# Supplier 8D portal

2025/11/24

**MAHLE**

# New supplier portal

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

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

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

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

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# Supplier 8D Problem Solving Portal

MAHLE internal (CL2)

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# Onboarding / Login

01

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# 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

**SAP** 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://abrhxahty.accounts.ondemand.com/ids/activation?
token=I1F7F08DD36FC3364B9706AB3137C9E52AI1F753B3BE4ABA58FD23219AB34752557D7C8D7A3FC920E0FA662490DA53590318

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.

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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.

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**OL**

**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

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.

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# Onboarding / Login

**What should I do if I forgot my password?**

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



2. Press "Forgot password" link

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

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

## Forgot My Password

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

E-Mail * : test@gmx.de

*Required

**Send**

SAP

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

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

SAP  The Best-Run Businesses Run SAP

**Dear Qualifizierung Abteilung,**

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

Click here to reset your password

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

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

Best regards,
Your Identity Authentication Service Team

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

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# 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**

SAP

6. Login again using your new password.

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# Usermanagement

02

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# Managing your own users

**After login follow screen appears**
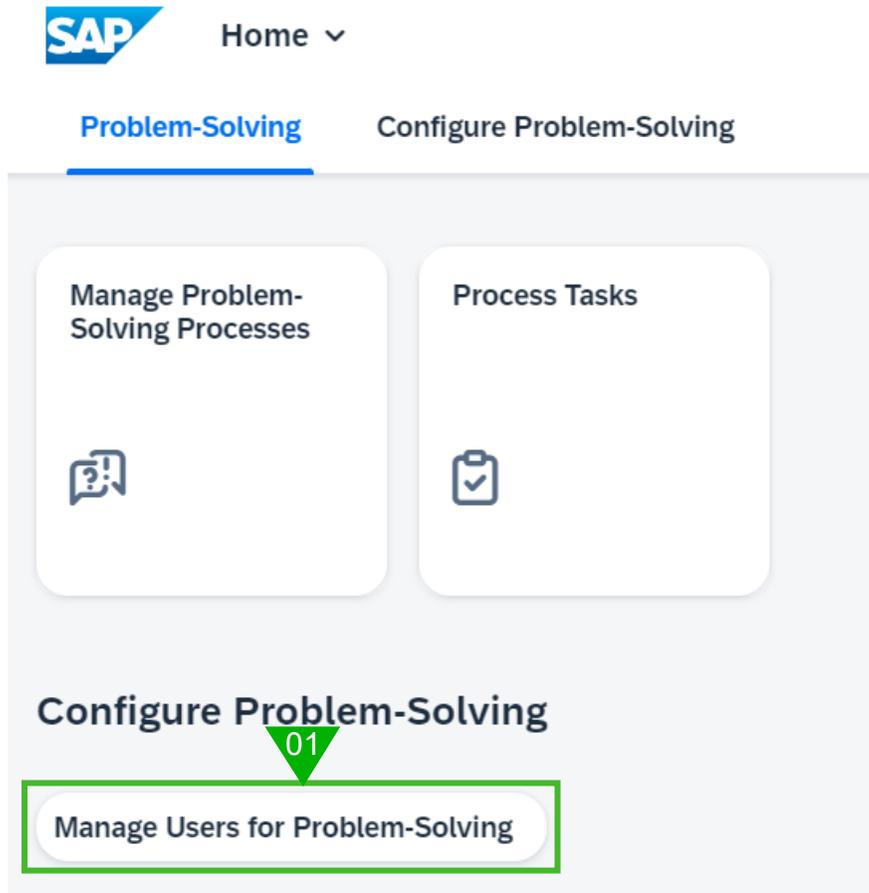


1. Press the "Manage Users for Problem-Solving" button

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# Managing your own users

## Create new user (Partner)

| ‹ SAP | Manage Users for Problem-Solving ⌄ | Search In: "Apps" Q | OL |

**Standard** ⌄

2 filters active: User in SAP Quality Issue Resolution, Editing Status

⌄

| Users (6) | | Create ⚙ ⊞ | ⌄ |

01

| | User | Email Address | User Type | Status | |
|---|---|---|---|---|---|
| ☐ | | | Partner | Active | › |
| ☐ | Shows list of current users | | Partner | Active | › |
| ☐ | | | Partner | Active | › |
| ☐ | | | Partner | New | › |
| ☐ | | | Partner | New | › |
| ☐ | | | Partner | | › |

