

Supplier 8D portal

2023/06/22

**WE SHAPE
FUTURE
MOBILITY**



MAHLE

Supplier 8D portal

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>



Supplier 8D Problem Solving Portal

01 Onboarding / Login

02 Usermanagement

03 Process Overview

04 Working in the 8D Cloud

05 Problem Solving Process

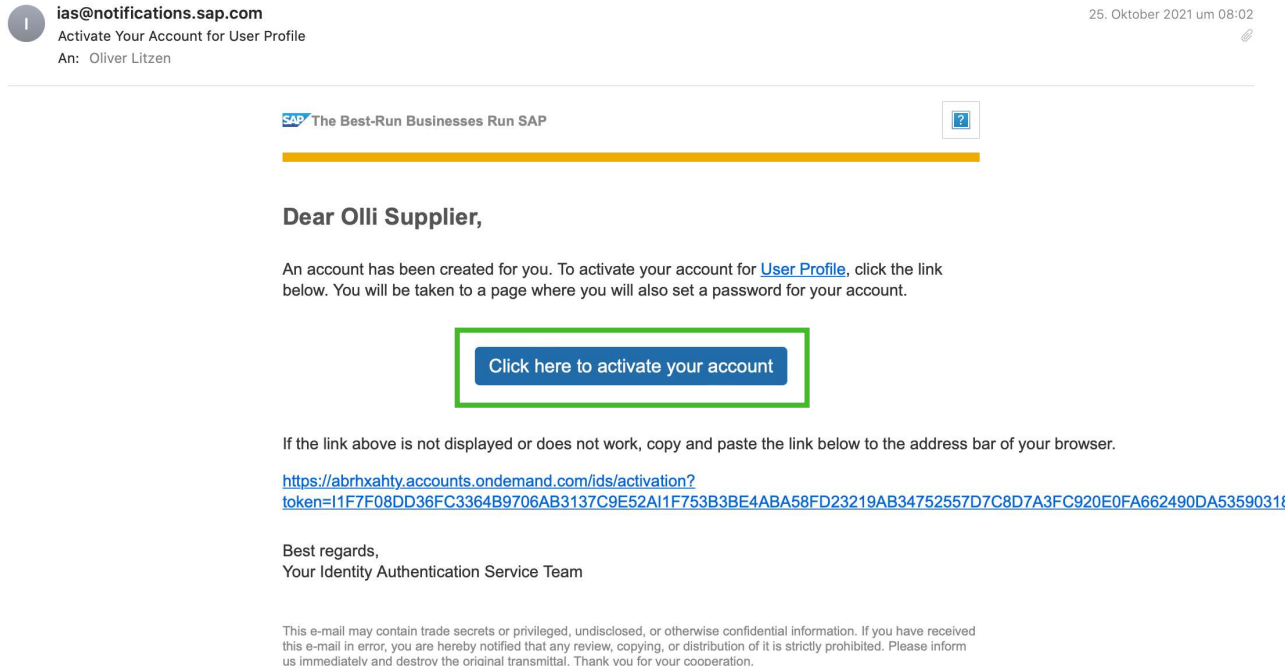
Onboarding / Login

01

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!



Onboarding / Login

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.



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

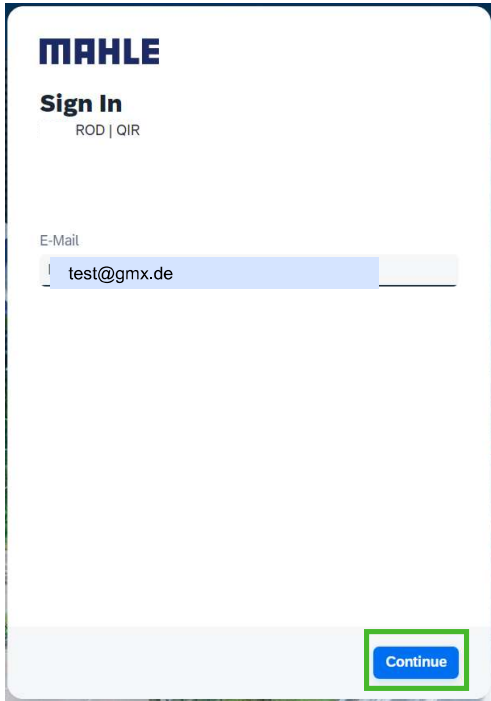
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To unsubscribe from emails related to this problem-solving process, please turn off the email notification for this problem-solving process in the D1 step.

Onboarding / Login

What should I do if I forgot my password?

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



The screenshot shows the MAHLE Sign In page. At the top left is the MAHLE logo. Below it is the text 'Sign In' and 'PROD | QIR'. There is an 'E-Mail' input field containing 'test@gmx.de'. At the bottom right, a blue 'Continue' button is highlighted with a green box.

2. Press "Forgot password" link



The screenshot shows the MAHLE Sign In page with additional fields. Below the 'E-Mail' field (containing 'test@gmx.de') is a 'Change' link. Below that is a 'Password' field with a toggle icon. At the bottom, there is a checkbox for 'Keep me signed in' and a 'Forgot password?' link, which is highlighted with a green box.

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 *

*Required

Send



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: iltzen@gmx.de



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://abrhxahy.accounts.ondemand.com/ids/activation?token=i24141414144445125324230345739384C7A37475677744A31786471655530466F6851714F756B4B38565632365A7964366F2532466838384E4A3073786C75587477326C775A325A4D4C757633474E59253344>

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.

Onboarding / Login


What should I do if I forgot my password?

