Supplier 8D portal

2023/06/22

MAHLE

New supplier portal

MAHLE is currently standardizing its IT infrastructure. As of July 1, 2022, we are converting our pilot plant Namestovo to the new SAP Technology S/4 HANA. In this way, the supplier portal for problem solving 8D also will be changed from JAGGAER to SAP QIR (Quality Issue Resolution). SAP Quality Issue Resolution is an Industry Cloud solution built on SAP Business Technology Platform. At the beginning the SAP cloud solution will be an own system having its own authorization system. Later on, the SAP Supplier Problem Solving will be included to the ARIBA platform. So only one ARIBA user is needed for the future.

From July 1. 2022, onwards, you will no longer receive customer complaints from the Namestovo plant via JAGGAER. This will be switched to the new SAP cloud solution. The respective MAHLE plants will then step by step converted to the new SAP technology.

MAHLE was starting with SAP SPS this will be replaced on July 3th 2023 to SAP QIR. The process / use of the system is very similar. Attention: Web address of application will be changed to https://mahle-azure-prod-qicr-prod.psp.cfapps.eu20.hana.ondemand.com/. So former link will not work anymore.

There is also an SAP help portal available → https://help.sap.com/qir

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# Supplier 8D Problem Solving Portal

MAHLE

Onboarding / Login

01

MAHLE

Onboarding / Login

After MAHLE or your administrator was adding a new user for you, the system will send an e-mail to you. Please use the button to activate your user. Afterwards password must define. After that, your user is ready!

Attention! E-mail is not sent from @mahle.com. Usually the sender is @sap.com or @azure.com!

MAHLE
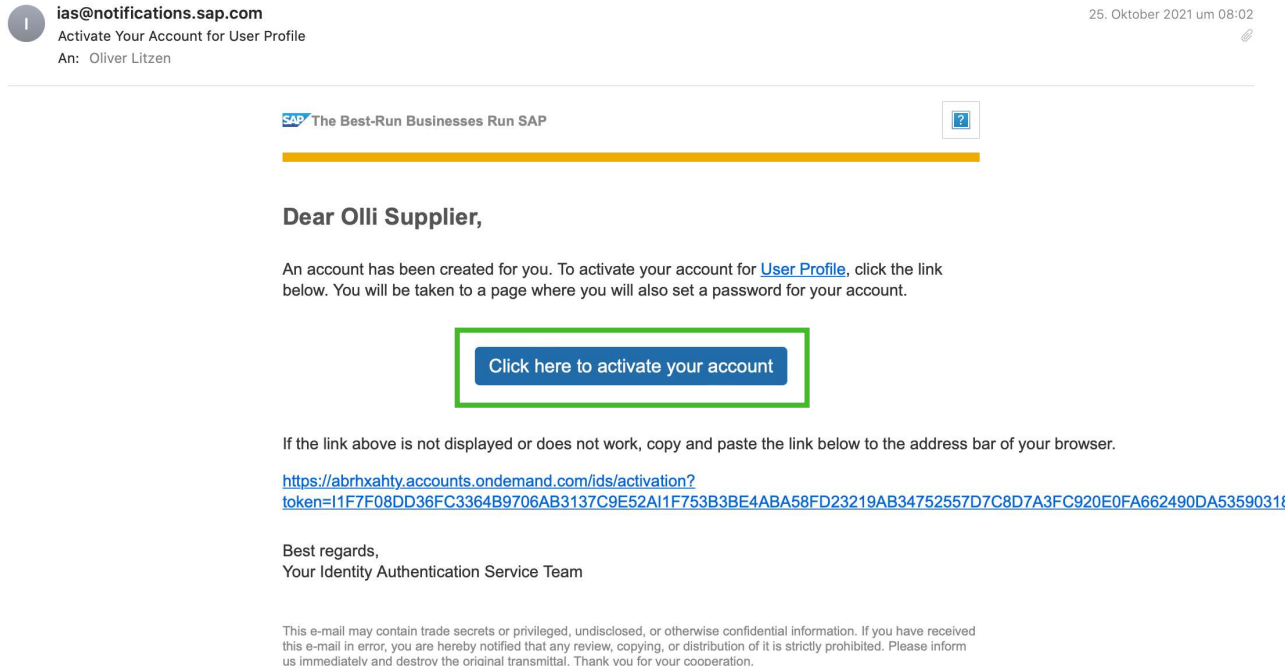
Onboarding / Login

How to start the application

Every time you can use this link to open the supplier portal. So best is to store this link as a favorite on your browser.

