". Do not make recommendations for actions that GIDEP participants should take regarding the issue.

## **21. DATE MFR. NOTIFIED**

Enter the date of your letter of notification to the manufacturer. The date entered shall correspond to the latest copy of the notification provided to the Operations Center with the report.

## **22. MANUFACTURER'S RESPONSE**

Check the appropriate block. You must attach all of the manufacturer's response (without modification or abridgement) if the block - REPLY ATTACHED is marked (even if it disagrees with your findings).

## **23. ORIGINATOR ADDRESS/POINT OF CONTACT**

Enter the name of the person from the organization originating the report that GIDEP users may contact for additional information. Be sure to include the organization, address, and telephone number.

## **24. GIDEP REPRESENTATIVE**

Enter the name of the GIDEP Representative - the Representative must be the one listed in the GIDEP Roster of Representatives. If the report is being issued by an organization not currently a participant in GIDEP, enter the name of the executive manager authorized to issue such reports.

## **25. SIGNATURE**

Sign the ALERT, SAFE-ALERT, or Problem Advisory prior to forwarding the report to GIDEP. If the report is being submitted electronically, the submitter's authenticity will be verified by the Operations Center. The signature must match the name in block 24 and the registered GIDEP Representative in the Roster of Representatives.

## **26. DATE**

Enter the date when the report is signed or, if electronically submitted, the date transmitted to GIDEP.



GOVERNMENT - INDUSTRY DATA EXCHANGE PROGRAM  
**PROBLEM ADVISORY**

1. TITLE (Class, Function, Type, etc.)		2. DOCUMENT NUMBER	
		3. DATE (DD-MMM-YY)	
4. MANUFACTURER AND ADDRESS	5. PART NUMBER	6. NATIONAL STOCK NUMBER	
	7. SPECIFICATION	8. TYPE DESIGNATOR	
	9. LOT DATE CODE START	10. LOT DATE CODE END	
11. MANUFACTURER'S POINT OF CONTACT (POC)	12. CAGE	13. MANUFACTURER'S FAX (      )	
14. MFR. POC PHONE (      )	15. MANUFACTURER'S E-MAIL		
16. CROSS REFERENCE VENDOR	17. CROSS REFERENCE CAGE	18. CROSS REFERENCE PART	
19. PROBLEM DESCRIPTION / DISCUSSION / EFFECT			
20. ACTION TAKEN/PLANNED			
21. DATE MFR. NOTIFIED	22. MANUFACTURER'S RESPONSE <input type="checkbox"/> REPLY ATTACHED  <input type="checkbox"/> NO REPLY	23. ORIGINATOR ADDRESS/POINT OF CONTACT	
24. GIDEP REPRESENTATIVE		25. SIGNATURE	26. DATE

GIDEP Form 97-2 (October 2000)

Figure 7.3 Problem Advisory Data Form (GIDEP Form 97-2)



**APPENDIX B**

**INSTRUCTIONS**  
**FOR**

**COMPLETING**

**AGENCY ACTION NOTICE FORM**



# AGENCY ACTION NOTICE

1. TITLE		2. DOCUMENT NUMBER
		3. DATE
4. SUBMITTING AGENCY	5. AGENCY POC (NAME, ADDRESS, PHONE, MAIL)	
6. DISCUSSION		

GIDEP Form 97-3

Figure 7.4 Agency Action Notice Data Form (GIDEP Form 97-3)



**INSTRUCTIONS FOR COMPLETING  
AGENCY ACTION NOTICE**

Note: This form is optional. If problem information is submitted by a government Department, Agency or Organization, which meets the criteria provided in paragraph 7.8, the form will be completed by the GIDEP Operations Center.

Block

Instruction

**1. TITLE**

Enter the nomenclature of the items or system being reported or the title of the report/ notice.

**2. DOCUMENT NUMBER**

Leave this block blank. The document number will be assigned by the Operations Center. The document number is composed of the letters "AAN", a dash, the letter L (Limited Distribution) or U (Unlimited Distribution), another dash, the last two digits of the fiscal year, another dash, and the issue sequence number.

**3. SUBMITTING AGENCY**

Enter the official title of the government agency submitting the report.

