



***UO Standard 2333***

ISSUING DEPARTMENT: **Electric T&D Engineering**  
UO SPONSOR: **VP - E&P**

EFFECTIVE DATE: **11-03**  
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PAGE NO.: **1** OF **3**

**TITLE: Material Problem Reporting (MPR)**

**Purpose**

This standard provides direction for reporting defective material, equipment, and tools used in the gas and electric distribution systems to achieve these goals:

- Identify failure trends.
- Improve quality.
- Influence purchasing decisions.
- Increase safety.
- Correct undesirable operating or installation procedures.
- Provide early warning of problem areas.

The Material Problem Report program was developed to coordinate information systematically and make it available for all system users to achieve these goals.

**Definition of Terms**

**Defective Material, Equipment, or Tools:** Any material, equipment (including vehicles), or tools that do not perform in accordance with their intended function or design, or in accordance with Pacific Gas and Electric Company (Company) or industry standards. This shall include any new material, equipment, or tools that are found to be unacceptable prior to installation or use. Material or equipment affected by acts of nature, or forces outside those considered to be operational (e.g., dig-in, car-pole accidents, gunshot, etc.), are not considered defective.

**Evaluator:** The engineer or department representative responsible for the Company specifications and standards for the material reported.

**Material Problem Report (MPR):** Material Problem Report is the current established database and reporting system for defective material, equipment, or tools. The MPR identifies the material or equipment and collects critical information about the problem.

**Reporter:** The Operations, Maintenance and Construction (OM&C) representative responsible for reporting material problems and failures.

**SQI:** Supplier Quality Improvement

**Vendor:** A supplier of material to the Company.

**Implementation Responsibilities**

The vice president of Engineering and Planning is responsible for approving, revising, and distributing this standard. UO directors and managers are responsible for ensuring that employees are aware of and comply with the requirements of this standard.

OM&C employees are responsible for identifying defective material, completing the MPR, saving the defective material for analysis, providing complete and accurate information, and assisting in the evaluation, as required by the evaluator.

The Supplier Quality Improvement (SQI) section is responsible for maintaining the MPR database, verifying MPRs for accuracy and completeness, assigning the MPR to the appropriate department for evaluation, assisting in the evaluation as required, generating reports, providing feedback to the reporters, evaluators, and vendors, and working with vendors on quality issues.

The evaluator shall be responsible for determining the type and extent of the problem; leading the evaluation, completing the evaluation, reviewing and analyzing data and trends, and providing feedback to the operating departments as necessary.

**General**

The MPR database is intended to collect information on quality and design issues with material, equipment, and tools. It is not intended to collect information on material or equipment that failed due to acts of nature, (e.g., dig-ins, car-pole accidents, trees), or that failed after its normal design life or specified maintenance period (e.g., a transformer over 30 years old, a streetlight bulb over 7 years old, etc.). All material, equipment, and tool problems should be reported to provide for rapid assessment of whether a problem is isolated or systemwide, and to identify trends in material quality.

**Procedures**

If defective material or equipment is found during work activities, it shall be reported on a Material Problem Report. The MPR can be either a hard copy, or it can be completed using MPR online. A hard copy MPR can be accessed as a form template in Microsoft Word by clicking on File>New and choosing document 62-0113.dot under the "General" tab.

If completed in the hard copy format, the MPR can then be entered into the MPR database at the service center or sent to the address on the report.

**Instructions for Completing the MPR**

Instructions for completing the MPR can be found in the Purchasing website:  
[http://dcs02tes/Eng\\_Perf\\_Meas/5\\_supplier\\_Quality\\_Improvement/doc/help2.doc](http://dcs02tes/Eng_Perf_Meas/5_supplier_Quality_Improvement/doc/help2.doc)

After an MPR has been entered into the database, SQI will assign the MPR to the appropriate evaluator for evaluation and send a confirming email to the reporter. The reporter shall preserve the defective material for analysis by the evaluator. The evaluator will contact the reporter with instructions on what to do with the material. When the evaluator has completed the investigation and closed out the MPR, SQI will send feedback to the reporter via email.

If there are additional problems/questions, please contact SQI at 415-973-6322.

**Date Issued/Updated:**

*Effective:* November 2003

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Signed,

Shan Bhattacharya  
 Vice President  
 Engineering and Planning

**Attachments**

Attachment 1, "MPR Process Flow Chart"

Attachment 2, "Material Problem Report," Form 62-0113

# MPR Process Flow Chart

