



CLAAS Supplier Portal Quality SPQ 3- QDX complaints – claim management for suppliers

CLAAS



SAP Claims - CLAAS information about priority & requirements

The claim priority defines the CLAAS requirements in term of reaction of the supplier:

-reaction time for each 8D step

-steps required (from D3 for low priority to up 8D full for high and very high priority)

Priority		Response						
		D2	D3	D4	D5	D6	D7	D8
1: Very high (IF4)	8D report	1 day		5 days Min. Ishikawa			20 days	
2: High (IF3)	8D report	3 days		10 days Min. 5 Why			20 days	
3: Medium (IF2)	5D	5 days		10 days			n.a.	
4: Low (IF1)	short confirmation	7 days					n.a.	

Some 8D basics

- **D0: Preparation and Emergency Response Actions:** Plan for solving the problem and determine the prerequisites. Provide Emergency response Actions
- **D1: Use a Team:** Establish a team of people with product/process knowledge.
- **D2: Describe the Problem:** Specify the problem by identifying in quantifiable terms the who, what, where, when, why, how, and how many (5W2H) for the problem.
- **D3: Develop Interim Containment Plan:** Define and implement containment actions to isolate the problem from any customer (e.g sorting by supplier and / or customer): detection actions
- **D4: Determine and Verify Root Causes and Escape Points:** Identify all applicable causes that could explain why the problem has occurred. Also identify why the problem was not noticed at the time it occurred. All causes shall be verified or proved. One can use 5 whys or Ishikawa (fishbone) diagrams to map causes against the effect or problem identified.
- **D5: Verify Permanent Corrections for Problem will resolve problem for the customer:** Using pre-production programs, quantitatively confirm that the selected correction will resolve the problem. (Verify that the correction will actually solve the problem : check of effectiveness)
- **D6: Define and Implement Corrective Actions:** Define and Implement the best corrective actions.
- **D7: Prevent Recurrence / System Problems:** Modify the management systems, operation systems, practices, and procedures to prevent recurrence of this and similar problems (e.g lessons learned with procedures update, FMEA...)
- **D8: Congratulate the Main Contributors to your Team:** Recognize the collective efforts of the team. The team needs to be formally thanked by the organization.

New claim: you got an e-mail



CLAAS Supplier Portal <supplier.portal-qa@claas.com>

Lefort, Alexandre

[TEST QA] -Complaint: Complaint "wrong 8D report supplier (000003701007)" created for Raba Axle Ltd., plant 0010 0010 CLAAS Selbstfahrende Erntemaschinen

Enterprise Vault

Dear Mr. Alexandre Lefort,

there is a new complaint "wrong 8D report supplier (000003701007)" in the Supplier Portal.

We would like to ask you to process the report and send it back.

Please find further information to the complaint below.
Plant: 0010 0010 CLAAS Selbstfahrende Erntemaschinen
Material name: MAIN HARNESS
Material number: 18113000
Quantity: 10.00

You can open the complaint via the following link:

https://supplier-qa.claas.com/complaint.php?action=show&recl_id=240

Please use your POOL4TOOL login details to authorise your access to the claim.

Direct access to the claim

Your SPQ ID and password will be required

CLAAS Supplier Portal

Hosted by CLAAS KGaA mbH

Find claims in SPQ – standard filters

Claims list according to selected filter

Type	Ext. complaint no.	Causer	Supplier ID	Title	Material name	Material no.	Category	Process status	8D Finished	Step	Next actor	8D step	Created	Creat. by
U2	000003700958	Raba Axle Ltd.	0000015042	test QM2020 Q10	MAIN HARNESS	18113000	Cable Harness	●●●	●●●	Finished	-	8	2019-05-13 17:16	AL
U2	000003664306	Raba Axle Ltd.	0000015042	TEST R1903	MAIN HARNESS	18113000	Cable Harness	●●●	●●●	Finished	-	8	2019-04-12 08:39	AL
U2	000003664228	Raba Axle Ltd.	0000015042	Test R1810 sehr hoch	MAIN HARNESS	18113000	Cable Harness	●●●	●●●	Finished	-	8	2018-11-16 15:58	AL
U2	000003664227	Raba Axle Ltd.	0000015042	kurze Beschreibung Test R1810 hoch	MAIN HARNESS	18113000	Cable Harness	●●●	●●●	Finished	-	5	2018-11-16 15:28	AL
U2	000003664183	Raba Axle Ltd.	0000015042	Test release P4T R1808 Alex	MAIN HARNESS	18113000	Cable Harness	●●●	●●●	Supplier comment	Customer	8	2018-08-14 10:45	AL
U2	000003511553	Raba Axle Ltd.	0000015042	Test 02	STEERING AXLE	6276504	Axle drivensteering	●●●	●●●	Supplier comment	Supplier	8	2017-07-03 09:56	AL

Filter for selection of claims

- 1 Complaints
- 2 My complaint
- 3 Company complaints
- 4 Material (under Company complaints)

- ① All claims (modified last 90 days)
- ② Your claims (you as responsible)
- ③ All claims in your company
- ④ Acc. CLAAS material number

