

# Supplier 8D portal

2024/05/16

**WE SHAPE  
FUTURE  
MOBILITY**



**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>



# Supplier 8D Problem Solving Portal

01 Onboarding / Login

02 Usermanagement

03 Process Overview

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# 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!**



**ias@notifications.sap.com**  
Activate Your Account for User Profile  
An: Oliver Litzen

25. Oktober 2021 um 08:02

 The Best-Run Businesses Run SAP



**Dear Olli Supplier,**

An account has been created for you. To activate your account for [User Profile](#), click the link below. You will be taken to a page where you will also set a password for your account.

[Click here to activate your account](#)

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://abrxhahty.accounts.ondemand.com/ids/activation?token=11F7F08DD36FC3364B9706AB3137C9E52A11F753B3BE4ABA58FD23219AB34752557D7C8D7A3FC920E0FA662490DA53590318>

Best regards,  
Your Identity Authentication Service Team

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# 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

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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](mailto:Supplier@Test)

Thanks & best regards,

Your Notification Service

--

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

**MAHLE**  
Sign In  
ROD | QIR

E-Mail  
test@gmx.de

[Continue](#)

2. Press “Forgot password” link

**MAHLE**  
Sign In  
PROD | QIR

E-Mail  
test@gmx.de  
[Change](#)

Password  
Password

Keep me signed in [Forgot password?](#)

# 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](mailto:ias@notifications.sap.com)  
Betreff: **How to reset your password**  
Datum: 6. September 2022 um 10:15:57 MESZ  
An: [litzen@gmx.de](mailto:litzen@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://abrxahy.accounts.ondemand.com/ids/activation?token=|24141414144445125324230345739384C7A37475677744A31786471655530466F6851714F756B4B38565632365A7964366F25324666838384E4A3073786C75587477326C775A325A4D4C757633474E59253344>

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 test@gmx.de

New Password \*  ✓

Re-enter New Password \*  ✓

\*Required

Save



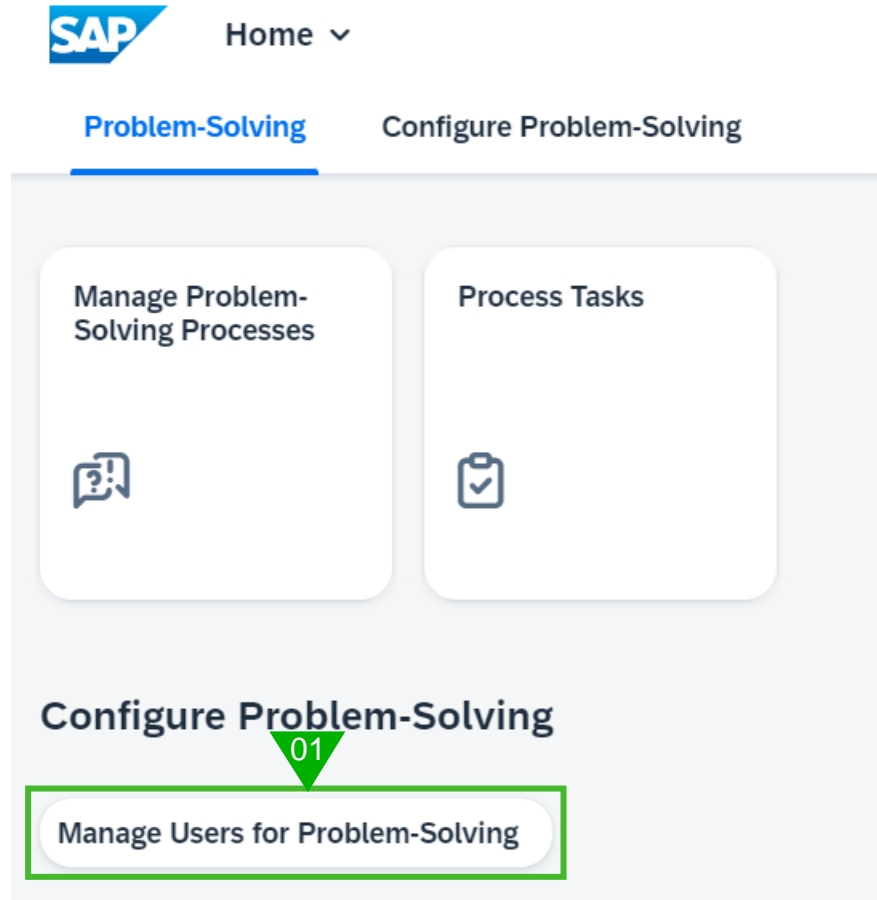
6. Login again using your new password.