Examples:      Nuclear Regulatory Commission      Defense Supply Center Columbus

**4. AGENCY POC**

Enter name, location, phone, and the e-mail address of the Agency Point of Contact (POC) with technical knowledge of the issue(s), in the event that GIDEP participants have questions regarding an Agency Action Notice.

**5. DATE**

Please leave blank - the GIDEP Operations Center will enter the date the document was released from GIDEP.

**6. DISCUSSION**

Provide a summary discussion of the problem and actions being taken to resolve the problem. Information that should be included (if known): Company name(s), address (es), CAGE code(s), Part Number(s), Lot Date Code(s), Point(s) of Contact, etc.



## **APPENDIX C**

### **SAMPLE**

# **NOTIFICATION LETTER TO THE MANUFACTURER**



**SAMPLE NOTIFICATION LETTER TO THE MANUFACTURER**

**PARTICIPANT LETTERHEAD**

Date:

Ref:

Manufacturer's Name

Street Address

City, State, Zip Code

Subject: PROPOSED (FED REPORT TYPE), (**DRAFT** FED DOC NO.) CONCERNING A PROBLEM WITH (ITEM, PRODUCT OR SERVICE NAME)

Dear (Name),

The enclosed draft of the subject report describes a problem with (*items/products/services*) supplied by your company on our purchase order (*number*). Fifteen (15) working days from the date of this letter, the enclosed (*FED REPORT TYPE*) will be forwarded to the Government-Industry Data Exchange Program for distribution to thousands of government and industry GIDEP participants.

Government and industry organizations participate in GIDEP to exchange information on parts, components, software, specifications, test equipment, materials and safety problems. GIDEP (*FED REPORT TYPE*) are issued to highlight problems that are of immediate concern to members of the GIDEP community.

We solicit your comments regarding the subject report. We request that your reply address:

1. What was the root cause of this problem?
2. What corrective actions are be take to prevent recurrence of this problem?
3. What lots or date codes are affected?
4. Does the problem describe in our (*FED REPORT TYPE*) affect similar items that were made using the same manufacturing processes by your company? Could this problem be systemic to similar items produced by other companies?

Written comments received by *(date)* will be included with the subject *(FED REPORT TYPE)* for distribution via the GIDEP system. Any written response received afterwards will be submitted as an amendment to the document. If you have any questions, please contact me at *(phone number)*. My FAX number is *(phone number)*. My e-mail address is *(e-mail address)*.

Sincerely,

*(Signature)*

*(Type name)*

GIDEP Representative

**Encl:** *(Draft FED Document Number)*

**cc:** **GIDEP Operations Center**

(\*The correct *term/document type* must be inserted by the originator during generation of the letter in the *italicized* parenthetical expressions.)

## **APPENDIX D**

# **RECOMMENDED BEST PRACTICES FOR FAILURE EXPERIENCE DATA**



## APPENDIX D

### Internal GIDEP ALERT Processing Recommended Practice

The figure 7.5 flow diagram is a top-level graphic representation of information flow associated with the distribution of GIDEP information internal to any organization. This is a state of the art *paperless* electronic distribution system. The information may be handled by networks, WAN or LAN. The important note here is that the distribution system can (and should) be accomplished by utilizing the existing system infrastructure of the organization. The purpose of each of the flow diagram blocks is listed below.

**GIDEP Representative receives electronic GIDEP information:** All members of the GIDEP are required to have a Representative. This individual should have a broad engineering knowledge of parts, materials, and processes. The GIDEP Representative should perform the download process for retrieving information from GIDEP. It is also important that the peers of the GIDEP Representative have full confidence in this individual for the overall assessment and recommended of course of action for the handling of GIDEP information internally to the organization.

**Supplier Database, Procurement History:** This is a key element of timely resolution of GIDEP information. The GIDEP Representative should have direct access to information related to the suppliers used and part numbers purchased. This database should also contain information related to the receiving dock date and the program that purchased the material.

**Determine Applicability:** Using the supplier and procurement history databases, the GIDEP Representative will make an immediate determination as to whether there is a possibility that material has been received that could be suspect. The three important questions must be answered: Does the organization purchase material from the manufacturer identified? Has the specific part number or a derivative been purchased? Was material received/produced in a time frame that could include the suspect product?