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

Reset Your Password

Reset the password for your account

New Password * ✓ 

Re-enter New Password * ✓ 

*Required

Save



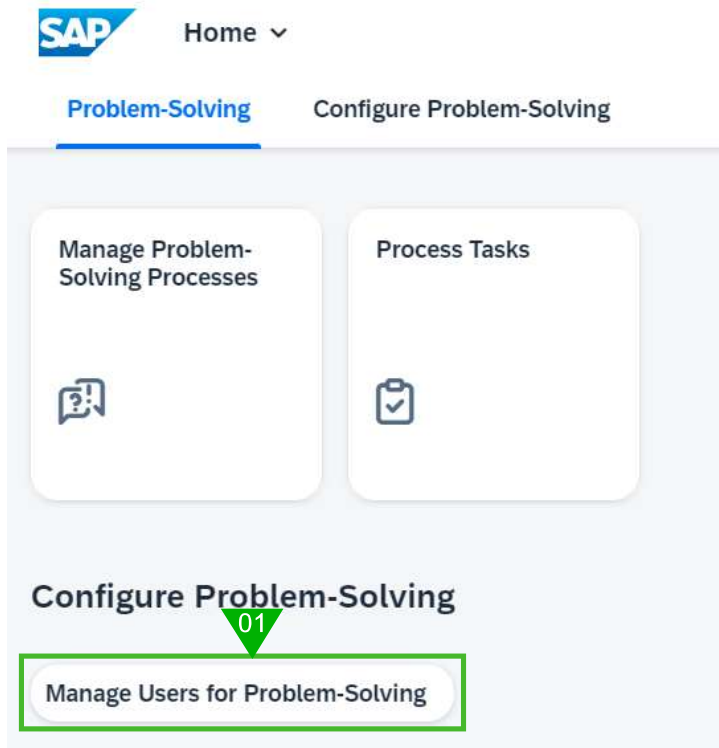
6. Login again using your new password.

Usermanagement

02

Managing your own users

After login follow screen appears



1. Press the “Manage Users for Problem-Solving” button

Managing your own users

Create new user (Partner)

< **SAP** Manage Users for Problem-Solving Q

Standard

Users (6)

| User | Email Address | User Type | Status |
|--------------------------|---------------|-----------|--------|
| <input type="checkbox"/> | | Partner | Active |
| <input type="checkbox"/> | | Partner | Active |
| <input type="checkbox"/> | | Partner | Active |
| <input type="checkbox"/> | | Partner | New |
| <input type="checkbox"/> | | Partner | New |
| <input type="checkbox"/> | | Partner | |

Shows list of current users

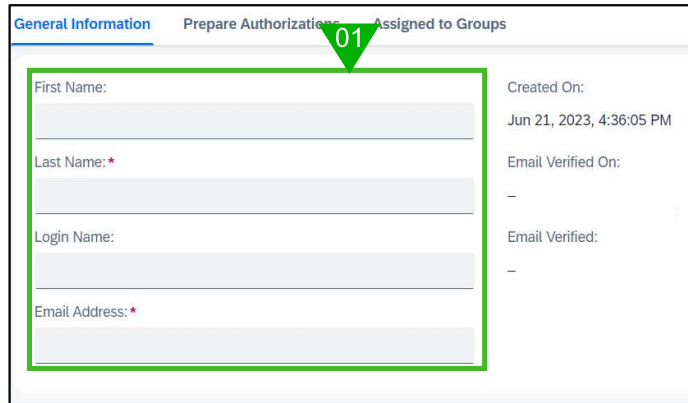
Create

01

1. Press "Create" button

Managing your own users

Create new user (Partner)



General Information Prepare Authorizations Assigned to Groups

01

First Name:

Last Name: *

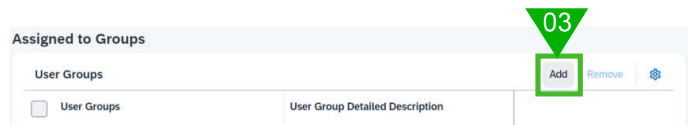
Login Name:

Email Address: *

Created On: Jun 21, 2023, 4:36:05 PM

Email Verified On: —

Email Verified: —



Assigned to Groups

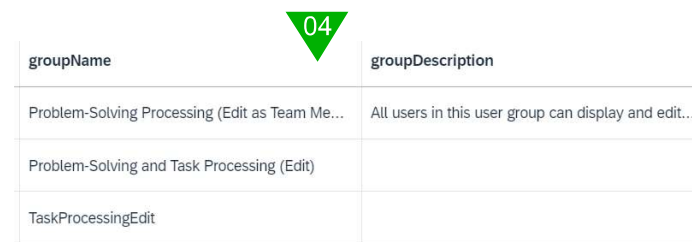
User Groups

03

Add Remove

User Groups

| User Groups | User Group Detailed Description |
|-------------|---------------------------------|
| | |



04

| groupName | groupDescription |
|--|--|
| Problem-Solving Processing (Edit as Team Me... | All users in this user group can display and edit... |
| Problem-Solving and Task Processing (Edit) | |
| TaskProcessingEdit | |

