

Supplier 8D portal

2025/11/24

**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

04 Working in the 8D Cloud

05 Problem Solving Process

Onboarding / Login

01

Onboarding / Login

After MAHLE or your administrator has added a new user account for you, the system will send an email to you. Please use the button in the email to activate your user account.

Afterwards, you will need to define your password. After that, your user account will be ready to use.

Please note: Typically, emails are sent from @mahle.com. However, in some cases, the sender may be @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

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

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

--

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

2. Press "Forgot password" link

The screenshot shows the MAHLE Sign In page for the PROD | QIR environment. The MAHLE logo is at the top left. Below it, the text 'Sign In' and 'PROD | QIR' is displayed. There is an 'E-Mail' input field containing 'test@gmx.de' with a 'Change' link to its right. Below that is a 'Password' input field with a visibility toggle icon. At the bottom left, there is a 'Keep me signed in' checkbox. At the bottom right, a blue 'Forgot password?' link is highlighted with a green rectangular 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: 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://abrxahly.accounts.ondemand.com/ids/activation?token=|24141414144445125324230345739384C7A37475677744A31786471655530466F6851714F756B4B38565632365A7964366F2532466838384E4A3073786C75587477326C775A325A4D4C757633474E59253344>

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



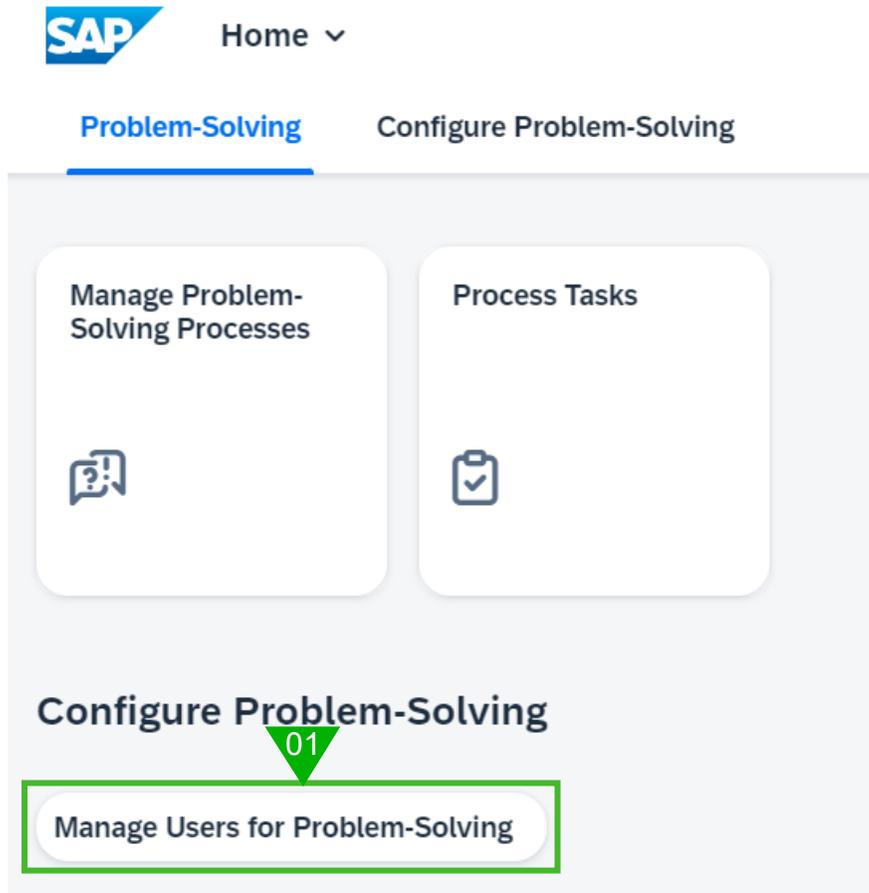
6. Login again using your new password.