# 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  OL

**Standard**

**Users (6)** Create Settings Refresh Dropdown

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		>

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 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	

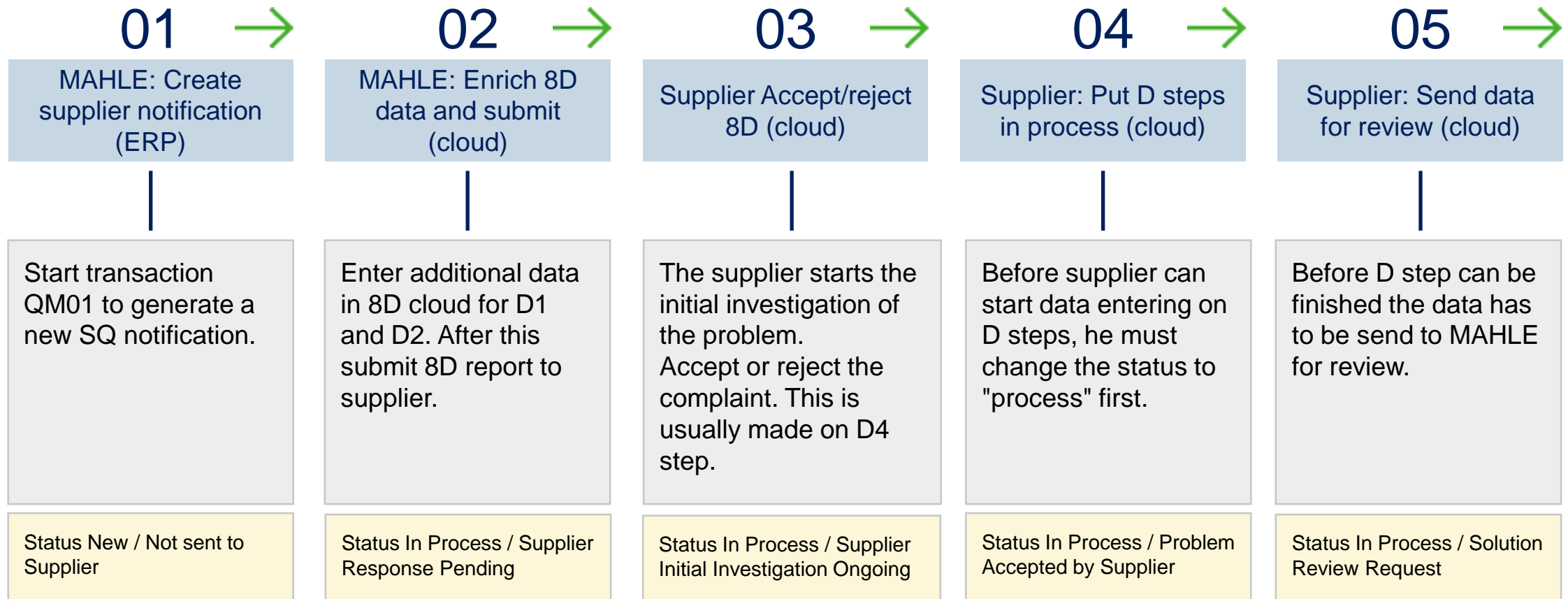
1. Enter personal data.  
Login Name can be empty. In this case e-mail address will be used as a login name.
2. There is nothing to do in “prepare authorizations” area
3. Press add button for assigning authorizations
4. Add authorizations to user:  
Problem-Solving Processing (Edit as Team Member): Can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

