

# Supplier 8D portal

2022/05/10

**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 Supplier Problem Solving. SAP Supplier Problem Solving 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.



# Supplier 8D Problem Solving Portal

**01** Onboarding / Login

**02** Usermanagement

**03** Process Overview

**04** Working in the 8D Cloud

**05** Problem Solving Process

# Onboarding / Login

01

# Onboarding / Login

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



**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://abrxahty.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 about 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

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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.

# Usermanagement

02

# Managing your own users

After login follow screen appears



1. Press the “Manage Supplier Partners” button



# Managing your own users

## Create new user (Partner)

The screenshot shows the SAP 'Manage Supplier Partners' interface. A table lists several partners with columns for Partner ID, First Name, Last Name, Email Address, Phone, and Status. A modal form titled 'Create Partner' is overlaid on the table, containing input fields for 'First Name', 'Last Name', and 'Email Address', along with 'Create' and 'Cancel' buttons. A green box highlights the modal form, and a green arrow labeled '02' points to it. Another green arrow labeled '01' points to the 'Create' button in the top right of the table area.

Partner ID	First Name	Last Name	Email Address	Phone	Status
P029713	Dummy1	Dummy2	dummy1@mahle.com		Active
P029714	dummy	supplier1			Active
P029709	1000004	Italy Supplier			Active
P029735	dummy	supplier2			New
P000005	Liviu	Oancea			Active
P030523	Olli	Supplier			

1. Press "Create" button
2. Fill out form and press create button
3. System send an e-mail. User can activate it and define a password

The screenshot shows an email notification from SAP. The email is addressed to 'Dear Olli Supplier,' and contains instructions on how to activate the account. A blue box highlights the link 'Click here to activate your account'. A green arrow labeled '03' points to the email content.

**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.

[Link to Portal](#)

Best regards,  
Your Identity Authentication Service Team

# Managing your own users

## Delete an existing user (Partner)

The screenshot shows the SAP 'Manage Supplier Partners' interface. The interface includes a top navigation bar with the SAP logo and a search bar. Below the navigation bar, there is a table of partners. The table has columns for Partner ID, First Name, Last Name, Email Address, Phone, and Status. The partner with ID P029735 is selected, and the 'Remove' button is highlighted. Annotations 01, 02, and 03 point to the selected partner, the 'Remove' button, and the SAP logo, respectively.

Partner ID	First Name	Last Name	Email Address	Phone	Status
P029713	Dummy1	Dummy2	dummy1@supplier.com		Active
P029714	dummy	supplier1	dummy@supplier.com		Active
P029709	1000004	Italy Supplier	supplier@supplier.com		Active
P029735	dummy	supplier2	supplier@supplier.com		New
P000005	Liviu	Oancea	liviu@supplier.com		Active
P030523	Olli	Supplier	oli@supplier.com		Active