**Prepare and Distribute Summary Report:** The purpose of the Summary Report is two fold. The report transmits the manufacturer, part number, and effected programs information to responsible organizational functions. Second, in the case that the information does not have immediate effect, the responsible parties are notified such that the material will not have future effects within the organization.

**Local GIDEP Database:** This database becomes the organizational source of GIDEP information. The database will include data elements that store information related to the programs effected, date code, part number, action recommendations and supplier. The important note here is that the information stored is that which will take time and effort to regenerate.

**On Site Customer and or Representative:** The Summary Report will contain information that should be shared with the on site customer and or his representative. Most Government Representatives will receive GIDEP information from the area office. However, it is important to work as a team when a part or material issue is reported. Early customer involvement can significantly reduce MRB cycle time.

## **Internal GIDEP ALERT Processing**

**Engineering, Material, Quality, Purchasing:** The Summary Report must be transmitted throughout the organization to those individuals that can take action. The engineering functions must review and assess the impact of the GIDEP information as it relates to specific programs i.e.; a part that fails at -25° C may have no effect on a part that is used in support test equipment. The material function is responsible for containment of the suspect part/material. Quality will have the task of interfacing with the customer of the end item affected. Remember that in most circumstances the procurement activity will have the final authority as to the resolution of parts or components affected. Purchasing is responsible for stopping orders in process and interface with the manufacturer of suspect parts materials. In any event, engineering, material, quality, and purchasing must form a team to coordinate an activity for determining an action plan that will be acceptable to the procurement activity.

**Program Review and Assessment:** A team of representatives from engineering, material, quality, purchasing and the customer determine an acceptable course of action for material and equipment disposition. This disposition may include the development of special screening, testing, retrofit, scrap, etc.

**Customer:** The end item procurement activity. The customer will typically have the ultimate authority for the disposition of suspect material installed in equipment.

**Closure Report:** A report or notice of action that is written to document the results of the Program Review and Assessment. This report or a summary thereof is transmitted to the GIDEP Representative. This report becomes one of the driving elements for cost avoidance reporting.