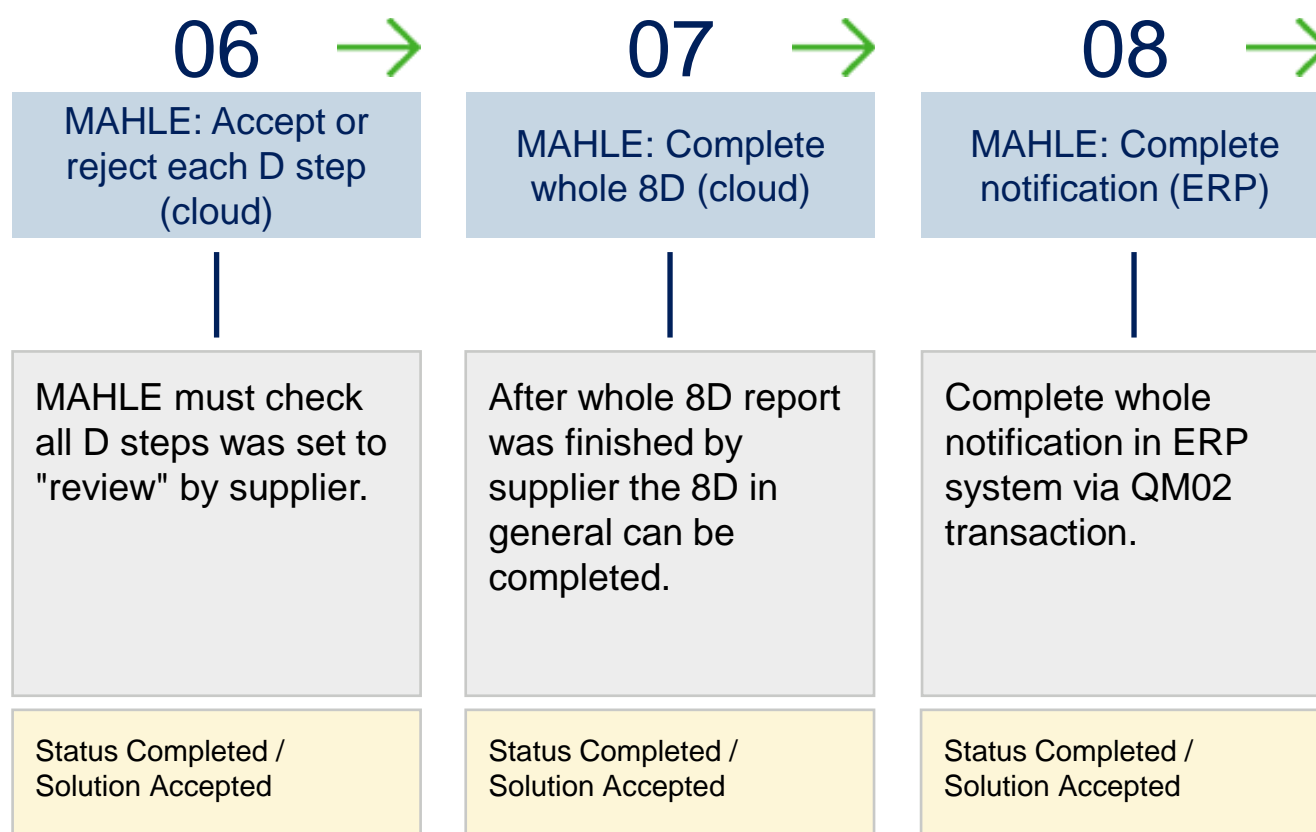
# Process workflow at the glance

## 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?
<b>Header Statuses</b>	
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
<b>Step Statuses</b>	
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

