

July 24, 2015

---



## **Criteria and Provisions for Qualified Suppliers List of Distributors (QSLD)**

FSCs 5961 (Semiconductors)/5962 (Microcircuits)

## PREAMBLE

This document is applicable to Federal Stock Classes (FSC) 5961 and 5962 items where a streamlined acquisition process is desired to improve the quality and services provided to our customer; the United States Soldier, Sailor, Airman and Marine. This publication has been developed to outline and discuss the elements needed to successfully qualify for listing on the Qualified Suppliers List of Distributors (QSLD).

The purpose of the QSLD Program is to establish and maintain a list of pre-qualified sources for certain electronic components that are purchased and managed by the Defense Logistics Agency Land and Maritime. QSLD products are provided by suppliers and distributors that combine accepted commercial practices and quality assurance procedures that are consistent with industry and international quality standards, which are tailored when necessary to product-unique requirements.

Any questions or clarifications regarding qualification for listing on the QSLD pursuant to the provisions and criteria set forth in this booklet should be directed to Defense Logistics Agency (DLA) Land and Maritime - Sourcing and Qualifications Division (VQ):

U. S. Postal Service  
Defense Logistics Agency Land and Maritime  
ATTN: VQE Chief  
P.O. Box 3990  
Columbus, OH 43218-3990

Private Carriers (e.g., UPS, FED EX, etc.)  
Defense Logistics Agency Land and Maritime  
ATTN: VQE Chief  
3990 East Broad Street  
Columbus, OH 43213

email: [landandmaritime.qsld@dla.mil](mailto:landandmaritime.qsld@dla.mil)

QSLD Home Page

[http://www.landandmaritime.dla.mil/offices/sourcing\\_and\\_qualification/offices.aspx?Section=QSL](http://www.landandmaritime.dla.mil/offices/sourcing_and_qualification/offices.aspx?Section=QSL)

## TABLE OF CONTENTS

<u>Preface</u> .....	4
1.0 <u>INTRODUCTION</u> .....	5
2.0 <u>SCOPE</u> .....	5
2.1 Objective .....	5
2.2 Applicable Documents .....	6
3.0 <u>CRITERIA</u> .....	6
3.1 Quality Management System (QMS) .....	6
4.0 <u>PROVISIONS</u> .....	7
4.1 Qualification .....	7
4.2 General Provisions .....	7
4.3 Obligations .....	7
4.4 Application for Qualification .....	8
4.5 Site-Survey / Audits.....	9
4.6 Qualification Results .....	9
4.7 QSLD Removal/Disapproval .....	10
4.8 Requalification .....	12
4.9 Solicitation and Award .....	12
5.0 <u>DEFINITIONS</u> .....	13

## **PREFACE**

DLA Land and Maritime-VQ has instituted a QSLD Program for products in Federal Stock Classes (FSCs) 5961 and 5962. Using best commercial business practices, this document contains the criteria and provisions for the program and for qualification. All distributors who wish to participate in this QSLD Program must have an assigned Commercial and Government Entity (CAGE) Code; maintain an active status for procurement in the System for Award Management (SAM) and become qualified to the QSLD's criteria and provisions. CAGE Codes may be requested online from the SAM website: <https://www.sam.gov> or contact SAM customer service at (866)-606-8220. To become qualified, a distributor must satisfy all sections of this document and referenced documents. Qualification is valid for 3 years unless terminated or revoked. There is no fee to apply or to become qualified.

Once qualified and listed as a source on the QSLD, the distributor will be required to maintain qualified QSLD status pursuant to the qualification requirements set forth in this booklet and to adhere to contract clauses and procurement provisions to remain on the QSLD and continue participation in this program.