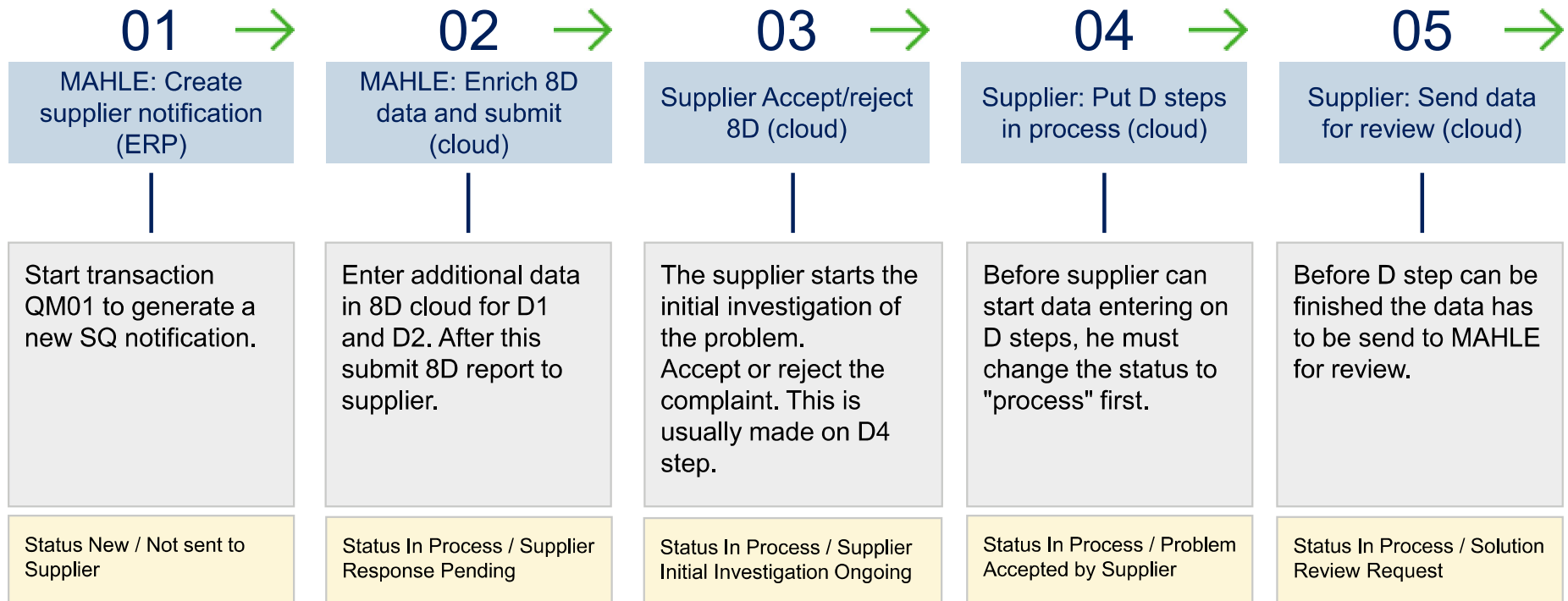
1. Enter personal data.
Login Name can be empty. In this case e-mail address will be used as a login name.
2. There is nothing to do in “prepare authorizations” area
3. Press add button for assigning authorizations
4. Add authorizations to user:
Problem-Solving Processing (Edit as Team Member): Can work 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.