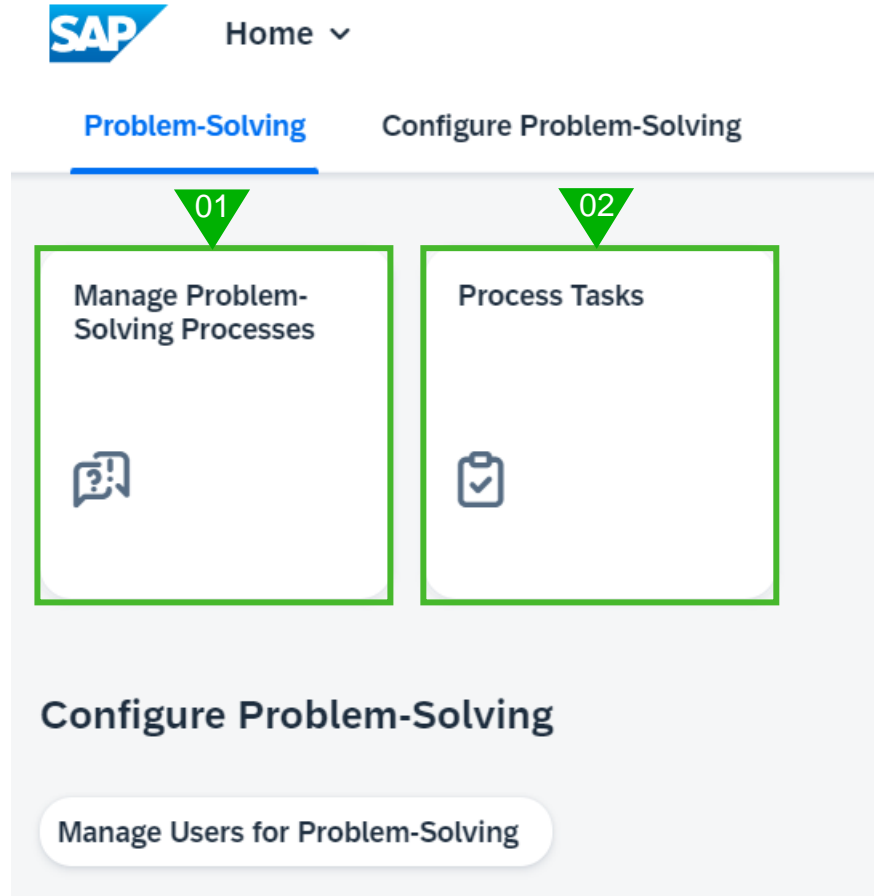


# Working in the 8D Cloud

04

# 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

# 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. At the top, there is a search bar with 'Search in: Apps' and a 'Help function' button. Below the search bar, there are several filter fields: 'Plant first' (dropdown), 'Editing Status (Draft): All', '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 different statuses like 'Test', 'Check in process', 'Strange testing', 'Will not accept', 'Second QIR', and 'defect'. Annotations with green boxes and arrows point to various UI elements: '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 view selector icon; 'View settings' points to the gear icon; and 'Open an 8D report' points to the report icon.

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	3100000007 09	MAHLE Shanghai Filtering (2290)
Check in process 100000000127	1000104	1000005A	In Process	Problem Accepted by Supplier	Jan 18, 2023, 5:06:32 PM	3100000007 90	CORE 1 (M101)
Strange testing 100000000126	1000104	1000005A	In Process	Problem Accepted by Supplier	Jan 8, 2023, 3:40:10 PM	3100000007 87	CORE 1 (M101)
Will not accept 100000000125	1000104	1000005A	Completed	Problem Rejected by Supplier	Jan 8, 2023, 2:51:02 PM	3100000007 86	CORE 1 (M101)
Second QIR 100000000124	1000104	1000005A	Completed	Solution Accepted	Dec 30, 2022, 5:20:51 PM	3100000007 82	CORE 1 (M101)
Test 100000000123	1000104	1000005A	In Process	Problem Accepted by Supplier	Dec 30, 2022, 5:05:00 PM	3100000007 72	CORE 1 (M101)
defect 100000000110	1010110	sealant morishita ER963 18kg (71005615 )	New	Not Sent to Supplier	Nov 4, 2022, 1:00:00 AM	3100000007 31	2290