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

03

User Groups

User Groups

User Group Detailed Description

Add Remove

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 | |

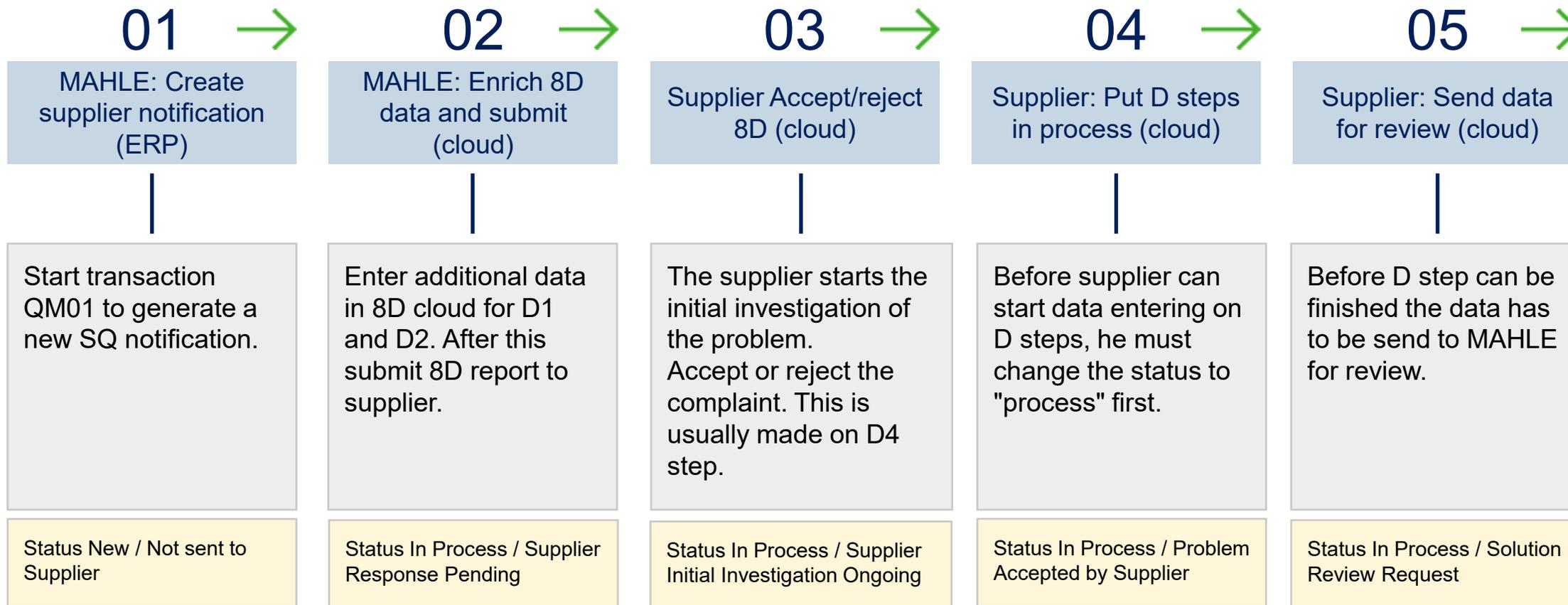
1. Enter personal data.
Login Name can be empty. In this case e-mail address will be used as a login name.
2. There is nothing to do in “prepare authorizations” area
3. Press add button for assigning authorizations
4. Add authorizations to user:
Problem-Solving Processing (Edit as Team Member): Can work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