Process Overview

03

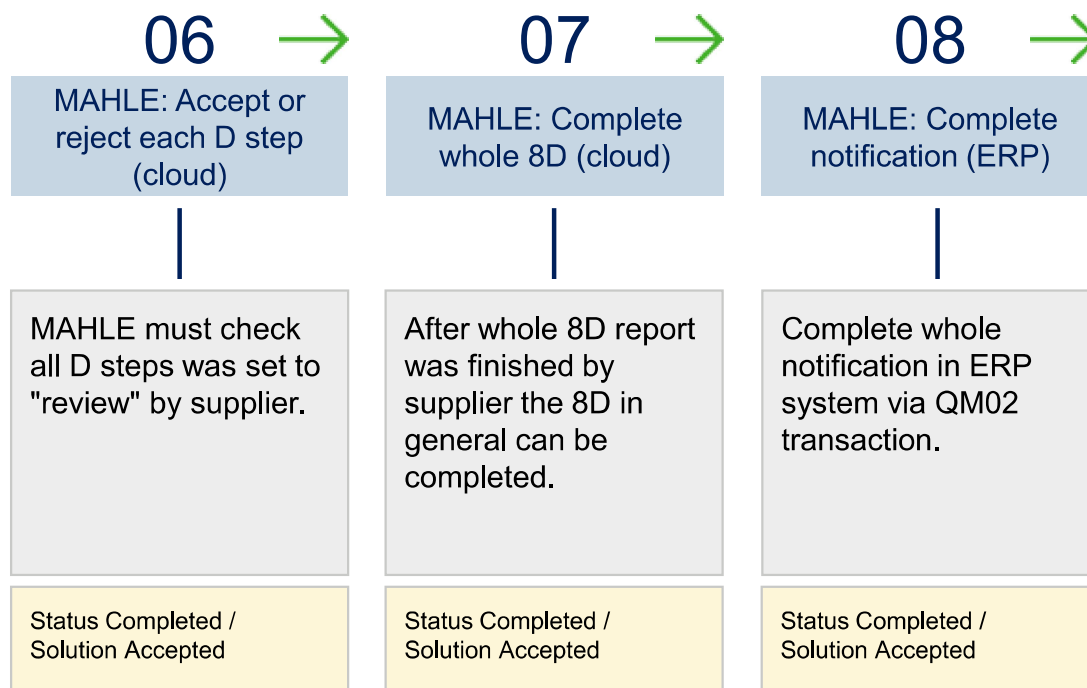
Process workflow at the glance

Brief steps of whole process



Process workflow at the glance

Brief steps of whole process



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 |



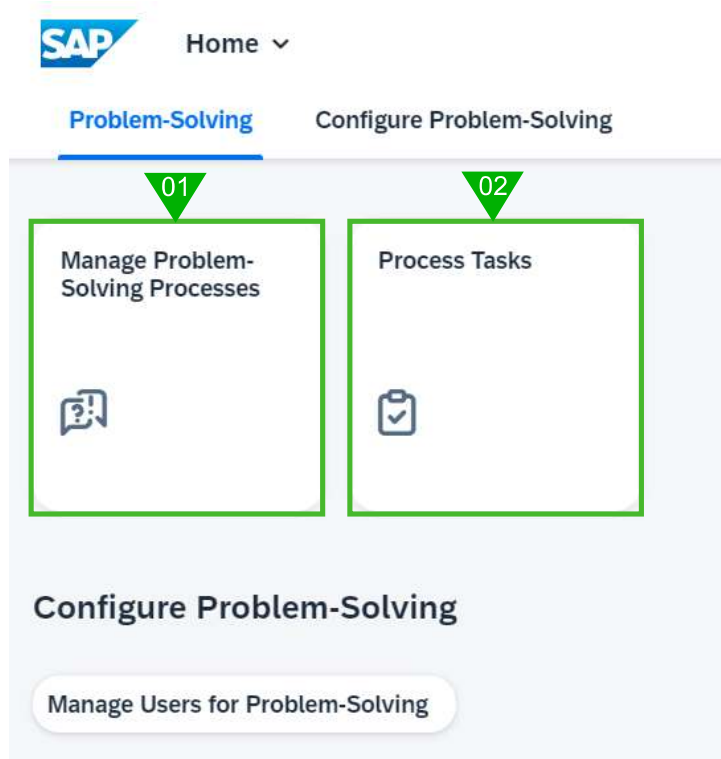
Working in the 8D Cloud

04

Working in the 8D Cloud

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

Working in the 8D Cloud

General use of 8D cloud

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

The screenshot shows the SAP Manage Problem-Solving Processes interface. The top navigation bar includes the SAP logo, the title 'Manage Problem-Solving Processes', a search bar 'Search in: Apps', and a user profile icon 'OL'. Below the navigation bar, there are several filter fields: 'Plant first' (dropdown), 'Editing Status (Draft):' (dropdown), 'Problem-Solving Process:', 'Processing Status:', 'Problem-Solving Scenario:', 'Plant:', and 'Material:'. There are also fields for 'Requested End of Process:', 'Supplier:', and 'Confirmation Status:'. A 'Go' button and 'Adapt Filters (1)' are visible. The main area displays a table of 'Problem-Solving Processes' with columns: 'Problem-Solving Pr...', 'Supplier', 'Material', 'Processing Status', 'Confirmation Status', 'Requested End of Process', 'Quality Not...', and 'Plant'. The table contains several rows with various statuses like 'New', 'In Process', 'Completed', and 'Not Sent to Supplier'. Annotations with green boxes and arrows point to specific features: 'User settings' points to the 'OL' icon; 'Export current list as an Excel file' points to the 'Go' button; 'Change the view' points to the 'Plant first' dropdown; 'View settings' points to the view icons; and 'Open an 8D report' points to the report icon in the table row.

Annotations:

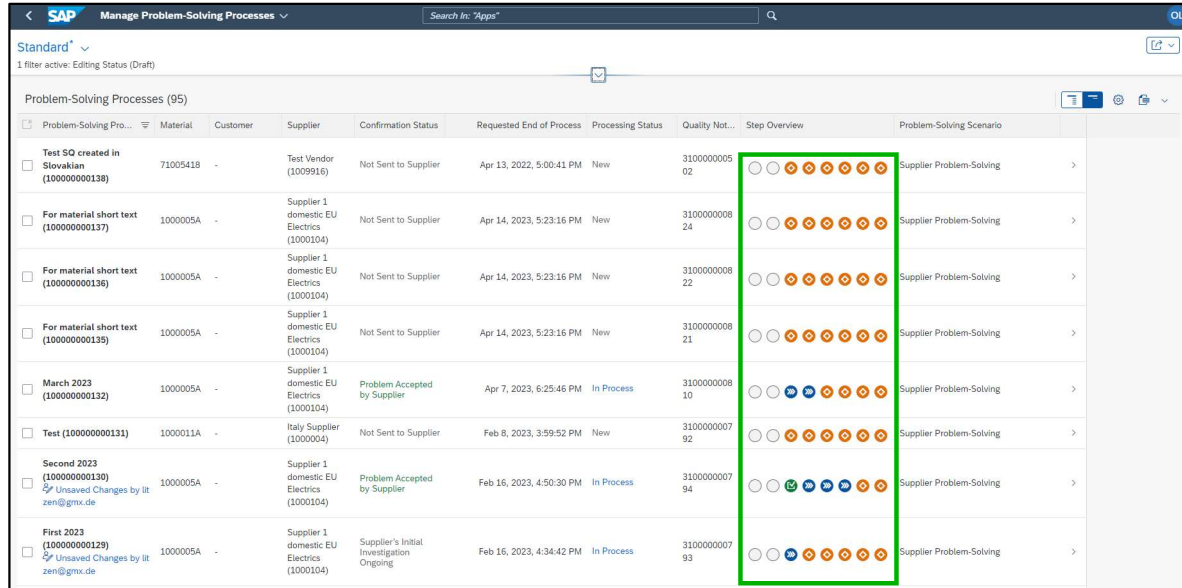
- User settings
- Export current list as an Excel file
- Change the view
- View settings
- Open an 8D report

| Problem-Solving Pr... | Supplier | Material | Processing Status | Confirmation Status | Requested End of Process | Quality Not... | Plant |
|----------------------------------|----------|--|-------------------|------------------------------|---------------------------|----------------|---------------------------------|
| Test 100000000128 | 1010117 | 71005621 | New | Not Sent to Supplier | Oct 23, 2022, 12:41:00 PM | 310000000709 | MAHLE Shanghai Filtering (2290) |
| Check in process 100000000127 | 1000104 | 1000005A | In Process | Problem Accepted by Supplier | Jan 18, 2023, 5:06:32 PM | 310000000790 | CORE 1 (M101) |
| Strange testing 100000000126 | 1000104 | 1000005A | In Process | Problem Accepted by Supplier | Jan 8, 2023, 3:40:10 PM | 310000000787 | CORE 1 (M101) |
| Will not accept 100000000125 | 1000104 | 1000005A | Completed | Problem Rejected by Supplier | Jan 8, 2023, 2:51:02 PM | 310000000786 | CORE 1 (M101) |
| Second QIR 100000000124 | 1000104 | 1000005A | Completed | Solution Accepted | Dec 30, 2022, 5:20:51 PM | 310000000782 | CORE 1 (M101) |
| Test 100000000123 | 1000104 | 1000005A | In Process | Problem Accepted by Supplier | Dec 30, 2022, 5:05:00 PM | 310000000772 | CORE 1 (M101) |
| defect 100000000110 | 1010110 | sealant morishita ER963 18kg (71005615) | New | Not Sent to Supplier | Nov 4, 2022, 1:00:00 AM | 310000000731 | 2290 |