# 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
Test SQ created in Slovakian (100000000138)	71005418	-	Test Vendor (1009916)	Not Sent to Supplier	Apr 13, 2022, 5:00:41 PM	New	310000000502		Supplier Problem-Solving
For material short text (100000000137)	1000005A	-	Supplier 1 domestic EU Electrics (1000104)	Not Sent to Supplier	Apr 14, 2023, 5:23:16 PM	New	310000000824		Supplier Problem-Solving
For material short text (100000000136)	1000005A	-	Supplier 1 domestic EU Electrics (1000104)	Not Sent to Supplier	Apr 14, 2023, 5:23:16 PM	New	310000000822		Supplier Problem-Solving
For material short text (100000000135)	1000005A	-	Supplier 1 domestic EU Electrics (1000104)	Not Sent to Supplier	Apr 14, 2023, 5:23:16 PM	New	310000000821		Supplier Problem-Solving
March 2023 (100000000132)	1000005A	-	Supplier 1 domestic EU Electrics (1000104)	Problem Accepted by Supplier	Apr 7, 2023, 6:25:46 PM	In Process	310000000810		Supplier Problem-Solving
Test (100000000131)	1000011A	-	Italy Supplier (1000004)	Not Sent to Supplier	Feb 8, 2023, 3:59:52 PM	New	310000000792		Supplier Problem-Solving
Second 2023 (100000000130) 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
First 2023 (100000000129) 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

Search In: "Apps"

Standard

01

Editing Status (Draft): All

Problem-Solving Process:

Processing Status:

Problem-Solving Scenario:

Plant:

Material:

Quality Notification:

Requested End of Process:

Supplier/Customer:

Confirmation Status:

Go

Adapt Filters (1)

02

06

03

### Adapt filter setting if needed:

Adapt Filters

Reset

All

Show Values

Search for Filters

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

OK Cancel

05

04 Adapt Filters (1)

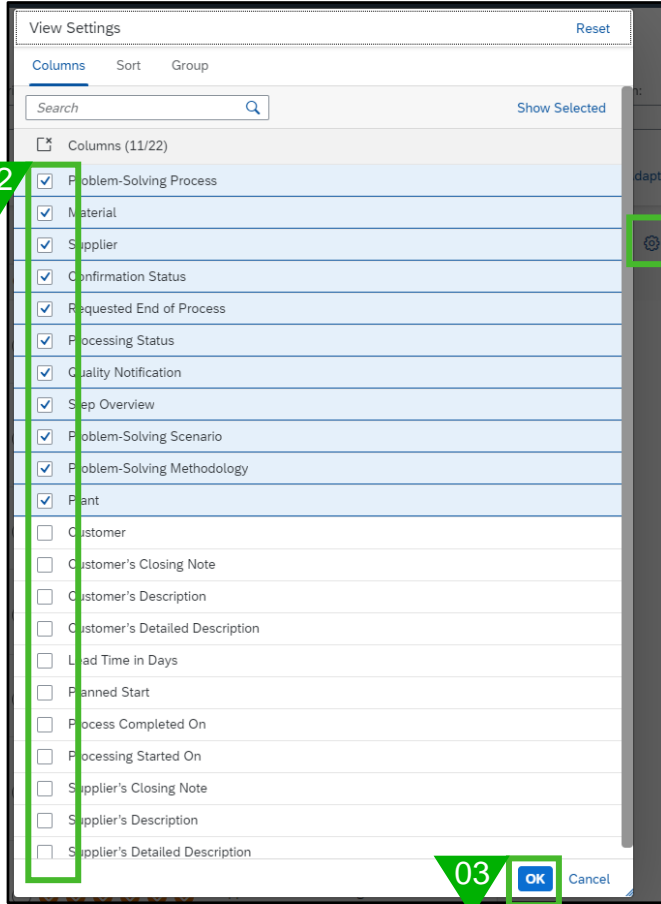
To reduce number of shown 8D reports the filter function can be used to customize the 8D list.