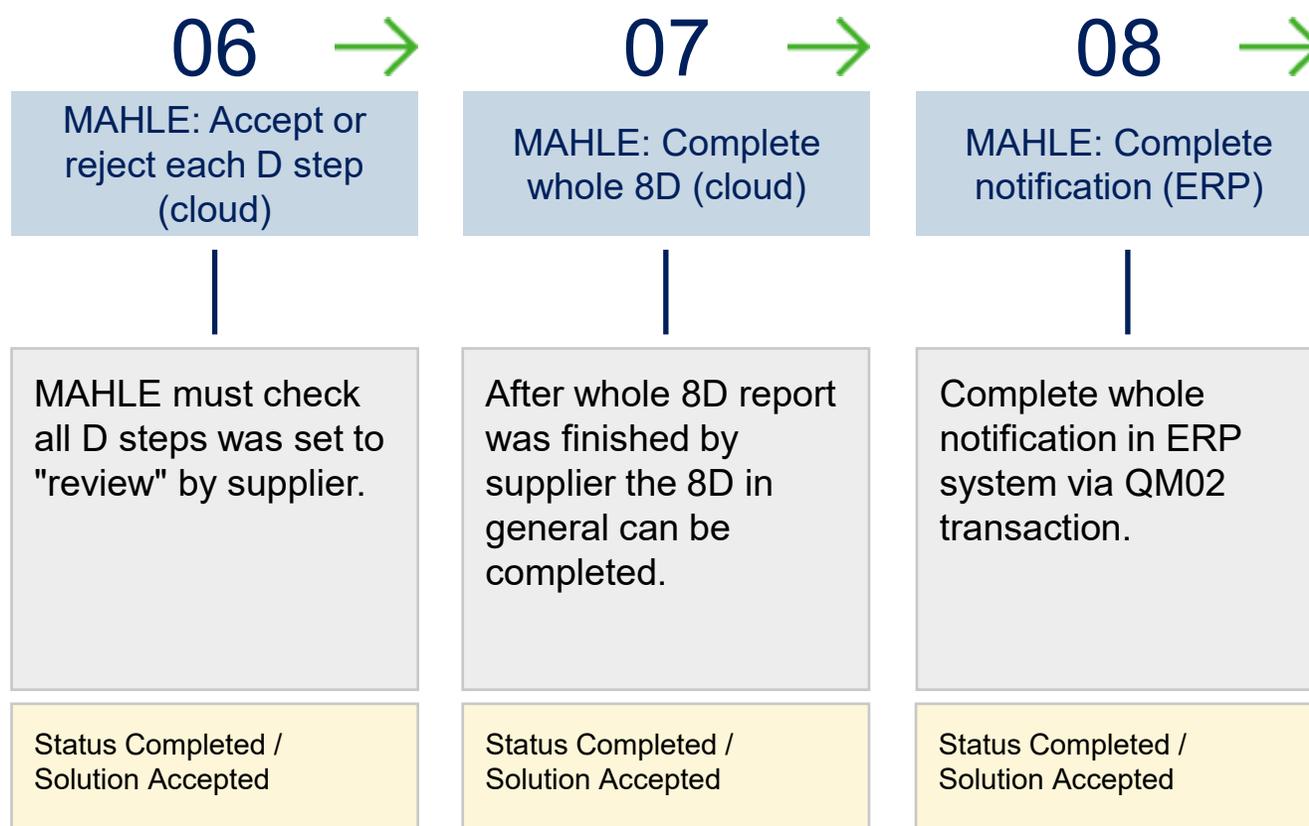
Process workflow at the glance

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 |

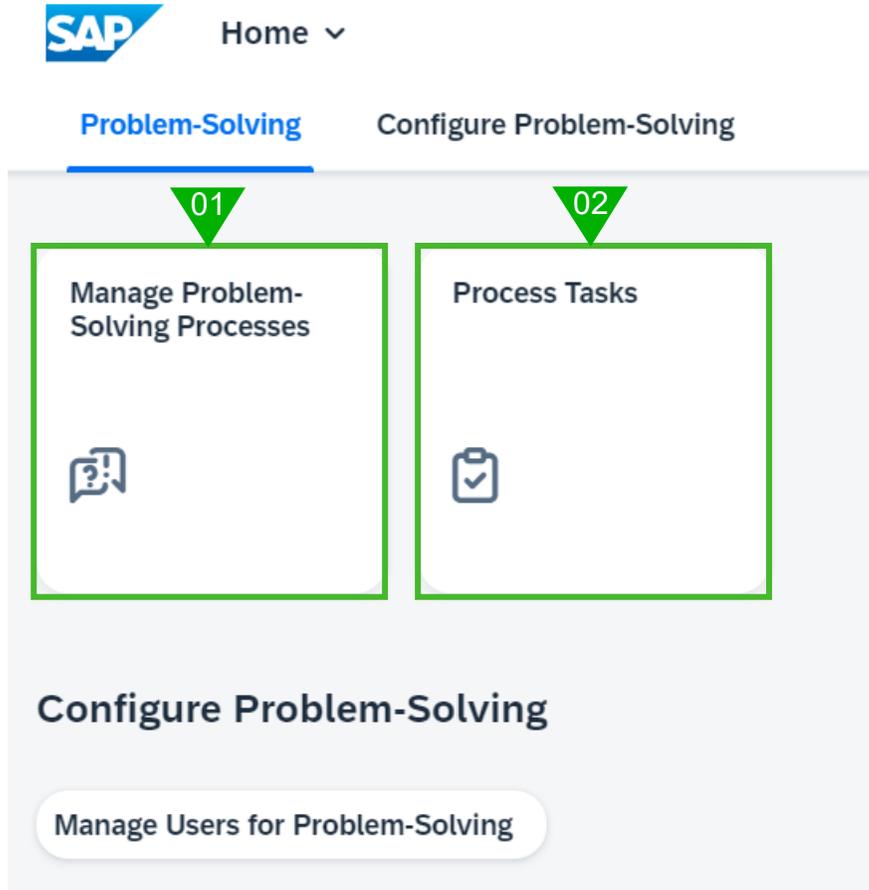


Working in the 8D Cloud

04

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 and a 'Help function' button. Below this is a filter section with various dropdowns and input fields. A table of problem-solving processes is displayed below, with columns for Supplier, Material, Processing Status, Confirmation Status, Requested End of Process, Quality Not..., and Plant. The table contains several rows of data, including 'Test', 'Check in process', 'Strange testing', 'Will not accept', 'Second QIR', and 'defect'. Annotations with green boxes and arrows point to various UI elements: 'Plant first' points to a dropdown menu; 'Change the view' points to a button; 'View settings' points to a gear icon; 'Export current list as an Excel file' points to an Excel icon; 'Open an 8D report' points to a report icon; and 'User settings' points to a user profile icon.

Annotations:

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

| Problem-Solving Pr... | Supplier | Material | Processing Status | Confirmation Status | Requested End of Process | Quality Not... | Plant |