## GIDEP Process Map (Receive) Recommended Practice

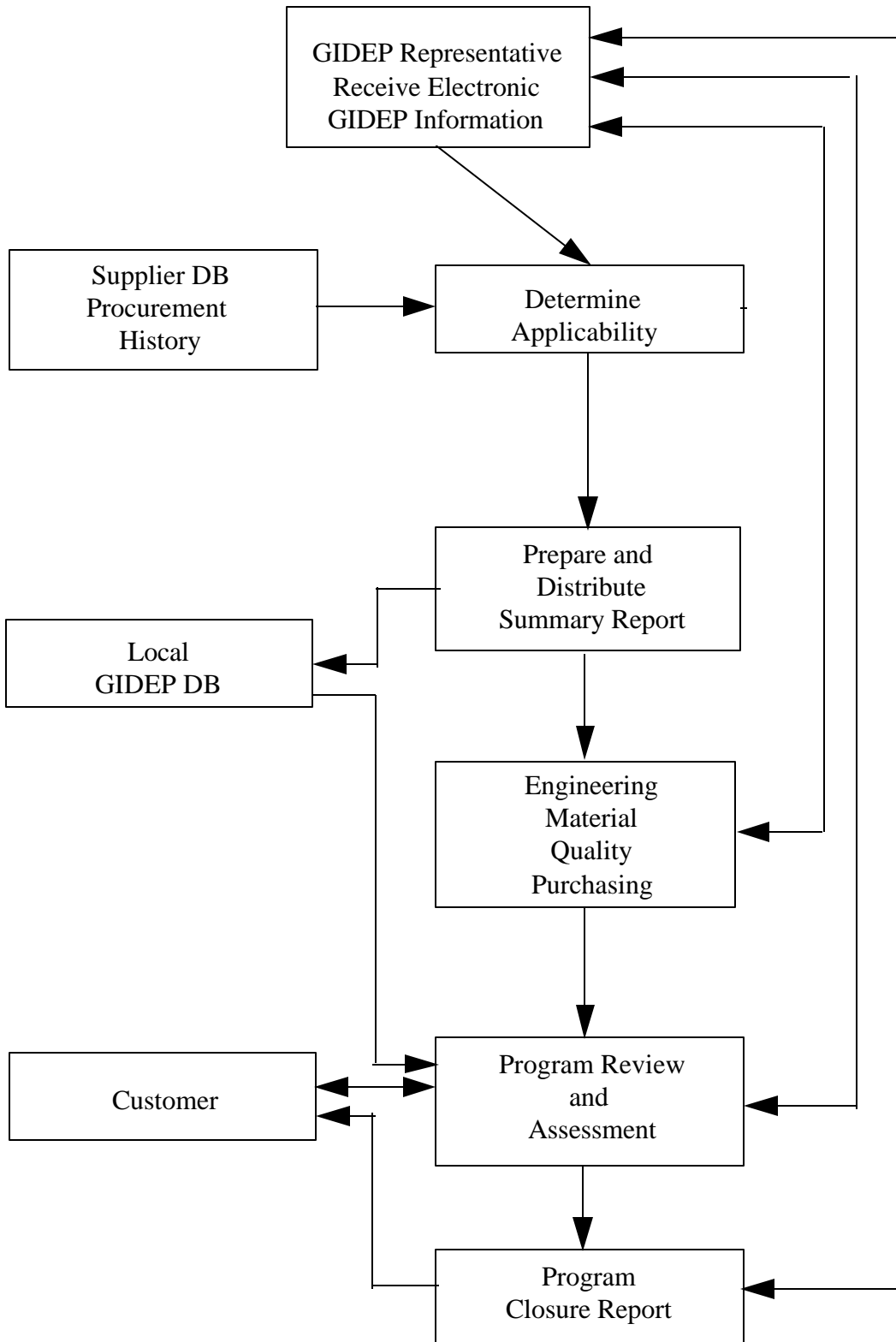


Figure 7.5 GIDEP Process Map (Receive)



## **GIDEP ALERT Submittal Processing Recommended Practice**

The flow diagram shown in figure 7.6 is a top level graphic representation of information flow associated with the submission of Alert information the GIDEP Operations Center. Use of a state of the art *paperless* electronic distribution system throughout the process is recommended. The information may be handled by networks, WAN or LAN. The important note here is that the information transmittal can (and should) be accomplished by utilizing the existing system infrastructure of the organization. The purpose of each of the flow diagram blocks is listed below.

**GIDEP Representative notified of lot or process information:** All participants in GIDEP shall have a representative. This individual should have a broad engineering knowledge of parts, materials, and processes. In addition, the GIDEP Representative must be knowledgeable of **GIDEP Operations Manual, Chapter 7, Failure Experience Data**. It is also important, that the peers of the GIDEP Representative have full confidence in this individual for the overall assessment and recommendation of courses of action for the handling of GIDEP information to be published external to the organization. When notified by an internal source (engineering, reliability, quality, manufacturing, etc.) that there is a problem or failure, the GIDEP Representative shall determine if the specific instance meets the criteria of Chapter 7.

**Prepare GIDEP Text Draft:** The GIDEP Representative shall prepare a formal draft document that addresses all of the information blocks of GIDEP Form 97-1/97-2. Information related to Lot Date Code and or serial number and manufacturer part number is critical to GIDEP participants. The draft copy should be sent to the requester, the legal advisor and the part manufacturer. This document should be sent in parallel to the aforementioned individuals.

**The Requester:** The individual requesting information be published through the GIDEP shall review the draft text for accurate technical and problem statements. Changes must be coordinated with the GIDEP Representative.

**The Manufacturer:** The manufacturer shall be notified of the pending GIDEP publication by the GIDEP Representative. The manufacturer should review the draft text. The manufacturer should comment and/or submit to the GIDEP Representative any changes or a statement to be included with the GIDEP information release as appropriate. This will occur within fifteen working days per Chapter 7 requirements.

**Legal Council:** The submitting organization's legal council should review the GIDEP draft for possible litigation issues. Recommendations should be coordinated with the GIDEP Representative.

**Compile Comments:** The GIDEP Representative shall review comments and make appropriate changes to the draft text to produce the final document. Copies of the documentation received from the manufacturer must be included in the final report to be a legal and acceptable document, even if the manufacturer draws different conclusions from the submitters.