Working in the 8D Cloud

General use of 8D cloud

8D status lights



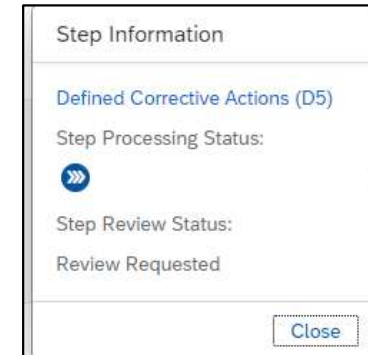
| Problem-Solving Pro... | Material | Customer | Supplier | Confirmation Status | Requested End of Process | Processing Status | Quality Not... | Step Overview | Problem-Solving Scenario |
|--|----------|----------|--|--|--------------------------|-------------------|----------------|---------------|--------------------------|
| <input type="checkbox"/> Test SQ created in Slovakiaian (1000000001138) | 71005418 | - | Test Vendor (1009916) | Not Sent to Supplier | Apr 13, 2022, 5:00:41 PM | New | 310000000502 | | Supplier Problem-Solving |
| <input type="checkbox"/> For material short text (1000000001137) | 1000005A | - | Supplier 1 domestic EU Electrics (1000104) | Not Sent to Supplier | Apr 14, 2023, 5:23:16 PM | New | 310000000824 | | Supplier Problem-Solving |
| <input type="checkbox"/> For material short text (1000000001136) | 1000005A | - | Supplier 1 domestic EU Electrics (1000104) | Not Sent to Supplier | Apr 14, 2023, 5:23:16 PM | New | 310000000822 | | Supplier Problem-Solving |
| <input type="checkbox"/> For material short text (1000000001135) | 1000005A | - | Supplier 1 domestic EU Electrics (1000104) | Not Sent to Supplier | Apr 14, 2023, 5:23:16 PM | New | 310000000821 | | Supplier Problem-Solving |
| <input type="checkbox"/> March 2023 (1000000001132) | 1000005A | - | Supplier 1 domestic EU Electrics (1000104) | Problem Accepted by Supplier | Apr 7, 2023, 6:25:46 PM | In Process | 310000000810 | | Supplier Problem-Solving |
| <input type="checkbox"/> Test (1000000001131) | 1000011A | - | Italy Supplier (1000004) | Not Sent to Supplier | Feb 8, 2023, 3:59:52 PM | New | 310000000792 | | Supplier Problem-Solving |
| <input type="checkbox"/> Second 2023 (1000000001130) Unsaved Changes by lit zen@gmx.de | 1000005A | - | Supplier 1 domestic EU Electrics (1000104) | Problem Accepted by Supplier | Feb 16, 2023, 4:50:30 PM | In Process | 310000000794 | | Supplier Problem-Solving |
| <input type="checkbox"/> First 2023 (1000000001129) Unsaved Changes by lit zen@gmx.de | 1000005A | - | Supplier 1 domestic EU Electrics (1000104) | Supplier's Initial Investigation Ongoing | Feb 16, 2023, 4:34:42 PM | In Process | 310000000793 | | Supplier Problem-Solving |

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.



Step Information

Defined Corrective Actions (D5)

Step Processing Status:

-

Step Review Status:

Review Requested

Close

Filter data

Define filter

SAP Manage Problem-Solving Processes

Standard

01

02

03

06

Go Adapt Filters (1)

Adapt filter setting if needed:

05

Adapt Filters

Reset

All Show Values [1] [1]

Search for Filters

| Field | Active |
|--|-------------------------------------|
| <input checked="" type="checkbox"/> Editing Status | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> Problem-Solving Process | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> Processing Status | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> Problem-Solving Scenario | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> Plant | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> Material | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> Quality Notification | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> Requested End of Process | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> Supplier/Customer | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> Confirmation Status | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> Customer's Description | <input type="checkbox"/> |
| <input type="checkbox"/> Lead Time in Days | <input type="checkbox"/> |
| <input type="checkbox"/> My Company Name on Report | <input type="checkbox"/> |
| <input type="checkbox"/> Planned Start | <input type="checkbox"/> |
| <input type="checkbox"/> Problem-Solving Methodology | <input type="checkbox"/> |
| <input type="checkbox"/> Process Completed On | <input type="checkbox"/> |
| <input type="checkbox"/> Processing Started On | <input type="checkbox"/> |
| <input type="checkbox"/> Supplier's Description | <input type="checkbox"/> |

OK Cancel

04 Adapt Filters (1)

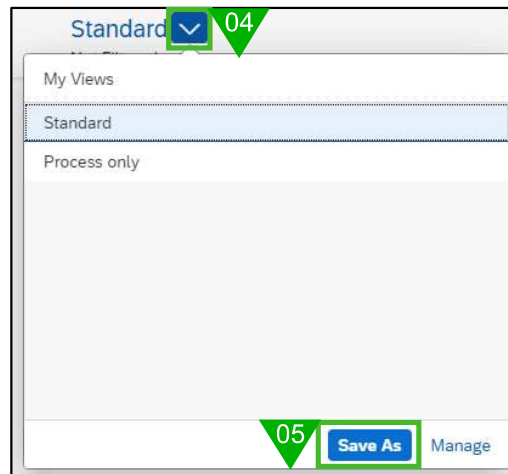
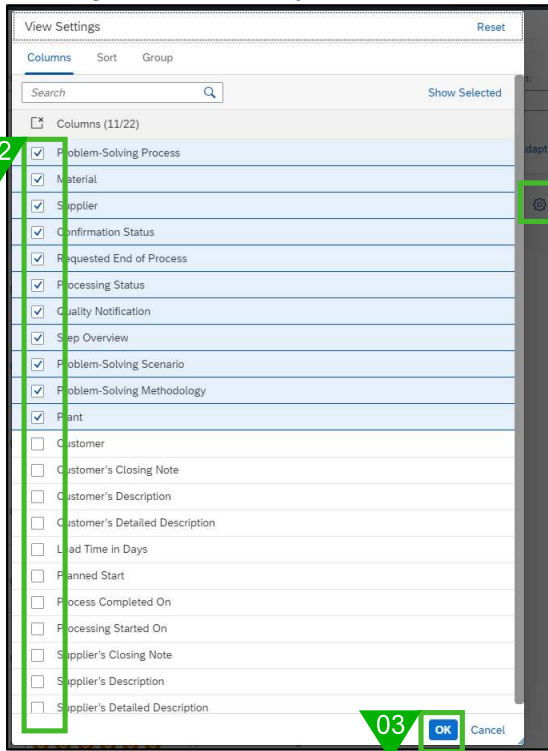
To reduce number of shown 8D reports the filter function can be used to customize the 8D list.