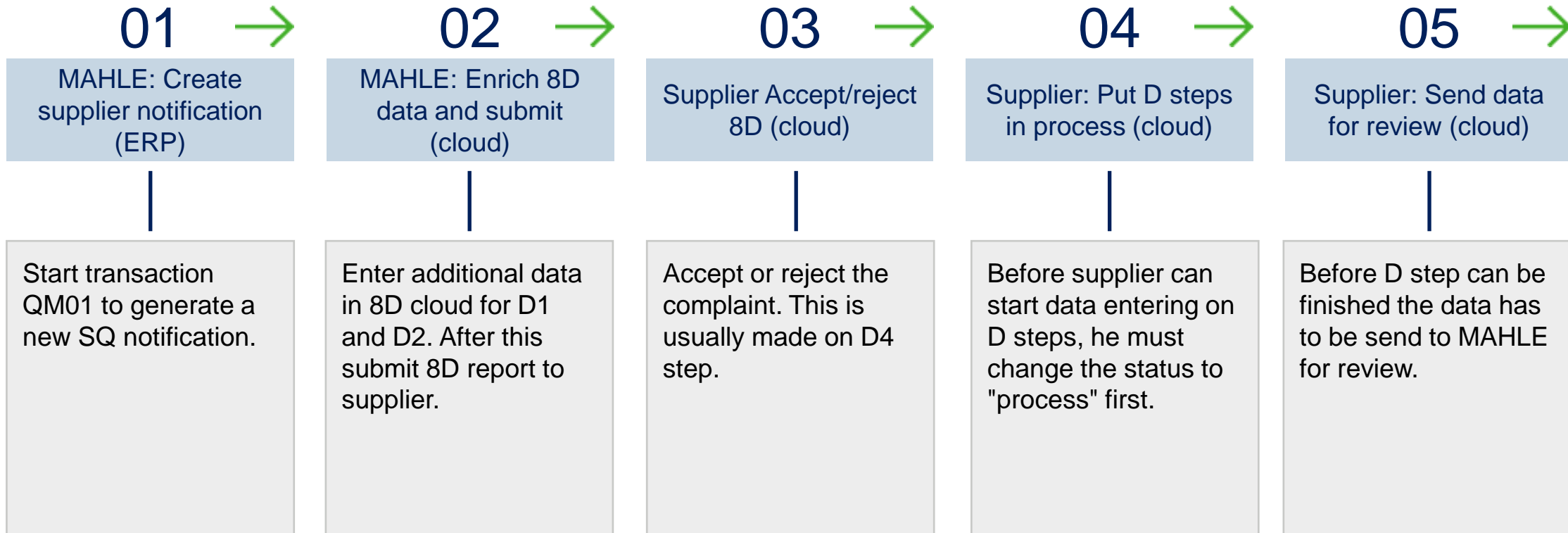
1. Mark person you want to delete
2. Press remove button
3. Press SAP icon to open main menu