The QSLD Program application forms, criteria and provisions are published and maintained by the qualifying activity at DLA Land and Maritime-VQ. Requests for copies may be addressed to:

*Defense Logistics Agency Land and Maritime*  
*ATTN: VQE Chief*  
*P.O. Box 3990*  
*Columbus, OH 43218*  
[landandmaritime.qsl@dla.mil](mailto:landandmaritime.qsl@dla.mil)

## 1.0 INTRODUCTION

Qualification for placement on the QSLD and the maintenance of QSLD status requires the distributor to demonstrate that it has in place, and uses on a continuous basis, a Quality Management System (QMS) that meets the criteria set forth in paragraphs 3.1.1 and 3.1.2 and complies with the provisions and clauses of each solicitation/contract or purchase order for items in FSCs 5961 and 5962. The objective of the QSLD Program is to ensure that the distributor continuously controls its processes to provide consistent delivery of products that conform to the contract/purchase order requirements. Four key elements are required of distributors to become qualified under the QSLD and to maintain QSLD status. These are:

- a. The distributor must have evidence of using a documented Quality Management System (QMS) which meets DLA Land and Maritime's criteria;
- b. The distributor must have on hand and maintain evidence that (1) the QPL/QML products supplied were produced by a Manufacturer that is listed (or was at date of manufacture) on the QPL or QML; (2) commercial products were produced by the specified original manufacturer (i.e. Approved Manufacturer) (3) products procured from another distributor are from a distributor or through a chain of distributors each listed as an approved QSLD supplier; and (4) Contracts awarded under the QSLD program must be obtained directly from the Approved Manufacturer specified in the Solicitation/Contract Item Description, or flow only through other QSLD suppliers, with an unbroken chain of traceability documentation back to the Approved Manufacturer specified in the Solicitation/Contract Item Description. This closed loop flow must be supported by the provider's traceability documentation. No deviations are permitted under this QSLD program;
- c. The distributor must assure that product is not commingled and lot identity has been maintained;
- d. The distributor must assure that the quality of the product is not altered by Distributors.

## 2.0 SCOPE

The products DLA procures which are included in this program are safety critical and high reliability items which fall into the Federal Supply Classes of 5961 (semiconductors) and 5962 (monolithic and hybrid microcircuits). See <http://www.landandmaritime.dla.mil/programs/milspec/> to obtain specifications and standards.

## 2.1 OBJECTIVE

2.1.1 The objective of the QSLD Program is to establish and maintain a list of pre-qualified Distributors whose regular use of in-place process controls is designed to ensure delivery of quality products that meet specified requirements, and that participant Distributors likewise control all applicable value-added inventory services associated with defense logistics. The ultimate goals are to ensure product pedigree, improve quality with quality system elements and to reduce product delivery lead times by means of standard quality/process control practices in lieu of certain Government quality assurance provisions, source inspections, and product verification testing (PVT).

2.1.2 Candidate business distributors are approved for these lists by complying with an established set of quality management and process control requirements and agreeing to a set of administrative requirements. This Criteria and Provisions document contains these requirements, and is based upon the best commercial business practices for quality control and customer satisfaction.

2.1.3 Distributors ultimately approved for listing under one or more DLA QSLD program(s) agree, as a condition of continued Qualification, to continuously maintain their process controls at a level sufficient to meet the QSLD Criteria requirements for all qualified commodities and remain compliant with the key elements set forth under Section 1.0, Introduction, above. It is the responsibility of the distributor to notify DLA Land and Maritime-VQ of any of changes that may impact their qualification criteria. Evidence of non-compliance with any of the QSLD Criteria requirements or the key elements under Section 1.0 shall be a reason for immediate removal

## 2.2 APPLICABLE DOCUMENTS

2.2.1 The following documents form a part of this document to the extent specified herein. Unless otherwise specified, the issues of these documents are those cited in the solicitation or contract.

### TECHAMERICA

JESD-31 - General Requirement for Distributors of Commercial and Military Semiconductor Devices.

JESD-625 - Requirements for Handling Electrostatic-Discharge-Sensitive (ESDS) Devices.

### SAE INTERNATIONAL

AS6081 – Fraudulent/Counterfeit Electronic Parts: Avoidance, Detection, Mitigation, and Disposition-Distributors

AS6496 – Fraudulent/Counterfeit Electronic Parts: Avoidance, Detection, Mitigation, and Disposition-Authorized/Franchised Distribution

(Above documents may be obtained online at [www.jedec.org](http://www.jedec.org) and [www.sae.org](http://www.sae.org))

(Non-Government standards and other publications are normally available from the organizations which prepare or distribute the documents. These documents also may be available in or through libraries or other informational services.)