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

Filter data

Define views

Using this function you can add/remove additional columns to the overview list.



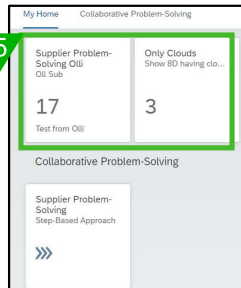
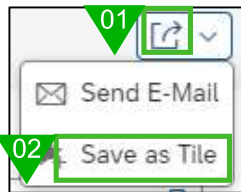
1. Press “gear” button to open view settings screen-
2. Activate / deactivate columns needed in overview
3. Press Ok button
4. Open view selection
5. Press save as to store view setting

Working in the 8D Cloud

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

Problem Solving Process

05

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.

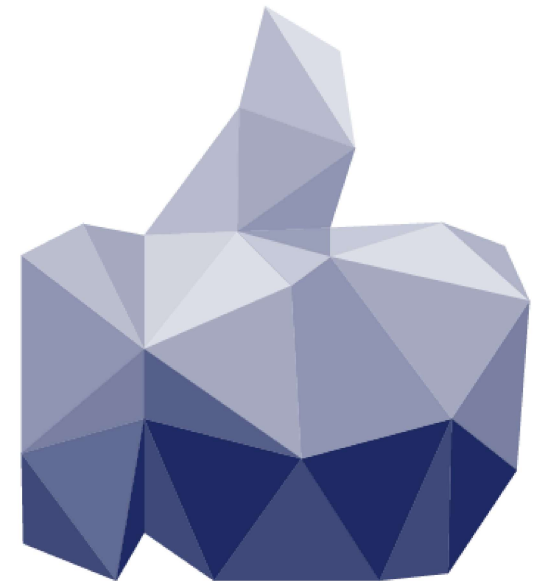
What happens if supplier **reject**:

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.

Start editing 8D

02



03



04



05



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.

Working in 8D

D1 Team

Team D1

Administrative Data for Step

Team Members (3)

02 Add Supplier Remove

| <input type="checkbox"/> | User Image | User Name | Role | 01 | Is Contact P... | Contact Det... | Receives Em... |
|--------------------------|------------|-----------|-------------|-----------|-------------------------------------|----------------|-------------------------------------|
| <input type="checkbox"/> | | Oliver | Team Leader | | <input checked="" type="checkbox"/> | | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> | | Klaus | Team Member | | <input type="checkbox"/> | | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> | | Oli | Team Leader | | <input checked="" type="checkbox"/> | | <input checked="" type="checkbox"/> |

Team Type: Customer's Team (01)

Team Type: Supplier's Team (02)

Changed On: Apr 27, 2023, 3:05:42 PM

Changed By: litzten@gmx.de

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

Working in 8D

D2 Problem Solving

Problem Description
D2

Problem Attachments for Step Administrative Data for Step

02

Customer's Description:
Dents on sealing surface

Customer's Detailed Description:
Hallo Olli

Supplier's Description:
Olli supplier

Supplier's Detailed Description:
My name is Olli

03

Defect

Defect Code Group:
Defects Supplier Quality (YSQ)

Defect Code:
Surface failure (scratch, coating) (C000)

01

Quality Notification Item:
0001

04

Attachments for Step

100000000107D2

Standard Items (1) Search

Create Edit Link Download Delete Move Copy Manage Document

| Type | Name | Modified On | Created By | Modified By | Size |
|--------------------------|--|--------------|---------------|---------------|--------|
| <input type="checkbox"/> | 【Low level sample】 品質立上り提示依頼 (ホンダ太陽株式会社) 24M追加小組依頼 品.pdf | Mar 29, 2023 | litzen@gmx.de | litzen@gmx.de | 130 KB |

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.

Working in 8D

D3 Containment actions

The screenshot shows the 'Containment Actions' interface for a D3 step. The interface includes a header with 'Step Processing Status' (In Process) and 'Step Review Status' (Not Started). Below this are tabs for 'Timeline', 'Containment Actions', and 'Administrative Data for Step'. The main form area contains several fields: 'Requested End of Step' (Sep 25, 2022, 2:00:00 AM), 'Step Completed On' (MMM d, y, h:mm:ss a), 'Task Description' (A new D3 Task), 'Task Detailed Description' (Some D3 descriptions), 'Task Processor' (Oli Litzen (P060563)), 'Task Code' (CA at customer (D3-3010)), 'Task Code Group' (Tasks 8D D30 Containment (Y8D30TSK)), 'Planned Start of Task' (Apr 27, 2023, 5:24:32 PM), 'Task Started On' (Apr 28, 2023, 5:26:09 PM), 'Requested End of Task' (May 9, 2023, 5:26:14 PM), and 'Task Completed On' (MMM d, y, h:mm:ss a). A 'Create' button is highlighted with a green box and labeled '01'. The 'Task Description' and 'Task Detailed Description' fields are highlighted with green boxes and labeled '02'. The 'Task Code' and 'Task Code Group' dropdowns are highlighted with blue boxes. The 'Attachments for Task' section is highlighted with a green box and labeled '03'. The 'Create' button is also highlighted with a green box and labeled '03'.

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

Working in 8D

D3 Containment actions status

| Task | Processing Status | Requested End of Task | Task Processor |
|-----------------------|-------------------|-------------------------|----------------------|
| A new D3 Task 1 | New | May 9, 2023, 5:26:14 PM | Oli Litzen (P060563) |
| Make me obsolete 2 | Obsolete | | Oli Litzen (P060563) |



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.