# Process Overview

03

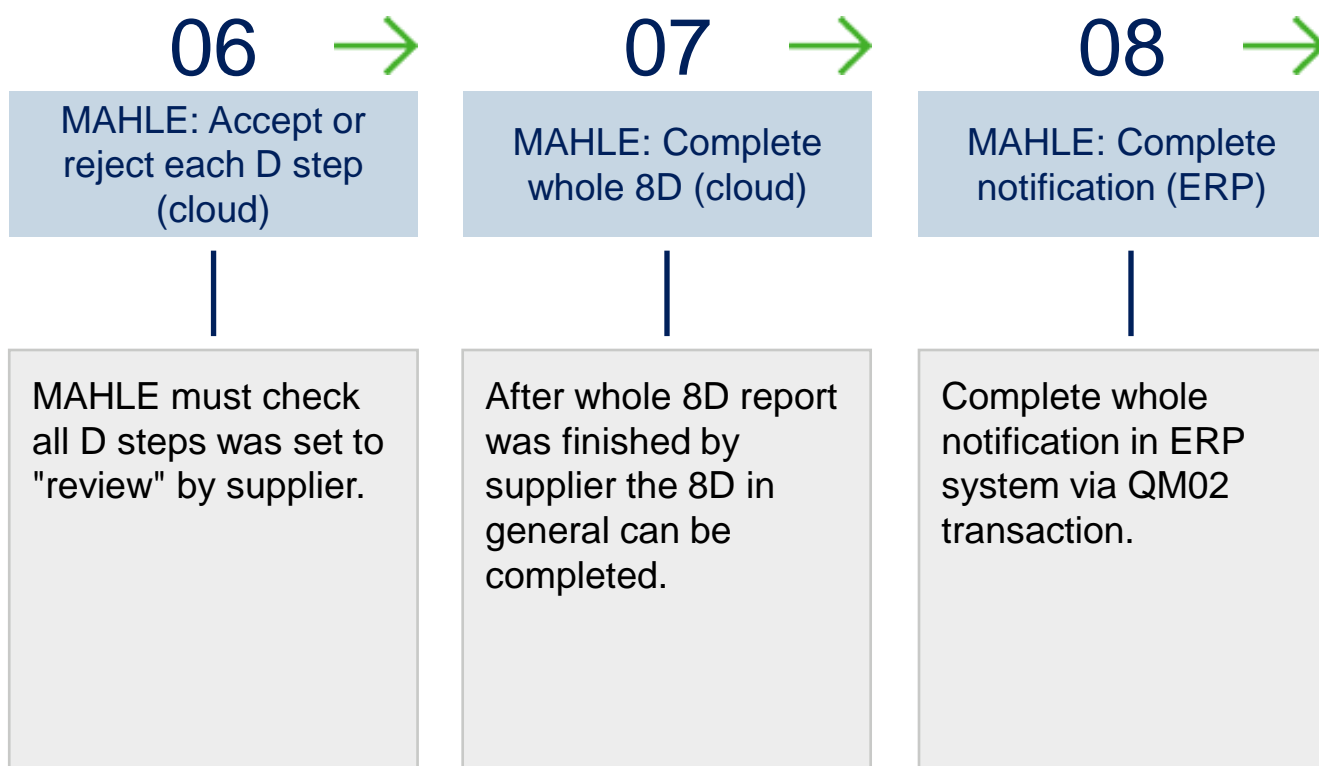
# Process workflow at the glance

## Brief steps of whole process



# Process workflow at the glance

## Brief steps of whole process



# Process workflow at the glance

## Sending mails

E-Mail will sent to you when:

- A problem-solving process is **Submitted**
- A problem-solving process is **Accepted** by the supplier
- A problem-solving process is **Rejected** by the supplier
- MAHLE reviews the step sent by the supplier and rejects it (applicable for all the steps from D2 to D7)
- the supplier completes a problem-solving process and sets the status to **Send for Review**.
- MAHLE reviews the problem-solving process sent by the supplier and approves it
- MAHLE reviews the problem-solving process sent by the supplier and rejects it



# Working in the 8D Cloud

04

# Starting problem solving process

After login follow screen appears



1. Press the “Supplier Problem Solving” button



# General use of 8D cloud

## 8D Report overview

The screenshot shows the SAP Supplier Problem-Solving interface. At the top, there is a navigation bar with the SAP logo and a dropdown menu for 'Supplier Problem-Solving'. Below this, there are several callout boxes pointing to specific features: 'User settings' points to a gear icon; 'Help function' points to a question mark icon; 'Send link via mail or Save as tile' points to a mail and share icon; 'Export current list as an Excel file' points to an Excel icon; 'View settings' points to a settings icon; 'Open an 8D report' points to a right arrow icon on a row. The main area displays a table of 'Problem Solving Processes (16)'. The table has columns for 'Problem-Solving Process', 'Problem-Solving Description', 'Material', 'Supplier', and 'Step Statuses'. The first row is highlighted with a green box, and a callout 'Change the view' points to a dropdown menu above it. Another callout 'Define filter settings' points to a filter icon above the table. The table contains 16 rows of data, each with a unique ID, description, material, supplier, and step status.

Problem-Solving Process	Problem-Solving Description	Material	Supplier	Step Statuses
100000000035		6A	Italy Supplier (0001000004)	●●●●●●●● 8D
100000000034	Training Return parts to supplier	1000004A	Italy Supplier (0001000004)	●●●●●●●● 8D
100000000033	Cloud test 222	1000006A	Italy Supplier (0001000004)	●●●●●●●● 8D
100000000032	Complaint will be moved to the cloud	1000007A	Italy Supplier (0001000004)	●●●●●●●● 8D
100000000031	Testcase Return Order Frau Eichert	1000004A	Italy Supplier (0001000004)	●●●●●●●● 8D
100000000030	Passt nicht	1000004A	Model Plant M101 (PM101)	●●●●●●●● 8D
100000000029	Supplier Logistics Notification	1000006A	Italy Supplier (0001000004)	●●●●●●●● 8D
100000000028	Please refuse	1000006A	Italy Supplier (0001000004)	●●●●●●●● 8D