2.2.2 Government documents for this program can be found at:

<http://www.landandmaritime.dla.mil/programs/milspec/DocSearch.aspx>. Alternatively, a distributor can find all military specification and receive notification of any changes on Assist Online's website: <https://assist.dla.mil/online/start/>.

## 3.0 CRITERIA

### 3.1 Quality Management System (QMS)

3.1.1 For Authorized Distributors with agreements/contracts with manufacturers of product, the QMS shall continuously meet all the requirements set in JEDEC Standard JESD31, JESD625, and AS6496.

3.1.2 For Distributors without agreements/contracts (i.e. non-Authorized) with manufacturers, the QMS shall continuously meet all the requirements set in JEDEC Standard JESD31, JESD625, and the following AS6081 paragraphs:

- a. Fraudulent/Counterfeit Parts Mitigation Policy – 4.1.1
- b. Customer Related Contract Review, Agreement, and Execution - 4.2.1
- c. Supplier Approval and Source Selection – 4.2.2
- d. Documentation and Packaging – 4.2.6.4.1
- e. General Criteria – 4.2.6.4.2.1
- f. Control of Suspect, Fraudulent, or Confirmed Counterfeit Parts – 4.2.6.6 and Appendix B.1.6
- g. Returned Product - 4.2.6.7

3.1.3 Paragraphs 3.1.1 and 3.1.2 shall apply to distributors who fall into both categories.

3.1.4 The QMS system shall accurately inventory all products at the Distributors facility to determine traceable versus non-traceable product.

3.1.5 Onsite subcontractor quality audits are required, in accordance with JESD31D paragraph 3.16 at those locations used to fulfil DLA Land and Maritime contracts. Examples of locations include packaging, tape and reel facilities, etc.

3.1.6 Government-Industry Data Exchange Program (GIDEP) participation is mandatory for this program. GIDEP program information can be found at <http://www.gidep.org>. GIDEP and other reporting systems shall be regularly researched to determine whether the distributor's suppliers / products have been reported. Any product found to be suspect or confirmed fraudulent/counterfeit shall be reported to GIDEP within 60 days.

#### 4.0 PROVISIONS

##### 4.1 Qualification

4.1.1 To obtain and maintain QSLD status, the Distributor must comply with all requirements in this document and must not be debarred from doing business with the Government.

4.1.2 Being listed as a QSLD Distributor does not guarantee award of contracts.

##### 4.2 General Provisions

###### 4.2.1 The Distributors shall:

- a. Have in-place, maintain and use a QMS which satisfies all of the criteria and provisions set forth in this document. A copy of the applicant's current Quality Manual, reflecting its compliance with the criteria and provisions for QSLD qualification, must be provided to DLA Land and Maritime-VQ with the completed application for qualification. Quality Manual revisions must be furnished to DLA Land and Maritime-VQ within 15 days of the date of the revision;
- b. Maintain a single QMS and use a single Quality Manual for both its Government business and commercial business;
- c. Possess a CAGE code at the location under quality control;
- d. Register and maintain an active status for procurement in SAM. Suppliers may register in SAM at no cost directly from <https://www.sam.gov/>;
- e. Submit its Application for QSLD Requalification to DLA Land and Maritime-VQ at least 120 days prior to expiration of its current qualification. Qualification term shall be 3 years;
- f. Have in-place a method to identify and verify customer returns; and
- g. Disclose source information to the qualifying activity at DLA Land and Maritime-VQ when the product (QSLD or non-QSLD) is determined to be nonconforming or suspect counterfeit.

##### 4.3 Obligations

4.3.1 Government - DLA Land and Maritime-VQ will serve as the focal point to consolidate findings and recommend corrective actions for QSLD problems with FSC 5961 and 5962. DLA Land and Maritime-VQ will:

- a. Process applications;
- b. Qualify and requalify distributors;
- c. Maintain the Qualified Suppliers List for Distributors;

- d. Coordinate and conduct site surveys (audits);
- e. Remove distributors for nonconformance(s);
- f. Disseminate information to Military Services users about nonconforming products; and
- g. Provide public listing of approved QSLD distributors.