Working in 8D

D4 Root Causes

The screenshot shows the 'D4 Root Causes' interface. At the top, it displays 'Step Processing Status: In Process' and 'Step Review Status: Not Started'. Below this is a 'Root Causes' section with a table of items. The table has columns for 'Root Cause', 'Category', 'Type', and 'Cause Code'. Two items are listed: 'Ollis RCA' (ID 1) and 'Something technical happen' (ID 2). A modal form is open for adding a new root cause. The form has three main sections: 'Root Cause Description' (with a text input field containing 'Ollis RCA'), 'Root Cause Detailed Description' (with a text area containing 'An example from Olli'), and 'Root Cause Category' (with a dropdown menu set to 'Non-Detection'). Below the category section are fields for 'Root Cause Type' (dropdown set to 'Technical'), 'Root Cause Code' (input field with 'Electrical function (I300)'), and 'Root Cause Code Group' (input field with 'Defects Supplier Quality (YSQ)'). The 'Analyze Root Cause' and 'Create' buttons are highlighted with green boxes and labeled '02' and '01' respectively. A green triangle labeled '03' points to the 'Cause Code' column in the table.

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)

Working in 8D

D5 Defined Corrective Actions

D5

Step Processing Status: In Process | Step Review Status: Not Started

Timeline | Corrective Actions | Administrative Data for Step

Requested End of Step: Oct 20, 2022, 2:00:00 AM | Step Completed On: MMM d, y, h:mm:ss a

Corrective Actions

Tasks (2)

Task Processor: Oli Litzen (P060563)

Task Information:

- Task Description: Third D5 action
- Root Cause: Something technical happen
- Task Code: []
- Task Detailed Description: Hallo D5
- Root Cause Detailed Description: Level 3
- Task Code Group: []
- Task Processor: Oli Litzen (P060563)
- Effectiveness: -

Planning:

- Planned Start of Task: May 5, 2023, 11:29:22 AM
- Task Started On: MMM d, y, h:mm:ss a
- Requested End of Task: MMM d, y, h:mm:ss a
- Task Completed On: MMM d, y, h:mm:ss a

Attachments for Task

10000000027D5-3

Standard | Items (0) | Search | Create | Edit Link | Download | Delete | Move | Copy | Manage Document | ...

1. Press create button to add a new action
2. Enter all needed data (green mandatory, blue optional)
3. Drag & drop files (optional)

Working in 8D

D5 Defined Corrective Actions status

| Root Cause | Task | Processing Status | 01 | Planning Status | Requested End of Task | Task Processor |
|---|--------------------------|-------------------|----|-----------------|-----------------------|------------------------|
| Ollis RCA 000001 Root Cause Category: Non-Detection Root Cause Type Technical | D5 from Olli 1 | New | | Planned | | Oli Litzen (P060563) > |



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.

Working in 8D

D6 Implemented Corrective Actions

The screenshot displays the D6 software interface for implementing corrective actions. At the top, it shows the 'Step Processing Status' as 'In Process' and 'Step Review Status' as 'Not Started'. Below this is a 'Timeline' section with tabs for 'Corrective Actions' and 'Administrative Data for Step'. The 'Requested End of Step' is set to 'Oct 20, 2022, 2:00:00 AM', and the 'Step Completed On' field is empty. The 'Corrective Actions' section shows a list of 'Tasks (4)'. A task titled 'Ollis RCA 000001' is selected, and its details are shown in a form. The form has three main sections: 'Task Info', 'Planning', and 'Attachments for Task'. The 'Task Info' section includes fields for 'Task Description', 'Root Cause', 'Task Detailed Description', 'Task Processor', and 'Task Code'. The 'Planning' section includes fields for 'Planned Start of Task', 'Task Started On', 'Requested End of Task', and 'Task Completed On'. The 'Attachments for Task' section shows a list of attachments. A green box highlights the 'Task Info' section, and a blue box highlights the 'Task Processor' field. A green arrow labeled '01' points to the 'Create' button, and another green arrow labeled '02' points to the 'Task Processor' field.

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

Working in 8D

D7 Preventive Actions

D7

Step Processing Status: In Process | Step Review Status: Rejected

Timeline | Preventive Actions | Administrative Data for Step

Requested End of Step: Jun 13, 2023, 2:00:00 AM | Step Completed On: MMM d, y, h:mm:ss a

Preventive Actions

Tasks (1)

Task Info | Planning | Attachments for Task | Administrative Data for Task

Task Description: * | Root Cause: | Task Code Group: | Category: on Type

Task Detailed Description: | Task Processor: | Task Code: |

Planning

Planned Start of Task: May 5, 2023, 3:35:44 PM | Task Started On: MMM d, y, h:mm:ss a

Requested End of Task: MMM d, y, h:mm:ss a | Task Completed On: MMM d, y, h:mm:ss a

Attachments for Task

1000000002D7-2

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

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:

All is perfect now!

Customer's Closing Note:

Attachments for Step

Standard ▾ Items (0) Search Create ▾ Download Delete Move Copy Manage Document ▾

| <input type="checkbox"/> | 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.

Working in 8D

D2 – D7 send for review

01

Save

Discard Draft

02

Request Review

03

D7 Preventive Actions

Jun 13, 2023, 2:00:00
AM

Step Review Status: Review Requested

Processing Status: In Process

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”

Working in 8D

8d print out

The screenshot shows the SAP 8D report interface. At the top, there are buttons for 'Edit', a menu icon (three dots), and 'Delete'. A green arrow labeled '01' points to the menu icon. Below these is a 'Print Report' button, with a green arrow labeled '02' pointing to it. A larger green arrow labeled '03' points to the main report area. The report area contains the following information:

05 May 2023 Return delivery_leakage issue_SBV(100000000027)

D3 Containment Actions

Processing Status: **In Process** Review Status: **Review Requested** Requested End of Step: **September 25, 2022 0:00:00** Step Completed On:

Containment Actions

Processing Status: **Completed**

| General Info | Planning | Attachments |
|--|---|---|
| Task Description: A new D3 Task(1) | Task Processor: Oli Litzten | Planned Start of Task: April 27, 2023 15:24:32 |
| Task Detailed Description: Some D3 descriptions | Task Code: CA at customer(D3-3010) | Task Started On: May 05, 2023 9:19:48 |
| | Task Code Group: Tasks 8D D30 Containment(Y8D30TSK) | Requested End of Task: May 09, 2023 15:26:14 |