# General use of 8D cloud

## 8D status lights

Problem-Solving Process	Problem-Solving Description	Material	Supplier	Step Statuses	Process Type	Overdue Steps
100000000035	For new cloud verion	1000006A	Italy Supplier (0001000004)	●●●●●●●●	8D	
100000000034	Training Return parts to supplier	1000004A	Italy Supplier (0001000004)	●●●●●●●●	8D	
100000000033	Cloud test 222	1000006A	Italy Supplier (0001000004)	●●●●●●●●	8D	6
100000000032	Complaint will be moved to the cloud	1000007A	Italy Supplier (0001000004)	●●●●●●●●	8D	
100000000031	Testcase Return Order Frau Eichert	1000004A	Italy Supplier (0001000004)	●●●●●●●●	8D	
100000000030	Passt nicht	1000004A	Model Plant M101 (PM101)	●●●●●●●●	8D	
100000000029	Supplier Logistics Notification	1000006A	Italy Supplier (0001000004)	●●●●●●●●	8D	

### Step Status

Displays statuses of each step using color codes:

- Gray for Created
- Red for Rejected
- Orange for In Process/Sent for Review
- Green for Accepted
- You can hover with the mouse over each color-coded circle to view the corresponding step name, status, and the step requested end date.

# Filter data

## Define filter

A screenshot of a search bar interface. It includes a search input field, a 'Material:' field, a 'Problem-Solving Status:' dropdown, a 'Supplier:' field, a 'Plant:' field, and a 'Requested End:' field. A green triangle with '02' is positioned over the 'Requested End:' field. To the right of the fields are two buttons: 'Adapt Filters' and 'Go'.

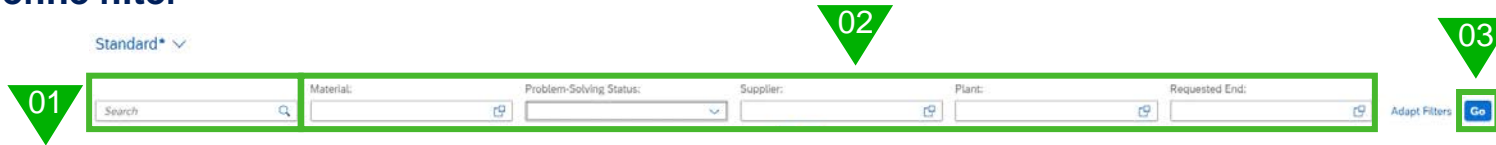
1. Press button to open filter area
2. Press button "Adapt Filters" in case some additional fields are needed

A screenshot of the 'Adapt Filters' dialog box. It has a 'Reset' button at the top right. Below it is a search field 'Search for Filters' and a 'Filter' button. A section titled 'Basic' is expanded, showing a list of filter criteria with checkboxes: 'Material:', 'Plant:', 'Problem-Solving Status:', 'Requested End:', 'Supplier:', 'Confirmation Status', and 'Problem-Solving Process'. A green vertical bar highlights the left side of this list, and a green triangle with '03' is positioned to its left. At the bottom are 'OK' and 'Cancel' buttons.

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

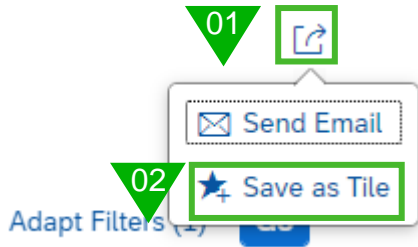
# Filter data

## Define filter

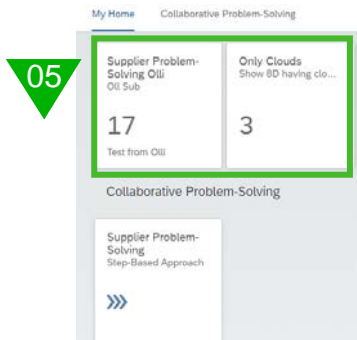


1. Enter text for general filter (optional)
2. Enter / select field specific filter criteria's
3. Press "Go" button

## Store filter as tile



Each filter 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 one tile

# Problem Solving Process

05

# Accept or Reject

When supplier opens an 8D having status “submitted” the system is always asking if complaint is accepted or rejected. This question don’ have to be answered immediately. Usually this can be answered after D4 was completed.