In case a new 8D report was generated the system will inform you via mail. In the mail there is a link to open the complaint.

OL

Peter Test

Notification: Problem-Solving Process 100000000045 Submitted

An: Supplier Test

Hello,

This is to inform you that your customer has submitted a problem-solving process 100000000045.

Please do not reply to this email. In case of any queries, please write to -   Supplier@Test

Thanks & best regards,

Your Notification Service

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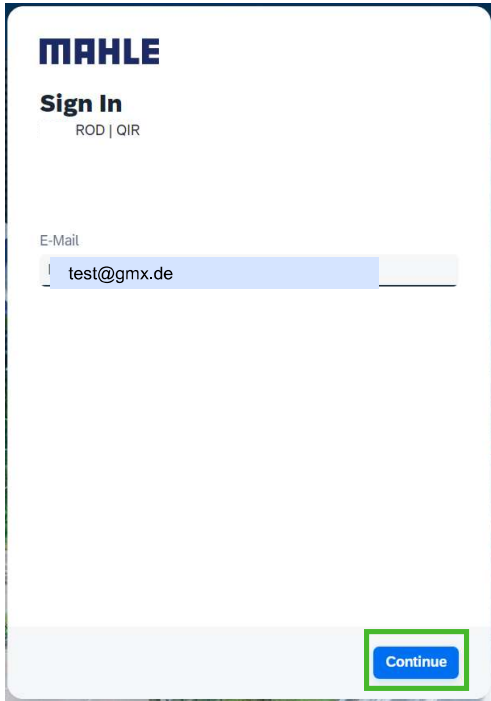
To unsubscribe from emails related to this problem-solving process, please turn off the email notification for this problem-solving process in the D1 step.

MAHLE

Onboarding / Login

What should I do if I forgot my password?

1. Enter your E-Mail address and press continue button

2. Press "Forgot password" link

MAHLE

Onboarding / Login
What should I do if I forgot my password?

3. Enter your E-Mail address again and press send button

Forgot My Password

Enter your credentials below and click Send. An e-mail with a link to a page where you can reset your password will be sent. Note that the e-mail might take a few minutes to reach your inbox.

E-Mail *   test@gmx.de

*Required

Send

SAP

4. Open e-mail and press the button "Click here to reset your password"

Von: ias@notifications.sap.com
Betreff: **How to reset your password**
Datum: 6. September 2022 um 10:15:57 MESZ
An: litzen@gmx.de

SAP   The Best-Run Businesses Run SAP

Dear Qualifizierung Abteilung,

Someone requested to reset your Identity Authentication service password. If it was not you, ignore this e-mail. To reset your password, click on the link below.

Click here to reset your password

If the link above is not displayed or does not work, copy and paste the link below to the address bar of your browser.

https://abrhxahty.accounts.ondemand.com/ids/activation?
token=I241414141444451253242303453739384C7A37475677744A31786471655530466F6851714F756B4B38565632365A7964366F2532466838384E4A3073786C75587477326C775A325A4D4C757633474E59253344

Best regards,
Your Identity Authentication Service Team

This e-mail may contain trade secrets or privileged, undisclosed, or otherwise confidential information. If you have received this e-mail in error, you are hereby notified that any review, copying, or distribution of it is strictly prohibited. Please inform us immediately and destroy the original transmittal. Thank you for your cooperation.

MAHLE

Onboarding / Login

What should I do if I forgot my password?