1. Press "Create" button

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# Managing your own users

## Create new user (Partner)

General Information    Prepare Authorizations    Assigned to Groups

**01**

First Name:

Created On:

Jun 21, 2023, 4:36:05 PM

Last Name: *

Email Verified On:

–

Login Name:

Email Verified:

–

Email Address: *

**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.

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# Process Overview

03

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# Process workflow at the glance

**Brief steps of whole process**

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

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# Process workflow at the glance

**Brief steps of whole process**

## 06 →

| MAHLE: Accept or reject each D step (cloud) |
|---|

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

Status Completed / Solution Accepted

## 07 →

| MAHLE: Complete whole 8D (cloud) |
|---|

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

Status Completed / Solution Accepted

## 08 →

| MAHLE: Complete notification (ERP) |
|---|

Complete whole notification in ERP system via QM02 transaction.

Status Completed / Solution Accepted

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# Process workflow at the glance

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

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

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# Working in the 8D Cloud

04

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# Starting problem solving process

**After login follow screen appears**
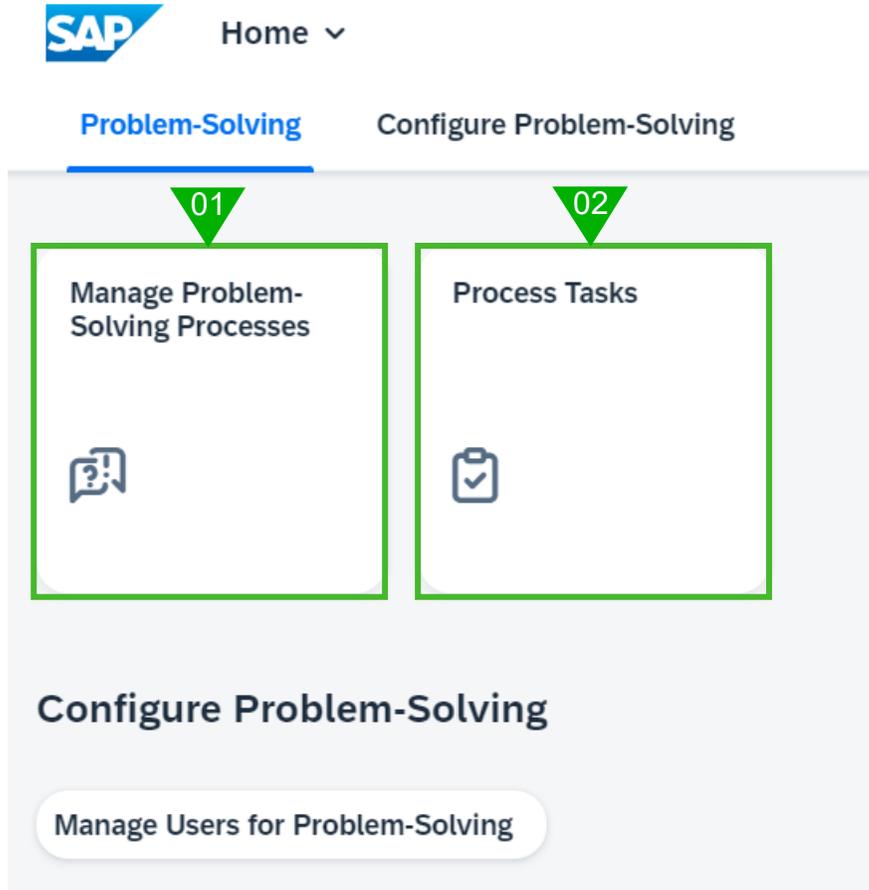


1. Manage all 8D reports (this chapter about)

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

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# General use of 8D cloud

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

User settings



Help function

Export current list as an Excel file

Change the view

View settings

Open an 8D report

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# General use of 8D cloud

## 8D status lights



## Step Status

Displays statuses of each step using color codes:

○ No status possible (D1 – D2)

◇ Not started

» In process

✓ Accepted

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

# Filter data

## Define filter



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.
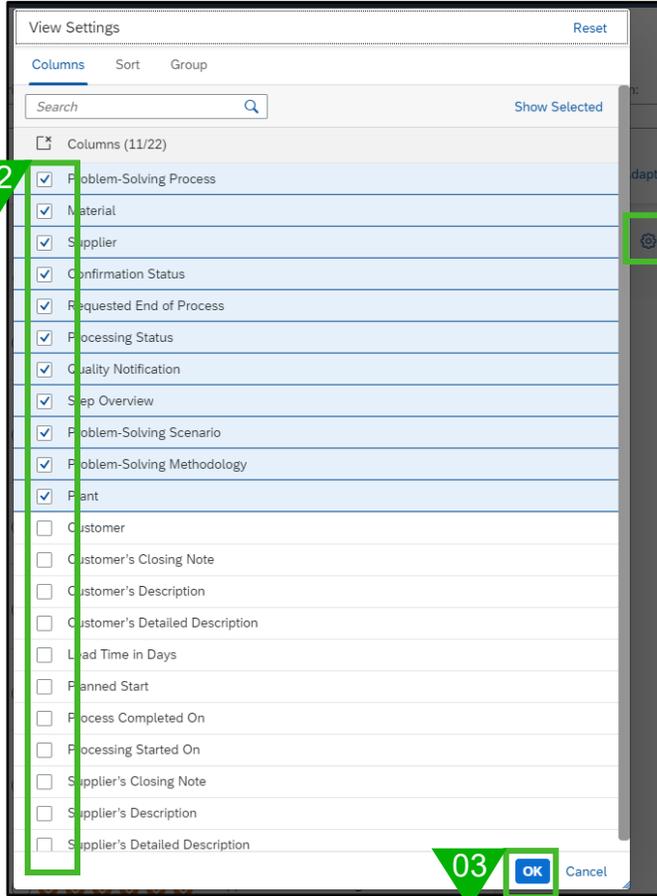


1. Press "gear" button to open view settings screen-

2. Activate / deactivate columns needed in overview

3. Press Ok button

4. Open view selection

5. Press save as to store view setting

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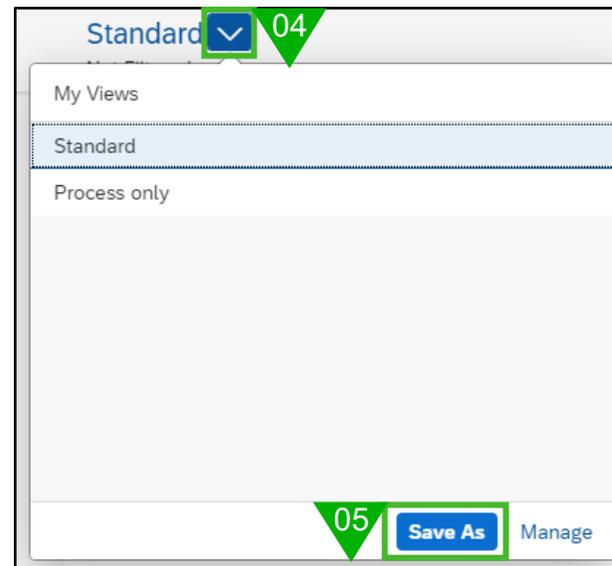
# Filter data