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)

Working in 8D

Add comments (chat function)

01

Comments

Search

Post a Comment

02

03

ot comment
Today at 3:25 PM
Step: Preventive Actions (D7)
Reason for Rejection: D7 must work again

added a comment
10/26/22 at 12:54 PM
Step: Defined Corrective Actions (D5)
To control the melting and pouring temperature strictly. To train the inspector do the inspection carefully!

added a comment
10/26/22 at 12:44 PM
Step: Defined Corrective Actions (D5)
Add infrared ray to detect the temperature automatically for each oven and transmit it to the computer for storage. To update the inspection instruction with the clear defect pictures .

added a comment
10/26/22 at 12:42 PM
Step: Root Causes (D4)
The defect is porosity.The pouring temperature was too high ,it caused overheating shrinkage in some local areas. The defect is in the inside of the hole,it is not easy to detect the failure area for the inspector/final inspection

added a comment
10/26/22 at 12:55 PM
Step: Preventive Actions (D7)
100% visual check befor delivery: Improvement of final inspection working places (lighting)

added a comment
10/26/22 at 12:53 PM
Step: Implemented Corrective Actions (D6)
Add infrared ray to detect the temperature automatically for each oven and transmit it to the computer for storage. To update the inspection instruction with the clear defect pictures .

added a comment
10/26/22 at 12:43 PM
Step: Containment Actions (D3)
To build TOW and interim inspection instruction and 100% sorting the stock: sorted 9925 found 99 PCS NOK. Sorting customer stock by external company

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.

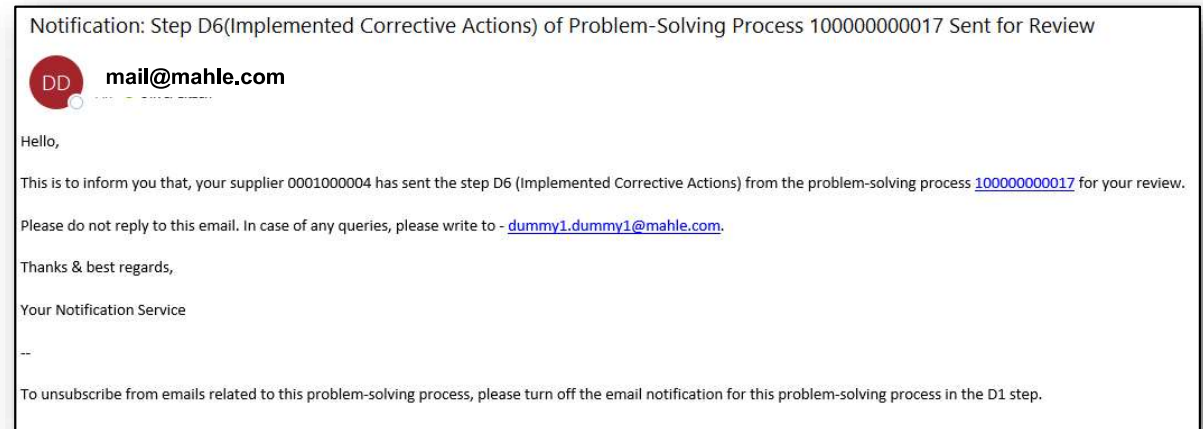
Working in 8D

Check completeness of 8D

| | |
|---|--------------------------|
| D3 Containment Actions | Sep 25, 2022, 2:00:00 AM |
| Step Review Status: Review Requested | |
| Processing Status: In Process | |
| D4 Root Causes | Sep 25, 2022, 2:00:00 AM |
| Step Review Status: Review Requested | |
| Processing Status: In Process | |
| D5 Defined Corrective Actions | Oct 20, 2022, 2:00:00 AM |
| Step Review Status: Review Requested | |
| Processing Status: In Process | |
| D6 Implemented Corrective Actions | Oct 20, 2022, 2:00:00 AM |
| Step Review Status: Review Requested | |
| Processing Status: In Process | |
| D7 Preventive Actions | Jun 13, 2023, 2:00:00 AM |
| Step Review Status: Review Requested | |
| Processing Status: In Process | |
| D8 Congratulate Your Team | Oct 20, 2022, 2:00:00 AM |
| Step Review Status: Review Requested | |
| Processing Status: In Process | |

- 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



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

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.

| | | | | |
|---|----------|-------------------|------------------------------|-------------------|
| Supplier: VALEO ENGINE MANAGEMENT SYSTEM (0001002183) | Priority | Processing Status | Confirmation Status | Lead Time in Days |
| Material: VALVE (MF724003) | Standard | Completed | Problem Accepted by Supplier | 98 |
| Quality Notification: 310000000014 | | | | |

| Step | Requested End of Step | Step Review Status | Processing Status |
|---|--------------------------|--------------------|-------------------|
| »» Overall Process Information | | | |
| D1 Team | Jul 8, 2022, 2:00:00 AM | | |
| D2 Problem Description | Jul 8, 2022, 2:00:00 AM | | |
| D3 Containment Actions | Jul 12, 2022, 2:00:00 AM | Accepted | Completed |
| D4 Root Causes | Jul 12, 2022, 2:00:00 AM | Accepted | Completed |
| D5 Defined Corrective Actions | Aug 6, 2022, 2:00:00 AM | Accepted | Completed |
| D6 Implemented Corrective Actions | Aug 6, 2022, 2:00:00 AM | Accepted | Completed |
| D7 Preventive Actions | Aug 6, 2022, 2:00:00 AM | Accepted | Completed |
| D8 Congratulate Your Team | Aug 6, 2022, 2:00:00 AM | Accepted | Completed |

A nighttime cityscape featuring several illuminated skyscrapers. Overlaid on the scene is a complex, blue-toned geometric pattern of interconnected triangles and lines, resembling a low-poly mesh or a digital network. The overall color palette is dominated by dark blues and greys, with bright white and light blue highlights from the city lights and the geometric overlay.

**WE SHAPE
FUTURE
MOBILITY**

Thank you for taking your time

MAHLE