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

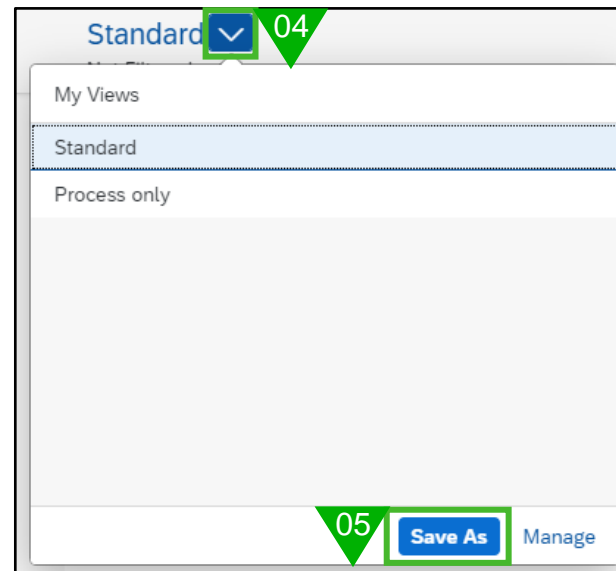
# Filter data

## Define views

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



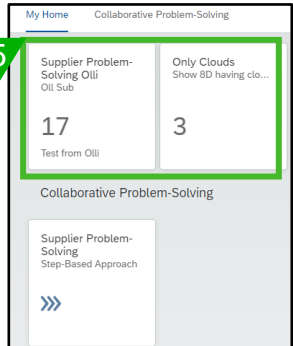
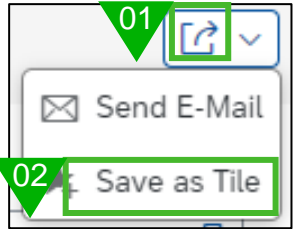
1. Press “gear” button to open view settings screen-
2. Activate / deactivate columns needed in overview
3. Press Ok button
4. Open view selection
5. Press save as to store view setting



# 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

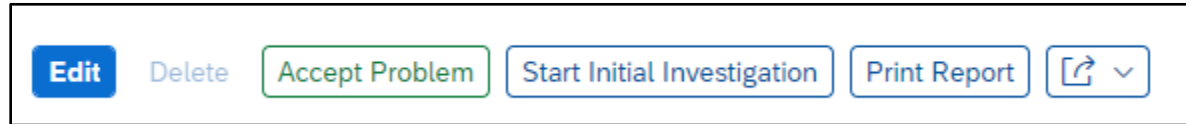


# Problem Solving Process

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.

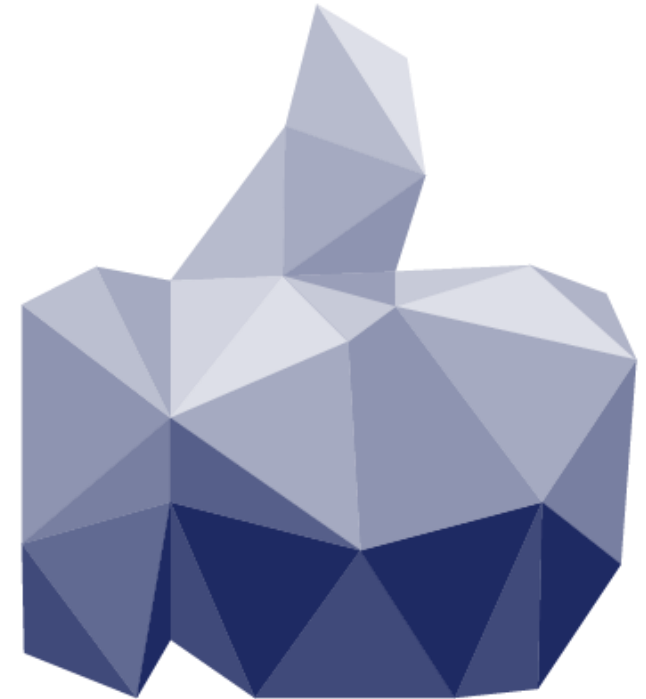
What happens if supplier **reject**:

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



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



Avoid clicking the Apply button as it will only save data on your device. In case another user opens the same 8D, all your data may get lost.