**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.
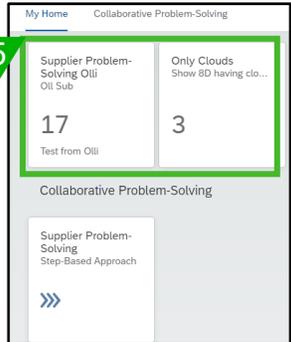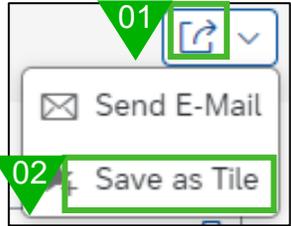
Each filter/view can be stored as a tile. You will find the icon top right.

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

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# Accept or Reject

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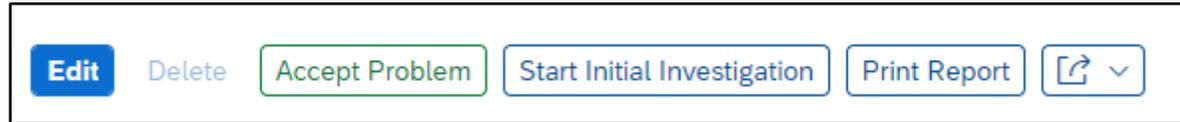


Usually supplier starts with button "Start initial investigation". If this status was set supplier can process till D4. Without any status supplier can process till D3.

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

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

All entered comments are shown at the bottom:

**MAHLE**
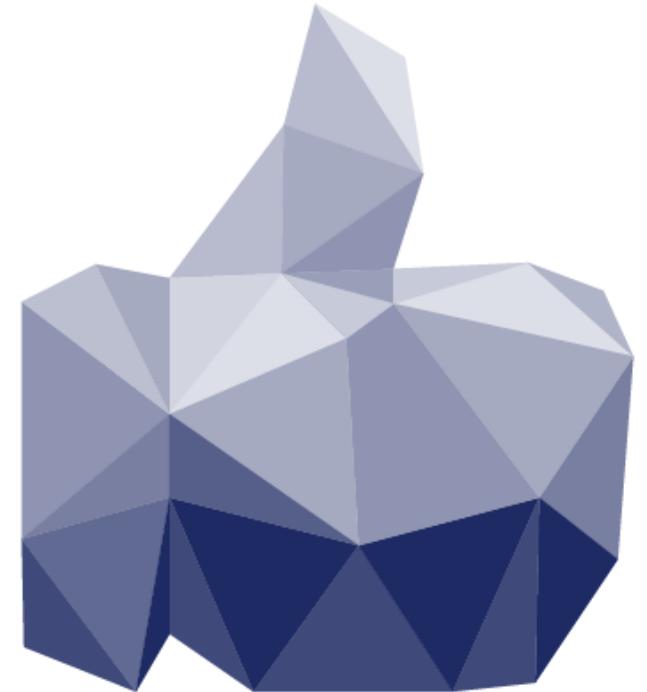
# 8D – 8 Disciplines

- 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.

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# Start editing 8D

**02**

Set in Process

**03**

Edit

**04**

Save

1. Open D step you need to enter data

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

3. Press edit button to change / add data

4. Press 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.

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# Working in 8D

## D1 Team



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

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

3. Mark a team member to delete via remove button

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# Working in 8D

## D2 Problem Solving



1. View only → Check defect code data

2. View only → Check problem description MAHLE side

3. Enter problem description supplier side (mandatory)

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

# Working in 8D

## D3 Containment actions



1. Press "create" button to add new action

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

3. Attach files (optional via drag & drop)

4. Press Save button

5. Create additional files then press save

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# Working in 8D

## D3 Containment actions status



Switch to view modus to change status

1. Click to one task line to open it

2. Press one of these buttons

3. Press X to jump back to D3 screen

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

# Working in 8D

## D4 Root Causes



There are two ways to add a new RCA.