4.3.2 Distributor - The participating distributor shall assume responsibility to:

- a. Meet all contractual specifications and requirements. There are no exceptions or waivers unless provided in writing by the contracting officer;
- b. Report any product discrepancies or suspect counterfeit products discovered related to DLA procurements and any corrective actions taken to the qualifying activity at DLA-Land and Maritime-VQ;
- c. Promptly report to the qualifying activity at DLA Land and Maritime-VQ when made aware of product seizure(s) by the Government (i.e. Customs and Border Protection);
- d. Maintain records and documents as indicated in the Introduction, Section 1, and in the QSLD Criteria, Section 3, of this booklet and make them available for examination by DLA Land and Maritime-VQ or DLA's agent, upon request;
- e. Permit DLA Land and Maritime-VQ or DLA's agent to conduct scheduled site surveys and unscheduled site or desk audits as discussed in QSLD Provisions 4.5 herein, Surveys and Audits;
- f. Coordinate open contract actions with the appropriate DLA Contracting Officer (C.O.) if disqualified from the QSLD prior to delivery;
- g. Coordinate open contract actions with the appropriate DLA C.O. to prevent supplying product from a distributor removed from QSLD to DLA or DLA's customers;
- h. Ensure product purchased from other QSLD distributors meets the requirements of this program (i.e., all requirements, including traceability, should be detailed in the purchase order);
- i. Notify DLA Land and Maritime-VQ of major changes in QMS, processes, process controls, points of contact, its facility locations or any other changes that may impact the criteria for being on the QSLD prior to implementation; and
- j. Continuously ensure company information is accurate on the SAM (<https://www.sam.gov>) website.

4.4 Application for Qualification

4.4.1 Application Request - Applications for qualification can be obtained by writing or calling DLA Land and Maritime-VQ, or they can be downloaded from the QSLD Homepage (see preamble). Application packages sent to interested distributors will include the basic application form and a copy of this document. In order to participate in the QSLD Program, a distributor must have a CAGE code designation (see Preface for assistance).

4.4.2 Application Processing - The candidate shall submit the completed application to DLA Land and Maritime-VQ ([landandmaritime.gsld@dla.mil](mailto:landandmaritime.gsld@dla.mil)) along with a copy of the current Quality Manual. The Quality Manual will be evaluated by DLA Land and Maritime-VQ for compliance with the QSLD Criteria. The applicant is requested to include references to recent third party industry surveys or audits of the facility

where requested in the application. These references will be evaluated by DLA Land and Maritime-VQ and may obviate the need for a separate site-survey.

4.4.3 Application Revision - QSLD companies are responsible for notifying DLA Land and Maritime-VQ, in writing, within 15 days when their product lines, facility locations, or any other QSLD criteria have changed. Distributors shall request and submit a revised signed application once changes have occurred.

#### 4.5 Site-Survey / Audits

4.5.1 When a distributor applies to be qualified under the QSLD Program, DLA Land and Maritime-VQ will customarily require a site-survey of the facility. The purpose of a facility survey/audit is to ensure that the distributor has in-place and in daily use, a QMS which conforms to the requirements of the Criteria and Provisions of the QSLD Program, as reflected in this document. A survey/audit will involve the examination of applicable documents (including traceability records), processes and procedures, as well as the various systems required for attainment of qualification.

4.5.2 Industry or other third party surveys or audits may be considered by DLA Land and Maritime-VQ in the review of the distributor's application for qualification. Such surveys or audits may be used by DLA Land and Maritime-VQ in lieu of, or in addition to, QSLD site-survey requirements.

4.5.3 After qualification in the program, DLA Land and Maritime-VQ may conduct random announced or unannounced (desk or site) audits of a distributor's facility and/or traceability documentation to confirm adherence to the QSLD Criteria. Audits shall be an on-going policy during the life in the QSLD Program. All initial and routine requalification audits are performed at no charge to the distributor.

#### 4.6 Qualification Results

4.6.1 Upon completion of the evaluation process, DLA shall notify the distributor as to whether QSLD status has been attained or has been denied.

4.6.2 If qualification status has been attained, a Letter-Notice of Qualification shall be issued to the distributor along with a copy to DLA Land and Maritime-FM for the appropriate commodity and will include the following:

- a. Designation of the QSLD Program under which the Distributor has been qualified;
- b. Unless QSLD status is terminated the term of qualification shall be 3 years from the date of the Letter-Notice of Qualification;
- c. The CAGE code and address of the distributor's facility that has been qualified; and
- d. The address for receipt by the distributor of correspondence if different from that in "c" above.