5. Enter your new password twice. Then press the save button.

6. Login again using your new password.

MAHLE

Usermanagement 02

MAHLE

Managing your own users

After login follow screen appears
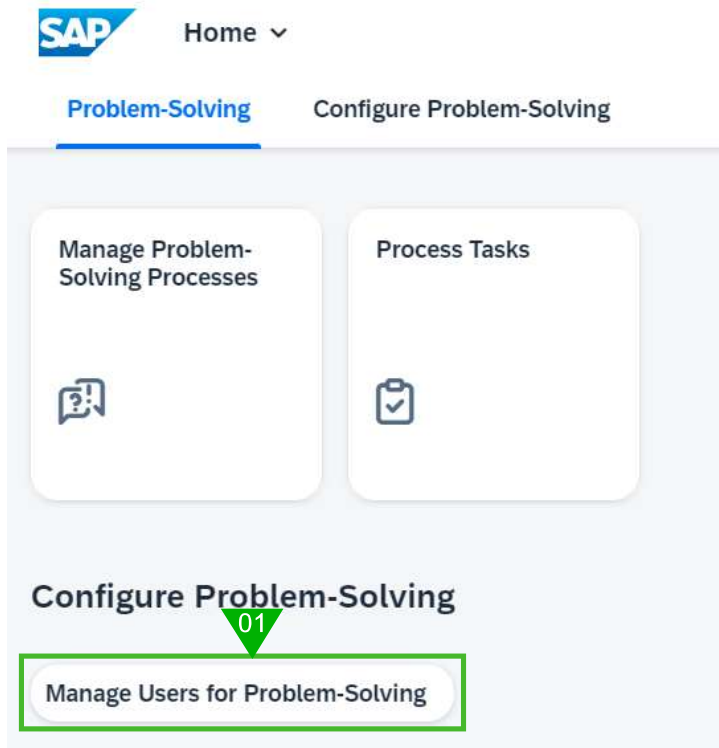
1. Press the "Manage Users for Problem-Solving" button

MAHLE

Usermanagement

Managing your own users
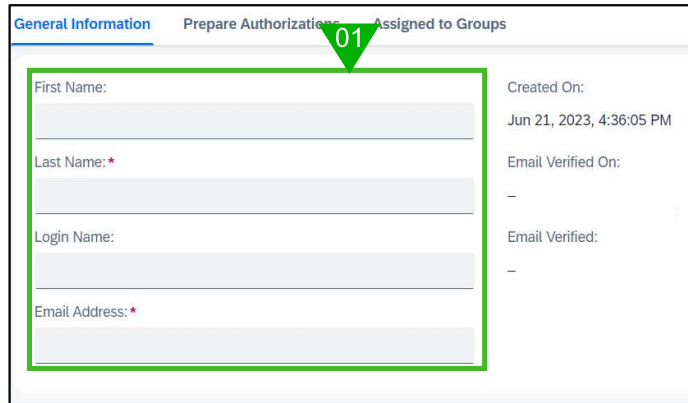
Create new user (Partner)

1. Press "Create" button

Managing your own users

Create new user (Partner)

1. Enter personal data.
   Login Name can be empty. In this case e-mail address will be used as a login name.

2. There is nothing to do in "prepare authorizations" area
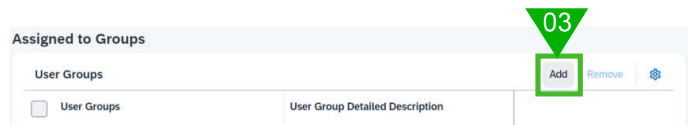
3. Press add button for assigning authorizations
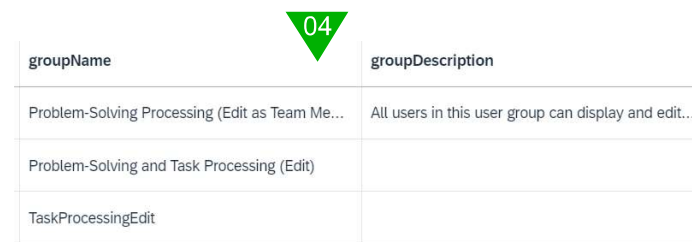
4. Add authorizations to user:
   Problem-Solving Processing (Edit as Team Member): Can work on whole 8D
   Problem-Solving and Task Processing (Edit): Can work on 8D + add new users
   TaskProcessingEdit: Only allowed to process tasks