|---|----------|---|-------------------|------------------------------|---------------------------|------------------|---------------------------------|
| <input type="checkbox"/> Test 100000000128 | 1010117 | 71005621 | New | Not Sent to Supplier | Oct 23, 2022, 12:41:00 PM | 3100000007 09 | MAHLE Shanghai Filtering (2290) |
| <input type="checkbox"/> Check in process 100000000127 | 1000104 | 1000005A | In Process | Problem Accepted by Supplier | Jan 18, 2023, 5:06:32 PM | 3100000007 90 | CORE 1 (M101) |
| <input type="checkbox"/> Strange testing 100000000126 | 1000104 | 1000005A | In Process | Problem Accepted by Supplier | Jan 8, 2023, 3:40:10 PM | 3100000007 87 | CORE 1 (M101) |
| <input type="checkbox"/> Will not accept 100000000125 | 1000104 | 1000005A | Completed | Problem Rejected by Supplier | Jan 8, 2023, 2:51:02 PM | 3100000007 86 | CORE 1 (M101) |
| <input type="checkbox"/> Second QIR 100000000124 | 1000104 | 1000005A | Completed | Solution Accepted | Dec 30, 2022, 5:20:51 PM | 3100000007 82 | CORE 1 (M101) |
| <input type="checkbox"/> Test 100000000123 | 1000104 | 1000005A | In Process | Problem Accepted by Supplier | Dec 30, 2022, 5:05:00 PM | 3100000007 72 | CORE 1 (M101) |
| <input type="checkbox"/> 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

Adapt filter setting if needed:

04 Adapt Filters (1)

| 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 | |

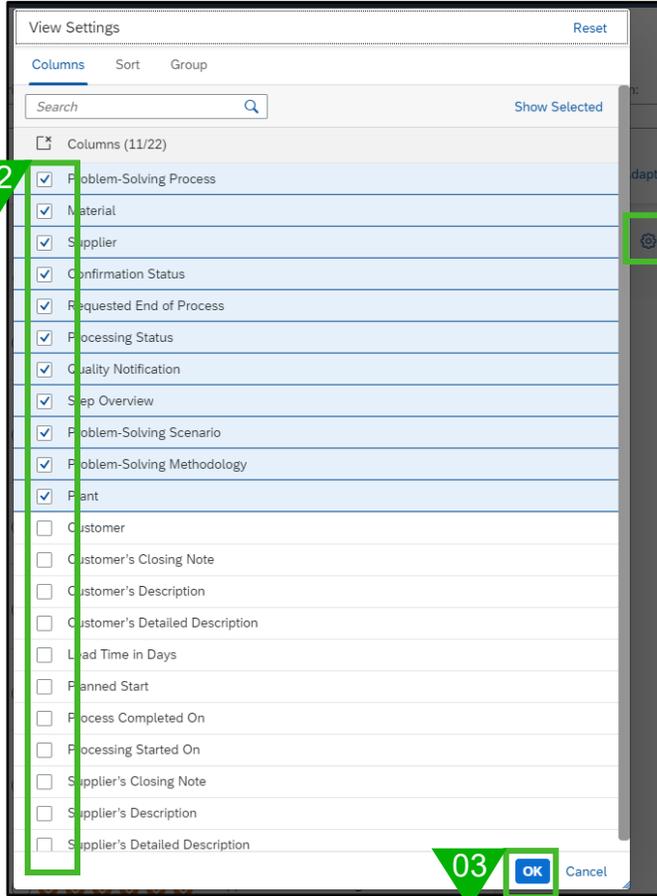
To reduce number of shown 8D reports the filter function can be used to customize the 8D list.

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

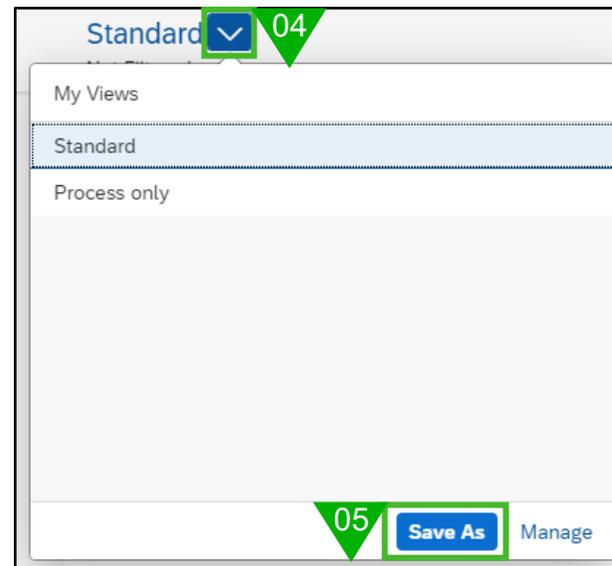
Filter data

Define views

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



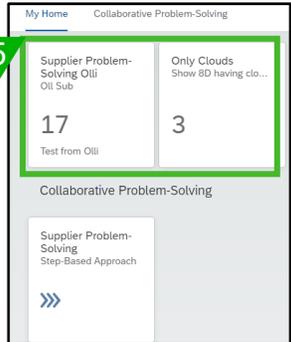
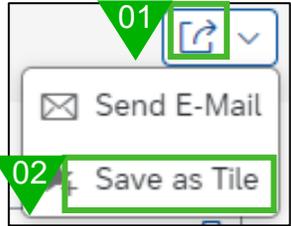
1. Press “gear” button to open view settings screen-
2. Activate / deactivate columns needed in overview
3. Press Ok button
4. Open view selection
5. Press save as to store view setting



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.

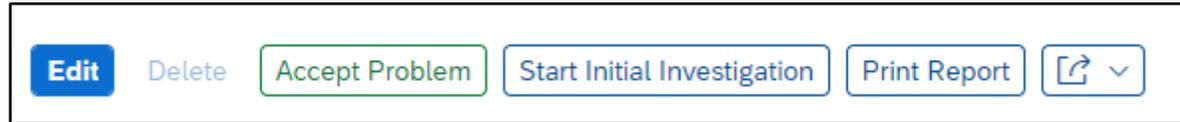
1. Press share button
2. Press button "Save as Tile"
3. Fill the dialog box and press OK
4. Press "go back" button (on top left) to see all tiles
5. Now you can open generated tile

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.