4.6.3 When a candidate distributor's application for qualification is denied, DLA Land and Maritime-VQ will issue a Letter-Notice of Denial of Qualification to the applicant. The applicant may not reapply for qualification until a minimum of ninety days has elapsed from the date of the Letter-Notice. The notice shall cite the specific reasons for such denial. Examples of reasons for denial of qualification include, but are not limited to the following:

- a. Deficiencies in the applicant's QMS which are numerous or which indicate that action to correct those deficiencies will require an extended period of time;
- b. Site-survey has shown that implementation of processes and procedures contained in the applicant's Quality Manual and required by the criteria and provisions of this document have not been accomplished;
- c. DLA Land and Maritime-VQ has provided the applicant with specific corrective action to be taken for qualification approval and applicant has not responded within the time specified in the Letter-Notice or after 90 days, the application for qualification will be considered withdrawn;

- d. Applicant is debarred, otherwise determined to be ineligible for awards of Government contracts or has been found engaging in practices that indicate less than acceptable integrity or business ethics; or
- e. Available company quality history shows consistently poor quality track record with valid complaints from DLA customers concerning deficiencies and/or suspect counterfeit products.

#### 4.7 QSLD Removal/Disapproval

4.7.1 Reasons for Removal - The success of the QSLD Program is dependent upon the integrity of its participating distributors. Continued participation in the program is contingent upon the distributor's on-going compliance with the criteria and provisions upon which qualification is established. The distributor's failure to comply will be cause for removal. The following are some reasons for QSLD removal:

- a. The product(s) furnished by the distributor under its contract(s) does not meet contract or specification requirements;
- b. Bidding or Business practices are inconsistent with the intent of the QSLD program. Examples include:
  - 1. Bidding as a QSLD dealer but unable to provide traceability documentation when requested;
  - 2. Changing the quotation after traceability documentation is requested;
  - 3. Failing to clearly disclose when the offered product does not possess full traceability documentation back to the manufacturer; or
  - 4. Repeated requests to modify the requirement after award.
- c. Failure to disclose source information on product (QSLD or non-QSLD) that is determined to be nonconforming, or suspect counterfeit;
- d. Distributor no longer supplies the products included in the DLA Land and Maritime QSLD Program;
- e. Distributor changes its QMS or its facility location without prior notification to DLA Land and Maritime-VQ;
- f. Distributor does not file a renewal application 120 days prior to the end of its 3-year approval term, or fails to re-qualify at that time;
- g. Distributor fails an audit by DLA Land and Maritime-VQ;
- h. Distributor denies access or fails to make access available to DLA Land and Maritime-VQ audit or survey personnel, or to other personnel authorized by DLA to conduct such audits or surveys or fails to provide documentation requested for a desk audit;
- i. Distributor ships products from an unqualified or unauthorized location;
- j. Qualification criteria and/or provisions are revised, and distributor fails or refuses to comply with revised criteria and/or provisions following opportunity to do so;
- k. Distributor misrepresents its quality control process(es) or manual regarding compliance with QSLD;

- l. Distributor is debarred or otherwise determined to be ineligible for awards of Government contracts or has been found engaging in practices which indicate less than acceptable integrity or business ethics;
- m. Distributor requests that it be removed from the DLA Land and Maritime's QSLD Program;
- n. Distributor provides products to DLA that represented as meeting QSLD requirements which flowed through a non- QSLD source. Any and all QSLD product sold to DLA must flow through QSLD distributors during the entire production/supply path of the product. No deviations are permitted under this QSLD program. See paragraph 1.b and 4.3.2.h for additional guidance;
- o. Available company quality history has repeatedly demonstrated poor quality track record with valid complaints from DLA Land and Maritime or its customers;
- p. The distributor fails to be awarded any QSLD contracts with QSLD product for greater than a one year period while qualified; or
- q. The distributor fails to immediately notify DLA Land and Maritime-VQ if any of the following occurs:
  - 1. GIDEP notifications may be necessary
  - 2. The Distributor is notified that product was seized by the Government (i.e.. Customs and Border Protection).
  - 3. The Distributor is notified that product has failed Product Verification Testing (PVT).