5. After pressing create button an invitation e-mail will send to user.

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Process Overview

03

MAHLE

Process workflow at the glance

Brief steps of whole process

01 →	02 →	03 →	04 →	05 →
MAHLE: Create supplier notification (ERP)	MAHLE: Enrich 8D data and submit (cloud)	Supplier Accept/reject 8D (cloud)	Supplier: Put D steps in process (cloud)	Supplier: Send data for review (cloud)
Start transaction QM01 to generate a new SQ notification.	Enter additional data in 8D cloud for D1 and D2. After this submit 8D report to supplier.	The supplier starts the initial investigation of the problem. Accept or reject the complaint. This is usually made on D4 step.	Before supplier can start data entering on D steps, he must change the status to "process" first.	Before D step can be finished the data has to be send to MAHLE for review.
Status New / Not sent to Supplier	Status In Process / Supplier Response Pending	Status In Process / Supplier Initial Investigation Ongoing	Status In Process / Problem Accepted by Supplier	Status In Process / Solution Review Request

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Process workflow at the glance

Brief steps of whole process

06 →

MAHLE: Accept or reject each D step (cloud)

MAHLE must check all D steps was set to "review" by supplier.

Status Completed / Solution Accepted

07 →

MAHLE: Complete whole 8D (cloud)

After whole 8D report was finished by supplier the 8D in general can be completed.

Status Completed / Solution Accepted

08 →

MAHLE: Complete notification (ERP)

Complete whole notification in ERP system via QM02 transaction.

Status Completed / Solution Accepted

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Process workflow at the glance

During the process, the system sends the following e-mails.

Action That Triggers Automated Email	Who Receives the Email?
Header Statuses	
System owner submits problem to supplier	Team members including users belonging to supplier
Supplier starts initial investigation of problem	System owner
Supplier accepts problem	Team members
Supplier rejects problem	Team members
Supplier sends solution to system owner for review	Team members
System owner accepts solution	Team members
Step Statuses	
Supplier sets the step in process	Team members
Supplier works on step and sends it for review to system owner	Team members
System owner accepts step	No email is triggered
System owner rejects step	Team members
System owner reopens step	Team members

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Working in the 8D Cloud

04

MAHLE

Starting problem solving process

After login follow screen appears
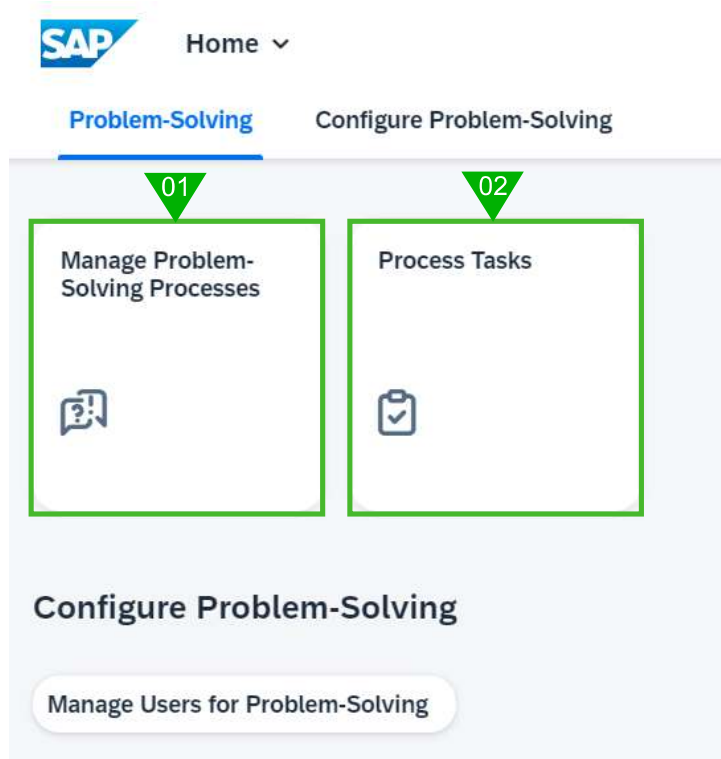
1. Manage all 8D reports (this chapter about)

2. Manage all task's independent of specific 8D

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General use of 8D cloud

8D Report overview (depending on settings your screen can look different!)

User settings

Help function

Export current list as an Excel file

Change the view

View settings

Open an 8D report

MAHLE

General use of 8D cloud

8D status lights

Step Status

Displays statuses of each step using color codes:

⬜ No status possible (D1 – D2)

🔶 Not started

🔵 In process

🟢 Accepted

You can click to each status to get more detail information's.