But decision can be taken if it’s already known.




What happens if supplier **reject**:

8D disappear from suppliers list. On MAHLE side 8D is shown in status created again. MAHE can deleted 8D now or submit (system asks why you submit it again).

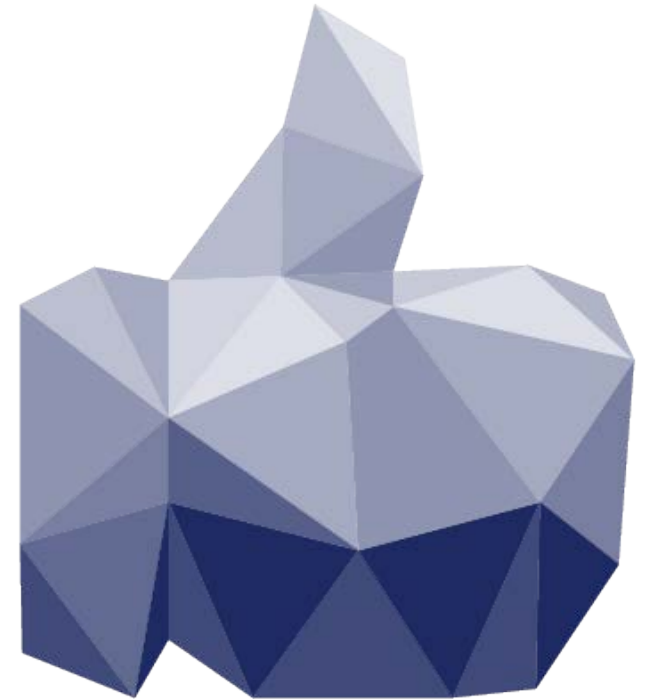
Or **accept**:

Problem solving status will change to “In Process”

All entered comments are shown at the bottom:

 **oliver.litzen@mahle.com:** Reason for Resubmission: Because you have to take care.  
Reply · Mon Nov 22 2021 13:55:50 GMT+0100 (Central European Standard Time)

 **dummy1.dummy1@mahle.com:** Reason for Rejection: I don't like it  
Reply · Mon Nov 22 2021 13:51:01 GMT+0100 (Central European Standard Time)



# Start editing 8D (supplier side)

01



03



04



05



1. Press edit button to change / add data
2. Open D step you need to enter data
3. Press "Set in Process" button to activate D step for processing
4. Press apply button to store data temporary (optional)
5. Press save data to store data in database.



Every time it is possible to save. So don't forget to do it sometimes!

# Working in 8D

## D1 Team

D1  
Team

Customer Team My Team Documents

01

Partner	Partner Name	Email Address	Lead	Email Notification
P024877	Oliver Litzen	oliver.litzen@mahle.com	No	

My Team

02 04 05

03

	Partner	Partner Name	Email Address	Lead	Email Notification
<input type="checkbox"/>	P0297...	dummy supplier1	dummy.supplier1@supplier.com	No	
<input type="checkbox"/>	P0297...	Dummy1 Dummy2	dummy1.dummy1@mahle.com	Yes	<input checked="" type="checkbox"/>

Documents

06

Attachments (0)

Upload

Apply

1. MAHLE team. Defined by MAHLE. Not changeable. For information only.
2. Use add button to add additional team members
3. Mark a team member to:  
(4) Assign as a leader  
(5) Delete
6. Every time you can attach files via drag and drop or using the upload button



# Working in 8D

## D2 Problem Solving

D2  
Problem Description ↗

Overview Defect Details Problem Description Comments Documents

Start Date: Nov 24, 2021      Step Requested End: Nov 23, 2021      End Date: -

04      05

01

---

**Defect Details**

Defect Description: -      Defect Class: -

---

**Problem Description**

Customer Problem Description: Test Item 8D      Customer Problem Detailed Description: Hallo supplier, one complaint for you!