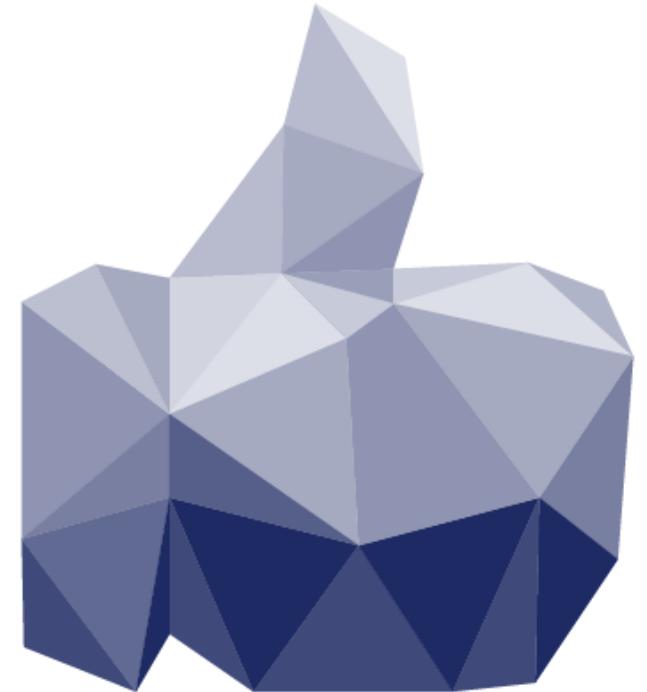


Usually supplier starts with button “Start initial investigation”. If this status was set supplier can process till D4. Without any status supplier can process till D3.

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... |
|--|------------|-----------|-------------|-------------------------------------|----------------|-------------------------------------|
| Team Type: Customer's Team (01) | | | | | | |
| <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"/> |
| Team Type: Supplier's Team (02) | | | | | | |
| <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

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

03

Supplier's Description:
Olli supplier

Supplier's Detailed Description:
My name is Olli

01

Defect

Defect Code Group:
Defects Supplier Quality (YSQ)

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

Quality Notification Item:
0001

▼

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 displays the SAP Containment Actions interface. At the top, it shows 'Containment Actions' with a sub-header '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 main form area 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 form, there are 'Planned Start of Task' (Apr 27, 2023, 5:24:32 PM) and 'Task Started On' (Apr 28, 2023, 5:26:09 PM) fields, both highlighted with green boxes and labeled '02'. Further down, 'Requested End of Task' (May 9, 2023, 5:26:14 PM) and 'Task Completed On' (MMM d, y, h:mm:ss a) fields are also highlighted with green boxes and labeled '03'. At the bottom, there is an 'Attachments for Task' section with a search bar and a table header including 'Type', 'Name', 'Modified On', 'Created By', 'Modified By', and 'Size'.

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

Timeline | Root Causes | Administrative Data for Step

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 | | |

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)

02 Analyze Root Cause

01 Create

03 Cause Code

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 |
|------|------|-------------|------------|-------------|------|
|------|------|-------------|------------|-------------|------|

Working in 8D

D5 Defined Corrective Actions

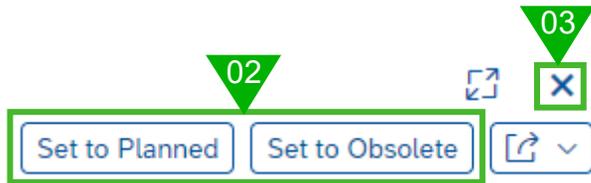
The screenshot displays the SAP 8D D5 interface. At the top, it shows 'Step Processing Status' as 'In Process' and 'Step Review Status' as 'Not Started'. Below this is a 'Timeline' section with tabs for 'Timeline', 'Corrective Actions', and 'Administrative Data for Step'. The 'Requested End of Step' is set to 'Oct 20, 2022, 2:00:00 AM' and 'Step Completed On' is a date picker. The 'Corrective Actions' section shows 'Tasks (2)'. A 'Create' button is highlighted with a green box and labeled '01'. A task creation form is open, showing 'Task Description' as 'Third D5 action', 'Root Cause' as 'Something technical happen', 'Task Code' as 'Level 3', and 'Task Processor' as 'Oli Litzen (P060563)'. The 'Planning' section shows 'Planned Start of Task' as 'May 5, 2023, 11:29:22 AM', 'Task Started On' as a date picker, 'Requested End of Task' as a date picker, and 'Task Completed On' as a date picker. The 'Attachments for Task' section shows a table with columns for Type, Name, Modified On, Created By, Modified By, and Size. A green box labeled '02' highlights the task description and root cause fields, and a green box labeled '03' highlights the planning date fields.