# Working in 8D

## D1 Team

Team D1

Administrative Data for Step

Team Members (3)

<input type="checkbox"/>	User Image	User Name	Role	Is Contact P...	Contact Det...	Receives Em...
<b>Team Type: Customer's Team (01)</b>						
<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"/>
<b>Team Type: Supplier's Team (02)</b>						
<input type="checkbox"/>		Oli	Team Leader	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>

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

Changed By: [litzen@gmx.de](mailto:litzen@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"/>	<b>[Low level sample]</b> 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

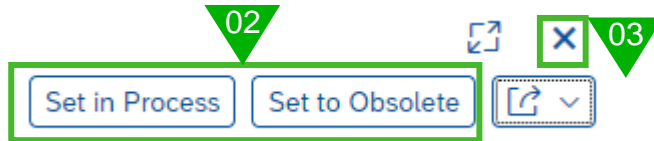
The screenshot shows the SAP Containment Actions form. At the top, it displays 'Containment Actions' and 'D3'. Below this, there are two status indicators: 'Step Processing Status' (In Process) and 'Step Review Status' (Not Started). A navigation bar includes 'Timeline', 'Containment Actions', and 'Administrative Data for Step'. The form contains several input 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)), and 'Task Code Group' (Tasks 8D D30 Containment (Y8D30TSK)). A 'Create' button is highlighted with a green box and labeled '01'. Below the main form, there is a 'Planning' section with '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). This section is also highlighted with a green box and labeled '03'. At the bottom, there is an 'Attachments for Task' section with a search bar and a table with columns: Type, Name, Modified On, Created By, Modified By, and Size. This section is highlighted with a green box and labeled '02'.

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 Save 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

Root Causes  
D4

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

Requested End of Step: Sep 25, 2022, 2:00:00 AM | Step Completed On: MMM d, y, h:mm:ss a

Root Cause	Category	Type	Cause Code
<input type="checkbox"/> Ollis RCA 1	Non-Detec		
<input type="checkbox"/> Something technical happen 2	Non-Detec		

Root Cause Description: \*  
Ollis RCA

Root Cause Detailed Description:  
An example from Olli

Root Cause Category:  
Non-Detection

Root Cause Type:  
Technical

Root Cause Code:  
Electrical function (I300)

Root Cause Code Group:  
Defects Supplier Quality (YSQ)

Attachments for Cause  
100000000027D4-1  
Standard | Items (0) | Search | Create | Edit Link | Download | Delete | Move | Copy | Manage Document

Type	Name	Modified On	Created By	Modified By	Size
------	------	-------------	------------	-------------	------

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

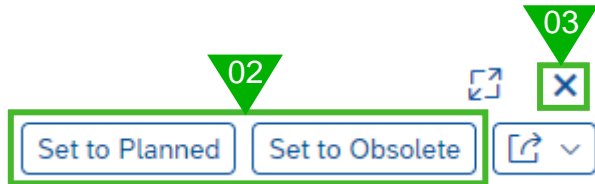
The screenshot shows the 'D5' interface for defining corrective actions. At the top, it displays 'Step Processing Status' as 'In Process' and 'Step Review Status' as 'Not Started'. Below this are tabs for 'Timeline', 'Corrective Actions', and 'Administrative Data for Step'. The 'Corrective Actions' section shows a 'Create' button highlighted with a green box and labeled '01'. A modal window is open for creating a task, with its 'Task Description' field highlighted in green and labeled '02'. The 'Task Description' contains 'Third D5 action' and 'Halle D5'. The 'Root Cause' is 'Something technical happen' and the 'Task Processor' is 'Oli Litzen (P060563)'. The 'Planning' section has 'Planned Start of Task' and 'Task Started On' fields highlighted in green and labeled '03'. The 'Attachments for Task' section is also visible at the bottom.