**Submit Document:** The GIDEP Representative shall transmit the final version document to the GIDEP Operations Center for distribution to all GIDEP participants.

## GIDEP Process Map (Submit) Recommended Practice

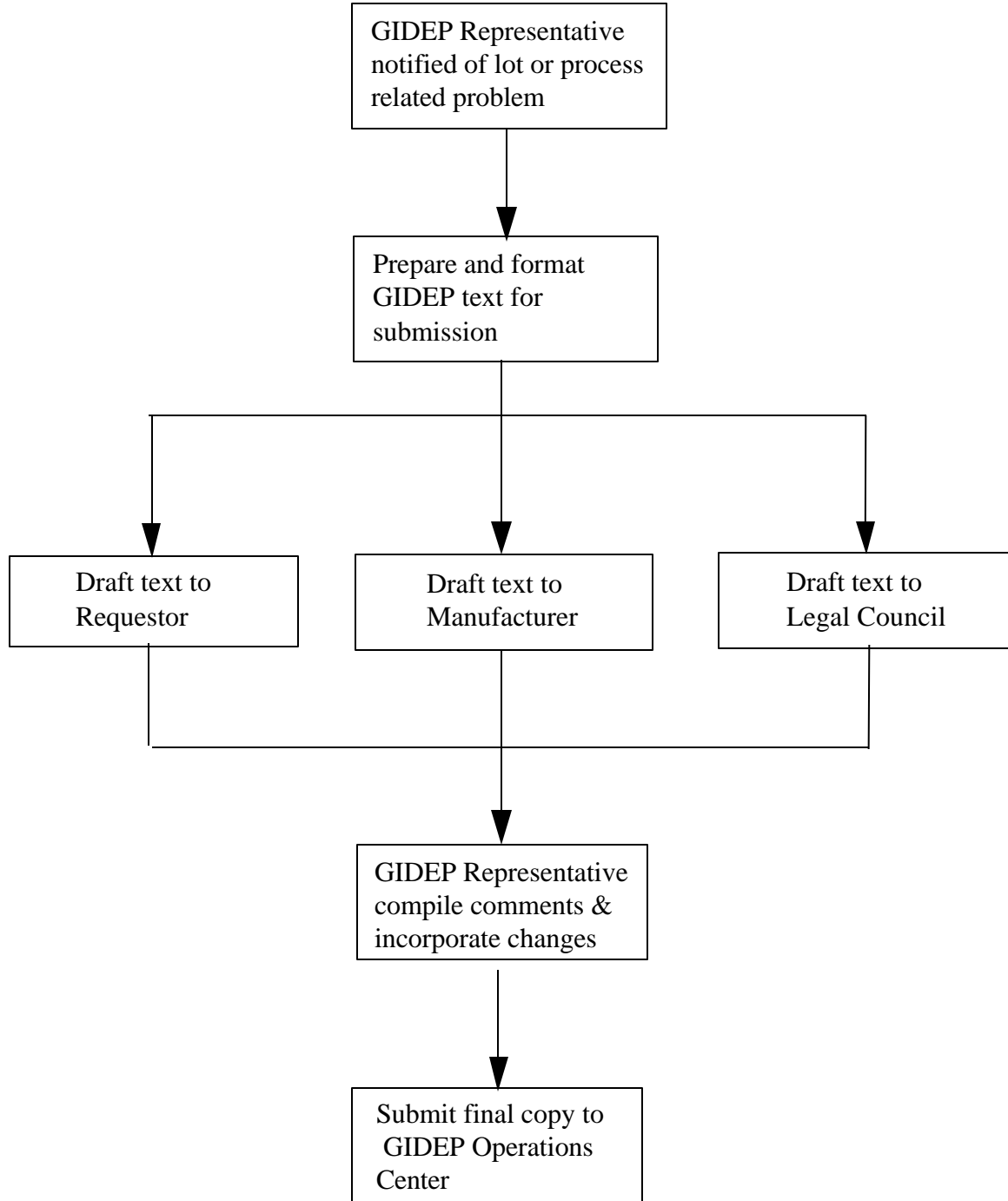


Figure 7.6 GIDEP Process Map (Submit)