02

Supplier Problem Description:

Supplier Problem Detailed Description:

03



1. View only → Check defect code data
2. View only → Check problem description MAHLE side
3. Enter problem description supplier side (mandatory)
4. Add some comments (optional)
5. Attach documents (optional)

# Working in 8D


## D2 – D7 comments (Chat function)

Comments


---

 *Add optional comments here* 

---

 **oliver.litzen@mahle.com:** The explanation is...  
Reply · Wed Nov 24 2021 14:07:31 GMT+0100 (Central European Standard Time)

---

 **dummy1.dummy1@mahle.com:** Hello I don't understand...  
Reply · Wed Nov 24 2021 14:06:18 GMT+0100 (Central European Standard Time)



On D2 – D6 it is possible to leave a comment. MAHLE can respond to the comment. So, it can be used like a chat function.

# Working in 8D

## D2 – D7 Send for review



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

1. Save the 8D via save button
2. Press “Send for Review” → Information will send to MAHLE for confirmation
3. Status was changed to “Sent for Review”

# Working in 8D

## D3 Containment actions

D3

Containment Actions



Overview Containment Actions Comments Documents

### Containment Actions

ID	Description	Start Date	End Date	Attachments
010	Test D3	Nov 23, 2021	Nov 25, 2021	MORE at a Glance.pdf

### Comments

Add optional comments here

No data

### Documents

Attachments (1)

Upload

MORE at a Glance.pdf  
Uploaded By: dummy1.dummy1@mahle.com · Uploaded On: Wed Nov 24 2021 14:38:20 GMT+0100 (Central European Standard Time) · File Size: 1562.01 KB

1. Press add button to add new action
2. Enter a description
3. Select a start and end date
4. Attach files (optional)
5. Select file for specific action (optional)

# Working in 8D

## D4 Root Causes

D4

Root Causes

Overview

5 Whys

Root Causes

Comments

Documents

03

04

5 Whys

01

Add

Delete



Why

Questions

Answers

No data found.

Root Causes

02

Add

Delete



ID

Description

Detailed Description

Attachments



010

Technical RCA

Details about the technical RCA



020

QA RCA

Details about the QA RCA



1. Add a 5 Why question/answer (optional)
2. Add minimum two root causes (one technical, one quality assurance) (Mandatory)
3. Add some comments (optional)
4. Attach files (optional)

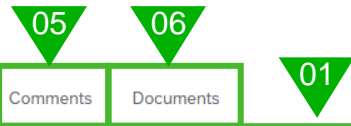
# Working in 8D

## D5 Defined Corrective Actions

D5

Defined Corrective Actions

Overview Root Causes Corrective Actions



ID	Description
010	Technical RCA
020	QA RCA

Corrective Actions



<input type="checkbox"/>	ID	Cause ID	Description	Detailed Description	Attachments
<input type="checkbox"/>	010	010	Something to technical RCA	More details...	Virtual Walk By.xlsx

1. Check information from D4
2. Add corrective actions
3. Select related root cause
4. Enter additional information's
5. Add some comments (optional)
6. Attach files (optional)

# Working in 8D

## D6 Implemented Corrective Actions

D6

Implemented Corrective Actions

Overview Implement Corrective Actions

04 05

02

01

03

Comments Documents

New Corrective Action Delete

ID	Description	Start Date	End Date	Action Status	Effectiveness...
<input type="checkbox"/> 010	Something to technical RCA	Nov 24, 2021	Nov 26, 2021	In Process	80.00
<input type="checkbox"/> 020	Manual added	Nov 25, 2021	Dec 1, 2021	Completed	100.00

1. System copy actions from D5. Enter due date + change action status accordingly
2. Press button "New corrective action" in case new D6 action is needed.
3. Fill out all needed fields
4. Add some comments (optional)
5. Attach files (optional)