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

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

3. Enter data green mandatory or blue optional

4. Drag and drop files (optional)

# Working in 8D

## D5 Defined Corrective Actions



1. Press create button to add a new action

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

3. Drag & drop files (optional)

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# Working in 8D

## D5 Defined Corrective Actions status
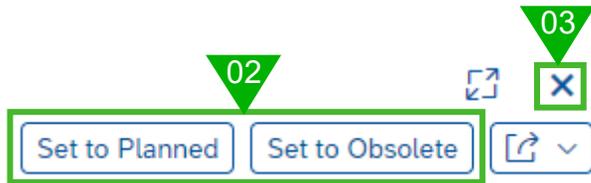


Switch to view modus to change status

1. Click to one task line to open it

2. Press one of these buttons

3. Press X to jump back to D5 screen

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

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# Working in 8D

## D6 Implemented Corrective Actions



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

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

3. Enter data green mandatory or blue optional

4. Drag and drop files (optional)

5. Afterwards status can be changed like in D5

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# Working in 8D

## D7 Preventive Actions



1. Press create button to add a new action

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

3. Drag & drop files (optional)

4. Afterwards status can be changed like in D3

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# 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

| 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.

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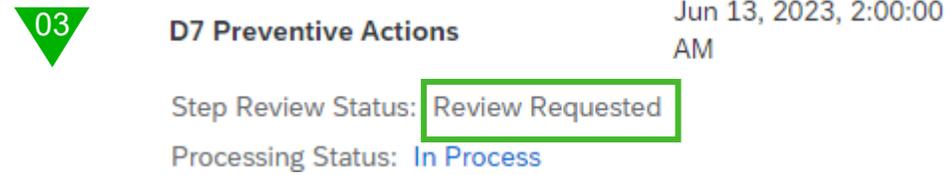
In case D step was completed the information has to be send to MAHLE for confirmation.

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"

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# Working in 8D

**8d print out**



Every time it is possible to create an 8D report

1. Press the … button

2. Press "Print Report" button

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

# Working in 8D

## Add comments (chat function)



1. Switch to comments

2. Enlarge the screen (optional)

3. Press button to add a comment

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

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

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# 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

**DD**  **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

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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.

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# 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

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# 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.

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

**Steps**  Comments

| 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 | > |
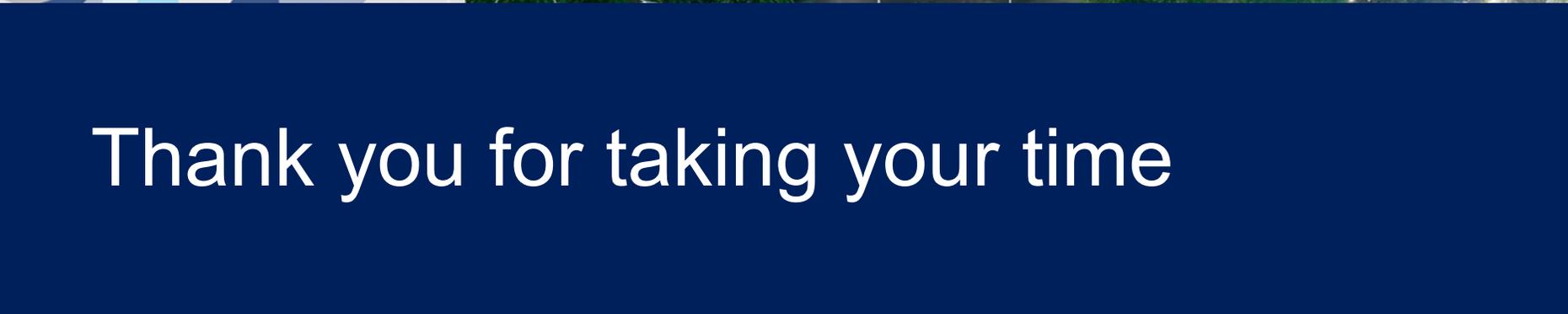
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Thank you for taking your time