4.7.2 Procedures for Removal - The following provisions apply to removal of a distributor from the QSLD Program:

- a. DLA Land and Maritime-VQ shall notify the appropriate DLA buying office of any proposed removal actions and then notify the distributor by certified mail, return receipt requested, and/or FAX, citing specific reasons for the proposed removal. The distributor shall have 15 calendar days to respond to the notification;
- b. Failure by participant to respond to the Notice of Contemplated Removal within the 15 day period will result in immediate removal of participant from the QSLD;
- c. If participant responds to the Notice of Contemplated Removal within the 15 day period, DLA Land and Maritime-VQ will evaluate the response, including participant's proposed corrective action, if any, and will determine which of the following shall apply:
  - (1) Removal from QSLD;
  - (2) Retention on QSLD; or
  - (3) Further action, as appropriate;
- d. In cases where Military Service customers report a serious field failure of product, particularly where safety is involved, QSLD approval may be immediately withdrawn pending the submission of supplier response;
- e. Typically, there is no specific time duration for removal from the QSLD. The removal period will be based on the time necessary to document process control changes and to implement and test corrective actions associated with the disqualification. When the corrective action involves more than one deficiency, removal periods in excess of 160 days may be applied at the discretion of DLA Land and Maritime-VQ; and
- f. When DLA Land and Maritime-VQ has removed a participant from its QSLD, notice of such removal, and the reasons for the removal, may be given to other interested Government activities. Also, if a participant is removed from one QSLD program at DLA Land and Maritime-VQ, that participant may be removed from all Qualification Programs at DLA. The DLA Land and Maritime-VQ QSLD Web Page will also reflect such removals to preclude qualified distributors and DLA Land and Maritime-VQ contracting officers from buying from an unauthorized source.

## 4.8 Requalification

4.8.1 Requalification by Renewal - Requalification is required upon the lapse of 3 years from the date of last qualification. To ensure that no gap in qualification status occurs, distributor should request a qualification package from DLA Land and Maritime-VQ at least 120 days prior to expiration of its current 3-year qualification period. Requirements for requalification shall be those QSLD criteria and provisions in effect at the time of application for requalification. Note: Failure to re-qualify will result in removal of a distributor from the QSLD Program.

4.8.2 Requalification subsequent to Removal or Qualification after Disapproval - In the event that distributor's application for qualification is not approved, or if distributor's status as a QSLD concern is discontinued, qualification will not occur until DLA Land and Maritime-VQ has determined that satisfactory evidence has been submitted which establishes that all deficiencies including suspect counterfeit or confirmed counterfeit issues have been adequately corrected, or controlled.

4.8.3 Reapplication subsequent to Removal - If removed from the QSLD program, once corrective action has been taken to remedy the deficiency that resulted in removal, and compliance with QSLD criteria is evident, the distributor may only reapply for the QSLD Program after 160 days from removal date. A new application must be submitted, along with a letter describing the deficiencies that have been corrected. If there have been any revisions or additions to the Quality Manual since the date of last application, revision sheets/additions must also be submitted. The distributor need only send a new QA manual if the previous QA manual has been replaced. Reapplication letter should be sent to the address listed in the Preface.

## 4.9 Solicitation and Award

4.9.1 Eligibility - To be eligible for award under this program, a distributor must be listed on the QSLD at the time of award.

4.9.2 Quoting Instructions for DLA Internet Bid Board System (DIBBS) – A key component of the QSLD program is product traceability. Consequently, a QSLD supplier shall identify whether the product they are offering is QSLD Product that meets all QSLD traceability requirements or they are offering Non-QSLD Product that does not meet all QSLD traceability requirements.

- a. Quoting QSLD Product - At the "Manufacturer/Dealer" prompt, from the drop down box next to the "Select the status of the "Quote for" CAGE code", select "QSL Dealer" only if full traceability (see paragraph 1.b) for the product being quoted is available.
- b. Quoting Non-QSLD Product - At the "Manufacturer/Dealer" prompt, from the drop down box next to the "Select the status of the "Quote for" CAGE code", select "Dealer" if full traceability (see paragraph 1.b) for the product being quoted is not available.