# Working in 8D

## D7 Preventive Actions

D7

Preventive Actions

Overview

Preventive Actions

03

04

Comments

Documents

01

Add

Delete



02

<input type="checkbox"/>	ID	Description	Detailed Description	Start Date	End Date
<input type="checkbox"/>	010	<input type="text" value="A preventive action"/>	<input type="text" value="More details ..."/>	<input type="text" value="Nov 25, 2021"/>	<input type="text" value="Nov 29, 2021"/>
		Action Status: <input type="text" value="In Process"/>			
		Attachments: <input type="text"/>			

1. Press add button to add new action
2. Enter all needed data
3. Add some comments (optional)
4. Attach files (optional)



# Working in 8D

## D8 Congratulate your team

D8

Congratulate Your Team



Overview

Documents

Customer Concluding Remarks:

-

Supplier Concluding Remarks:

Just enter your conclusions

# Working in 8D

## Check completeness of 8D

Steps Overview Comments Documents

Problem-Solving Step

---

**Problem Description**  
D2  
Step Status: **Sent for Review**  
Step Requested End: Nov 23, 2021

---

**Containment Actions**  
D3  
Step Status: **Sent for Review**  
Step Requested End: Nov 24, 2021

---

**Root Causes**  
D4  
Step Status: **Sent for Review**  
Step Requested End: Nov 25, 2021

---

**Defined Corrective Actions**  
D5  
Step Status: **Sent for Review**  
Step Requested End: Nov 26, 2021

---

**Implemented Corrective Actions**  
D6  
Step Status: **Sent for Review**  
Step Requested End: Nov 29, 2021

---

**Preventive Actions**  
D7  
Step Status: **Sent for Review**  
Step Requested End: Nov 30, 2021

- Check D2 – D7 status must be "Send for review"
- Complaint was saved

Now the 8D is ready for final check at MAHLE

# Working in 8D

## Feedback from MAHLE → Rejecting a D step

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

Status of D step shows status “Rejected”

Containment Actions	
D3	Rejected

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 an 8D an e-mail will inform you 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.

The screenshot shows the SAP Problem-Solving Process interface. At the top, there is a navigation bar with the SAP logo and the text "Problem-Solving Process". Below this, the material number "100000000036" is displayed. The main header area contains the following information: Material: 1000004A, Plant: CORE 1 (M101), Customer Problem Description: Test Item 8D, Confirmation Status: Accepted by Supplier, and Problem-Solving Status: Completed (highlighted in green). Below the header, there are tabs for "Steps", "Overview", "Comments", and "Documents". The "Steps" tab is active, showing a table of 8D steps. The table has three columns: "Problem-Solving Step", "Step Status", and "Step Requested End". The "Step Status" column for steps D2 through D7 is highlighted in green, indicating they are all "Accepted".

Problem-Solving Step	Step Status	Step Requested End
<b>Team</b> D1	Not Applicable	Nov 22, 2021 >
<b>Problem Description</b> D2	Accepted	Nov 23, 2021 >
<b>Containment Actions</b> D3	Accepted	Nov 24, 2021 >
<b>Root Causes</b> D4	Accepted	Nov 25, 2021 >
<b>Defined Corrective Actions</b> D5	Accepted	Nov 26, 2021 >
<b>Implemented Corrective Actions</b> D6	Accepted	Nov 29, 2021 >
<b>Preventive Actions</b> D7	Accepted	Nov 30, 2021 >
<b>Congratulate Your Team</b> D8	Not Applicable	Dec 1, 2021 >

A nighttime cityscape featuring several illuminated skyscrapers. Overlaid on the scene are large, semi-transparent geometric shapes composed of blue and white triangles, resembling a low-poly or mesh structure. The background is dark, with the city lights providing a strong contrast.

**WE SHAPE  
FUTURE  
MOBILITY**

A solid dark blue horizontal banner with white text.

Thank you for taking your time

A long-exposure photograph of a road at night, showing white light trails from moving vehicles. The road is flanked by green trees and a fence.

**MAHLE**