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)

| 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 Description: * Task Detailed 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 |
|------|------|-------------|------------|-------------|------|
|------|------|-------------|------------|-------------|------|

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', 'Task Processor', 'Task Code', 'Planned End of Task', 'Task Completed On', and 'Task Completed On' are also visible. The interface includes a sidebar with 'D7' and '1' indicators, and a bottom navigation bar.

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) Search Create ▾ Download Delete Move Copy Manage Document ▾

| <input type="checkbox"/> | Type | Name | Modified On | Created By | Modified By | Size |
|--------------------------|------|------|-------------|------------|-------------|------|
|--------------------------|------|------|-------------|------------|-------------|------|



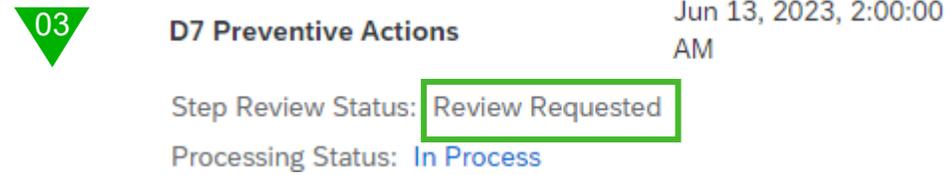
No documents available

Drag and drop documents here to upload.

Just enter your conclusions + attach some files if needed.

Working in 8D

D2 – D7 send for review



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)

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 software interface for the 8D process. At the top left, there are two tabs: 'Steps' and 'Comments'. The 'Comments' tab is selected and highlighted with a green box labeled '01'. Below the tabs is a search bar and a 'Post a Comment' button, which is highlighted with a green box labeled '03'. The main area displays a list of comments. On the right side of the comments list, there is a vertical scroll bar, which is highlighted with a green box labeled '02'. The comments are organized into two columns. The left column contains three comments, and the right column contains three comments. Each comment includes a user profile icon, a timestamp, a step name, and the text of the comment.

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

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.

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.

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.

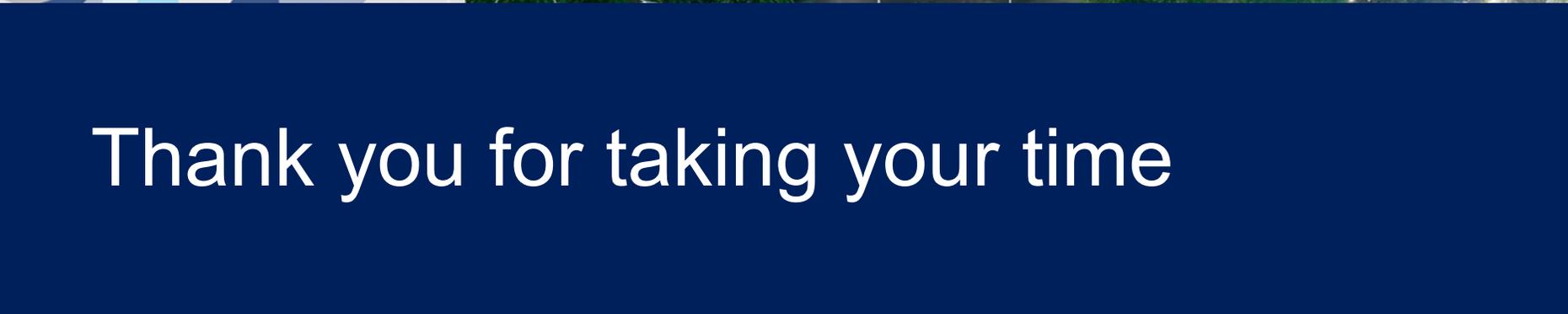
From now on 8D data can't be changed anymore. Only comments can be entered.

| | | | | |
|---|----------|-------------------|------------------------------|-------------------|
| 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 illuminated skyscrapers and streetlights. Overlaid on the scene are several large, semi-transparent geometric shapes composed of blue and white triangles, resembling a low-poly or crystalline structure. 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

The MAHLE logo, consisting of the word 'MAHLE' in a bold, blue, sans-serif font.

MAHLE