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Filter data

Define filter

Adapt filter setting if needed:

To reduce number of shown 8D reports the filter function can be used to customize the 8D list.

1. Press button to open filter area

2. Enter filter criteria in specific fields

3. Press button "Adapt Filters" in case some additional fields are needed

4. Press button "Adapt Filters" if you need to add / remove fields for filter.

5. Activate / deactivate needed fields for filter criteria's

6. Press go button to select data

MAHLE

Filter data

Define views

Using this function you can add/remove additional columns to the overview list.
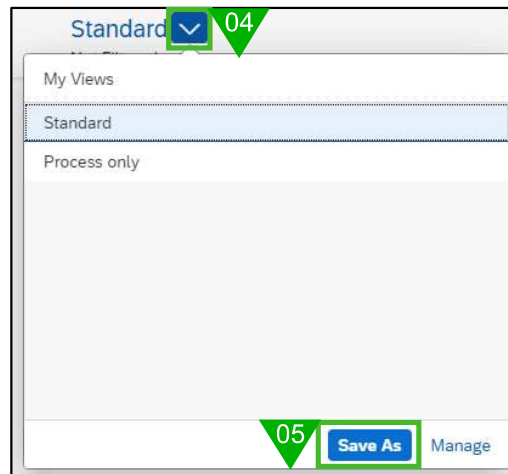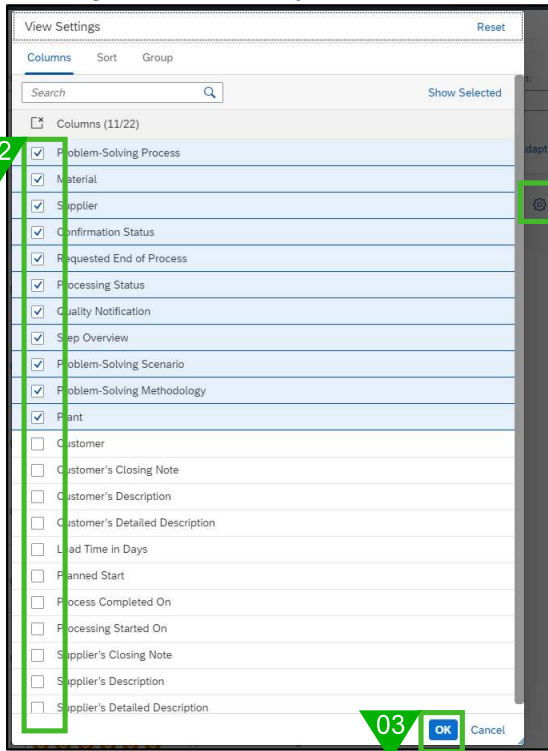
1. Press "gear" button to open view settings screen-

2. Activate / deactivate columns needed in overview

3. Press Ok button

4. Open view selection

5. Press save as to store view setting

MAHLE

Filter data

Store settings as tile

All filter and view settings can be stored in a tile. Later on stored tile can be open and all settings will be used.
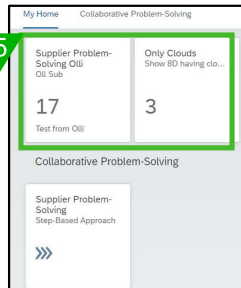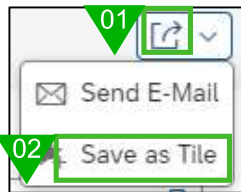
Each filter/view can be stored as a tile. You will find the icon top right.

1. Press share button

2. Press button "Save as Tile"

3. Fill the dialog box and press OK

4. Press "go back" button (on top left) to see all tiles

5. Now you can open generated tile

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Problem Solving Process

05

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Accept or Reject

When supplier opens an 8D having confirmation status "supplier process pending" the system is always asking if complaint is accepted or rejected. This question don't have to be answered immediately. Usually this can be answered after D4 was completed.
But decision can be done always before.

Usually supplier starts with button "Start initial investigation". If this status was set supplier can process till D4. Without any status supplier can process till D3.

What happens if supplier **reject**:
Status changes to "Problem reject by Supplier". MAHE can complete / deleted 8D or submit again (system asks why you submit it again).