4.9.3 Quoting by Methods other than DIBBS – Whenever possible, quotes should be submitted in DIBBS. However if quoting through means outside the DIBBS system, a QSLD supplier shall ensure the quote submitted clearly indicates whether quoting as a QSL Dealer (if full traceability is available per paragraph 4.9.2.a above), or quoting as a Dealer (if full traceability is not available per paragraph 4.9.2.b above).

4.9.4 Questions Regarding Open Solicitations - It is recommended that all inquiries be emailed to the Contact listed on the solicitation. Please be sure to include all identifying information (i.e. solicitation number) in the email. If two business days have passed without a response, the Distributor may escalate the issue and forward the original inquiry to Heather Testa at [Heather.Testa@dla.mil](mailto:Heather.Testa@dla.mil).

4.9.5 Questions regarding open Purchase Orders or Contracts - It is recommended that all inquiries be emailed to the Contracting Officer listed in Block 6 of the purchase order or contract. Please be sure to include all identifying information (i.e. purchase order or contract number) in the email. If two business days have passed without a response, the Distributor may escalate the issue and forward the original inquiry to Temika Morris at [Temika.Morris@dla.mil](mailto:Temika.Morris@dla.mil) or to Penny Morgan-Loper at [Penelope.Morgan-Loper@dla.mil](mailto:Penelope.Morgan-Loper@dla.mil).

## 5.0 DEFINITIONS

**APPROVED MANUFACTURER:** The manufacturer/company identified by name and Commercial and Government Entity (CAGE) code, with the part number specified in the Solicitation/Contract Item Description.

**AUTHORIZED DISTRIBUTOR-** A distributor who has a distribution agreement with a manufacturer and whose transactions are conducted within the terms of that distribution agreement. Product provided from an authorized distributor should come directly from the Approved Manufacturer of the product or another authorized distributor of that product.

**CAGE (Commercial and Government Entity)** – This designation is a unique five digit alphanumeric sequence of characters; it is issued for a specific location. Visit [www.sam.gov](http://www.sam.gov) for more information.

**DISTRIBUTOR** – A source which owns, operates, or maintains a store, warehouse, or other establishment in which finished products of the relevant commodity are bought, kept in stock, or sold to the public in the usual course of business. The Distributor stocks and resells only the completed product and may NOT alter, modify or produce that product.

**DOCUMENTS** – Printed, written, or electronically stored information which is retrievable and subject to being reduced to a printed form. These include, but are not limited to bills of material, calibration records, certifications, contracts, drawings, instructions, manuals, packing slips, procedures, purchase orders, standards, specifications, test plans and test reports, traceability documents and records of all kinds. Modifications or revisions to any of the foregoing constitute documents.

**QSLD PRODUCT** – Product that has been handled per the requirements of the QSLD program and full traceability has been maintained.

**QUALIFIED SUPPLIERS LIST of DISTRIBUTORS (QSLD)** – A list of distributors who have met DLA's QSLD criteria for a certain commodity and have agreed to the provisions of the QSLD Program.

**QUALIFIED MANUFACTURERS LIST (QML)** – An electronic listing in the Qualified Products Database (QPD) of manufacturers' qualified processes and materials at each facility that have been successfully subjected to a defined set of qualification and periodic tests using processes, worst case designs or materials, to verify the end product's design, performance, quality, and reliability meet all the applicable specification requirements.

**QUALIFIED PRODUCTS LIST (QPL)** – An electronic listing in the QPD of products or families of products that have successfully completed the formal qualification process (including all specified periodic tests) that examines, tests, and verifies that a specific product design meets all the applicable specification requirements.

**QUALITY MANAGEMENT SYSTEM (QMS)** – The Distributor's entire program of procedures, process controls, inspections, audits and systems which ensures that the Distributor's products conform to the specified requirements.

**PRODUCT QUALITY DEFICIENCY REPORT (PQDR)** – A program used for reporting product quality deficiencies and sustains mandatory procedures for reporting, processing, and investigation product quality deficiency data.

**PRODUCT VERIFICATION TESTING (PVT)** – Testing that is performed on source inspected post-award contracts prior to acceptance by the government (per DLAD clause 52.246-9004).

**TRACEABILITY** – The documented trail of the product covered by the DLA contract or order through all Distributors, and/or intermediate possessors to the specified Approved Manufacturer for the product in the solicitation/contract.