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

D6

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 (4)

02

Create | Delete

01

Root Cause | Task | Processing Status | Planning Status | Requested End of Task | Task Processor

Ollis RCA  
000001  
Root Cause Category: Non-Detection  
Root Cause Type: Technical

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

Task Description: \*  
Root Cause: \*  
Task Processor:  
Task Code:  
Task Code Group:  
Effectiveness:

Oli Litzen (P060563)

Planned Start of Task: May 5, 2023, 1:59:58 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

100000000027D6-5

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

Type	Name	Modified On	Created By	Modified By	Size
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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

The screenshot displays the 'D7 Preventive Actions' interface. At the top, it shows 'Step Processing Status' as 'In Process' and 'Step Review Status' as 'Rejected'. Below this, there are tabs for 'Timeline', 'Preventive Actions', and 'Administrative Data for Step'. The 'Preventive Actions' section is active, showing a 'Tasks (1)' list. A 'Create' button is highlighted with a green box and a '01' callout. A modal form for creating a new task is open, with several fields highlighted: 'Task Description' (green), 'Task Detailed Description' (green), 'Root Cause' (blue), 'Task Processor' (blue), 'Task Code' (blue), 'Planned Start of Task' (green), and 'Task Started On' (green). Other fields like 'Task Code Group', 'Task Code Group' (with a copy icon), 'Category', 'Task Processor' (with a copy icon), 'Task Code' (with a copy icon), 'Planned End of Task', 'Task Completed On', and 'Task Completed On' are also visible. The bottom of the modal shows 'Attachments for Task' with a file named '100000000027D7-2'.

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

# 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)        Create ▾    Download    Delete    Move    Copy    Manage Document ▾            

<input type="checkbox"/>	Type	Name	Modified On	Created By	Modified By	Size
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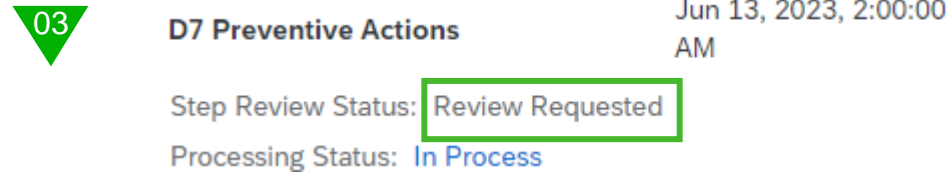
No documents available

Drag and drop documents here to upload.

Just enter your conclusions + attach some files if needed.

# Working in 8D

## D2 – D7 send for review



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

05 May 2023 Return delivery\_leakage issue\_SBV(100000000027)

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**D3 Containment Actions**

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

Containment Actions

Processing Status: **Completed**

General Info	Planning	Attachments
Task Description: A new D3 Task(1)	Task Processor: Oli Litzen	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)

The screenshot shows a Teams chat window with a list of comments. The interface includes a search bar, a 'Post a Comment' button, and a vertical scrollbar. Three green callouts are present: '01' points to the 'Comments' tab, '02' points to the vertical scrollbar, and '03' points to the 'Post a Comment' button.

Comments in the chat:

- 01 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 casued 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

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

- 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

Notification: Step D6(Implemented Corrective Actions) of Problem-Solving Process 10000000017 Sent for Review

 **mail@mahle.com**

Hello,

This is to inform you that, your supplier 0001000004 has sent the step D6 (Implemented Corrective Actions) from the problem-solving process [10000000017](#) for your review.

Please do not reply to this email. In case of any queries, please write to - [dummy1.dummy1@mahle.com](mailto:dummy1.dummy1@mahle.com).

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.

# 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	>
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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 with several illuminated skyscrapers. Overlaid on the scene are large, semi-transparent geometric shapes composed of blue and white triangles, resembling a low-poly mesh or a stylized map. The text 'WE SHAPE FUTURE MOBILITY' is positioned in the upper right corner.

**WE SHAPE  
FUTURE  
MOBILITY**

A solid dark blue horizontal banner spanning across the middle of the image.

**Thank you for taking your time**

A long-exposure photograph of a road at night, showing light trails from cars and streetlights. The road is flanked by trees and a fence.

**MAHLE**