Or **accept**:
Problem solving status change to "Problem Accepted by Supplier"

All entered comments are shown at the bottom:
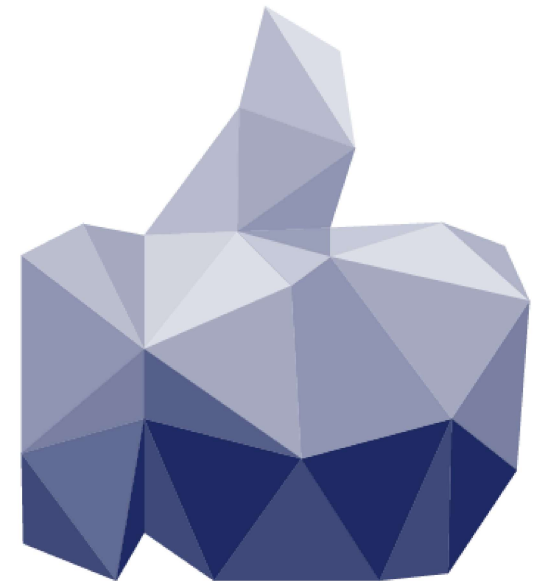
8D – 8 Disciplines

- 8D – Eight Disciplines is a systematic method used to approach and solve problems.
- Its purpose is to identify, correct and eliminate recurring problems.
- The 8 disciplines are the obligatory steps, that are required to achieve this.
- The 8D method has become a standard in the Automotive industry (and others).
- The 8D Report is a document, that is exchanged between supplier and customer in the context of customer complaints.

MAHLE

Start editing 8D

02 ▼

Set in Process

03 ▼

Edit

04 ▼

Apply

05 ▼

Save

1. Open D step you need to enter data

2. Press set in process button to activate D step for processing

3. Press edit button to change / add data

4. Press apply button to store data temporary (not shown on MAHLE side)

5. Press save data to store data in database. (Change is visible for all)

You can save your entries on each page. Please save once in a while to not lose any data.

MAHLE

Working in 8D

D1 Team

1. MAHLE team. Defined by MAHLE. Not changeable. For information only.

2. Use add "Supplier" button to add additional team members
   Activate "Receives e-mails" to activate sending mails.

3. Mark a team member to delete via remove button

MAHLE

Working in 8D

D2 Problem Solving

1. View only → Check defect code data

2. View only → Check problem description MAHLE side

3. Enter problem description supplier side (mandatory)

4. Attach documents (optional)
   Via drag and drop or
   use Create button.

MAHLE

Working in 8D

D3 Containment actions

1. Press "create" button to add new action

2. Enter all needed data (green mandatory, blue optional)

3. Attach files (optional via drag & drop)

4. Press Apply button

5. Create additional files then press save

MAHLE

Working in 8D

D3 Containment actions status

Switch to view modus to change status

1. Click to one task line to open it

2. Press one of these buttons

3. Press X to jump back to D3 screen

After task was set in process you can "Complete" or "Set to new" again.

MAHLE

Working in 8D

D4 Root Causes

There are two ways to add a new RCA.

1. Add an RCA manual line by line (Explained process)

2. Use 5 Why or Ishikawa method to generate RCA lines automatically

3. Enter data green mandatory or blue optional

4. Drag and drop files (optional)

MAHLE

Working in 8D

D5 Defined Corrective Actions

1. Press create button to add a new action

2. Enter all needed data (green mandatory, blue optional)

3. Drag & drop files (optional)

MAHLE

Working in 8D

D5 Defined Corrective Actions status

Switch to view modus to change status

1. Click to one task line to open it

2. Press one of these buttons

3. Press X to jump back to D5 screen

Action is shown on D6 after status "Set to Planned" was set.

MAHLE

Working in 8D

D6 Implemented Corrective Actions

1. System shows actions from D5 having minimum status "planned". Enter due date + change action status accordingly

2. Press button "create" for new action (this action is not shown on D5)

3. Enter data green mandatory or blue optional

4. Drag and drop files (optional)

5. Afterwards status can be changed like in D5

MAHLE

Working in 8D

D7 Preventive Actions

1. Press create button to add a new action

2. Enter all needed data (green mandatory, blue optional)

3. Drag & drop files (optional)

4. Afterwards status can be changed like in D3

MAHLE

Problem Solving Process

Working in 8D

D8 Congratulate your team

D8

Step Processing Status   Step Review Status

In Process   Not Started

Closing Note   Attachments for Step   Administrative Data for Step

Supplier's Closing Note: Customer's Closing Note:

All is perfect now!

Attachments for Step

Standard ⌄   Items (0)   Search 🔍   📄 Create ⌄   Download   Delete   Move   Copy   Manage Document ⌄   🗑   ↻   ↑↓   ⚙

☐ Type   Name   Modified On   Created By   Modified By   Size

No documents available

Drag and drop documents here to upload.

Just enter your conclusions + attach some files if needed.

MAHLE

Working in 8D

D2 – D7 send for review

In case D step was completed the information has to be send to MAHLE for confirmation.

Attention! Request button is not shown in case there are open tasks on specific Dx step.

1. Save the 8D via save button

2. Press "Request Review". → Information will send to MAHLE for confirmation

3. Status was changed to "Sent for Review"

MAHLE

Working in 8D

8d print out

Every time it is possible to create an 8D report

1. Press the … button

2. Press "Print Report" button

3. Wait for the PDF file to be generated (need some time)

MAHLE

Working in 8D

Add comments (chat function)

1. Switch to comments

2. Enlarge the screen (optional)

3. Press button to add a comment

E-Mail will send to supplier / MAHLE to inform about new comment.

Every time it is possible to leave a comment. MAHLE can respond to the comment. So, it can be used like a chat function in Teams.
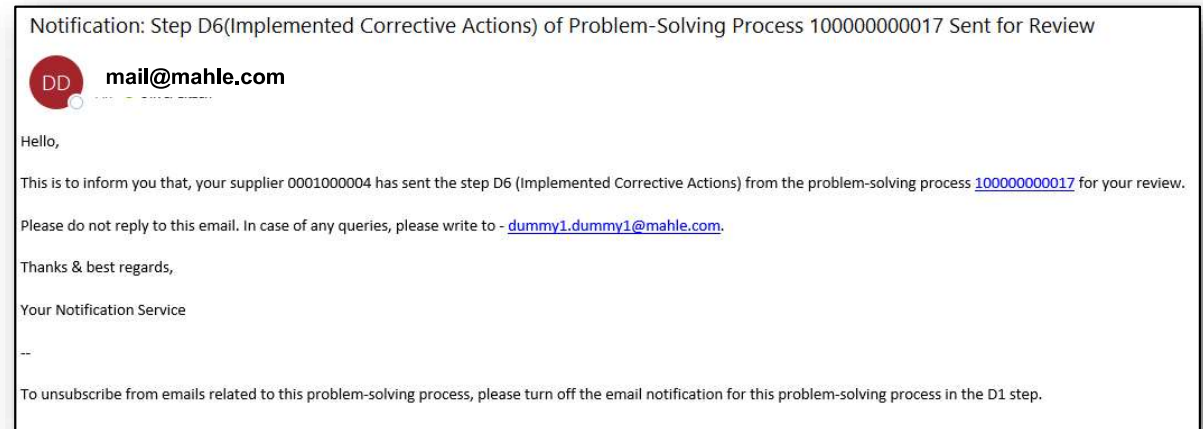
MAHLE

Problem Solving Process

Working in 8D
Check completeness of 8D

- Check D3 – D8 status must be "Send for review"

- Complaint was saved

Now the 8D is ready for final check at MAHLE + MAHE was informed about it

MAHLE

Working in 8D

Feedback from MAHLE → Rejecting a D step

In case MAHLE is rejecting an 8D step an e-mail will inform you about it

Status of D step shows status "Rejected"

D3 Containment Actions	Jun 26, 2023, 3:24:48 PM	Rejected	In Process	›

Open D step and set status in process again

Set in Process

Change needed data and add some comments if needed. Then send back for review again.

Send for Review

MAHLE

Working in 8D

Feedback from MAHLE → Accepting the 8D

In case MAHLE is accepting 8D an e-mail will inform about it.

Status of each D step is accepted, and problem-solving status is completed now.
From now on 8D data can't be changed anymore. Only comments can be entered.

MAHLE

Thank you for taking your time