Open and process a claim in SPQ

[中文](#) [English](#) [Français](#) [Deutsch](#) [Magyar](#) [русский](#) [Home](#) [Logout](#)

Customer complaints

Refresh Clear filter

Complaints

Click on claim

Type	Ext. complaint no.	Causer	Supplier ID	Title	Material name	Material no.	Category	Process status	8D Finished	Step	Next actor	8D step	Created
U2	000003701007	Raba Axle Ltd.	0000015042	wrong 8D report supplier	MAIN HARNESS	18113000	Cable Harness	●●●	●●●	Supplier comment	Supplier		2019-05-21 12:45
U2	000003700958	Raba Axle Ltd.	0000015042	test QM2020 Q10	MAIN HARNESS	18113000	Cable Harness	●●●	●●●	Finished	-	8	2019-05-13 17:16
U2	000003664306	Raba Axle Ltd.	0000015042	TEST R1903	MAIN HARNESS	18113000	Cable Harness	●●●	●●●	Finished	-	8	2019-04-12 08:39
U2	000003664228	Raba Axle Ltd.	0000015042	Test R1810 sehr hoch	MAIN HARNESS	18113000	Cable Harness	●●●	●●●	Finished	-	8	2018-11-16 15:58
U2	000003664227	Raba Axle Ltd.	0000015042	kurze Beschreibung Test R1810 hoch	MAIN HARNESS	18113000	Cable Harness	●●●	●●●	Finished	-	5	2018-11-16 15:28
U2	000003664225	Raba Axle Ltd.	0000015042	Test R1810 mittel	MAIN HARNESS	18113000	Cable Harness	●●●	●●●	Supplier comment	Supplier		2018-11-16 14:22
U2	000003664224	Raba Axle Ltd.	0000015042	Test R1810	MAIN HARNESS	18113000	Cable Harness	●●●	●●●	Finished	-	1	2018-11-16 13:43
U2	000003664183	Raba Axle Ltd.	0000015042	Test release P4T R1808 Alex	MAIN HARNESS	18113000	Cable Harness	●●●	●●●	Supplier comment	Customer	8	2018-08-14 10:45
U2	000003545954	Raba Axle Ltd.	0000015042	Titel Test Reklamation ALF Prio sehrhoch	STEERING AXLE	6276504	Axle drivensteering	●●●	●●●	Supplier comment	Customer	8	2018-05-22 16:13
U2	000003545953	Raba Axle Ltd.	0000015042	Titel Test Reklamation ALF Prio niedrig	STEERING AXLE	6276504	Axle drivensteering	●●●	●●●	Supplier comment	Supplier		2018-05-22 16:02

8D Report – header: complaint and error information

Print PDF Download Close

Complaint no. **1** 000003701007 Created 2019-05-21 12:45 Created by Alexandre Lefort (1005223)
P4T ID 240 Modified 2019-05-21 12:45 Modified by ()

Complaint information

Title **2** wrong 8D report supplier Process: Supplier complaint Status **4** CLAIMED
Date 2019-05-21 Type U2
Subject

Supplier part no.	Material no.	Material name	# Goods Receipt	# Complained	# Acknowledged
	18113000	MAIN HARNESS	10,00	10,00	0,00

File(s)
Supplier 15042 Raba Axle Ltd. **3**
Customer Coordinator Lefort Alexandre
Phase Vendor complaint - Series

Error information

1 = very high, 4 = low **5**
Error description the answer to the 8D report was not conform to SPQ and 8D requirements

Error classification 6	Error group	Error code	Description
some 8D steps not correctly filled	System error	Work processing error	some 8D steps not correctly filled some action were missing, steps not validated, answer to CLAAS delayed because sending not possible. The supplier didn't followed the SPQ steps correctly.

Required response **7**

Response type	Answer expected until
8D - Report	2019-05-28

- 1** Claim# CLAAS & SPQ
- 2** Claim info on parts
- 3** Acknowledgment of parts by the supplier. Can be filled later after root cause analysis
- 4** Current status of the claim
- 5** Claim priority – defines timing and report type in **7**
- 6** Error classification – included failure description

8D report – step 1 : team

8D - Report

Step 1: Team (Supplier) - Step Finished: (expected in 7 days 11 hours 3 minutes)

Leader* Keil Magnus Members

Keil Magnus
Keil Magnus
Lefort Alexandre
Test P4T

2 i.a.- cross if step finished

1- select leader and i.a. team members

3- save

Step finished:

Step 1: Team (Supplier) - Step Finished:

Leader* Lefort Alexandre Members

8D report – step 2 : problem description

3 i.a.- cross if step finished

2- select decision on acceptance of claim

Step 2: Acceptance & Error description - Step Finished: (expected in 7 days 9 hours 47 minutes)

Acceptance*

Error description*

where
why
when
how
how many

File(s) Keine Datei

1- problem description – file upload possible

4- save

8D report – step 3 : Immediate action

2 i.a.- cross if step finished

Added action visible

Step 3: Immediate actions - Step Finished: (expected in 7 days 9 hours 36 minutes)

Customer side	Description	Remarks	Effect	% Effectiveness Status	Start date Start time	End date End time	Finish date Production start	Responsible Affected parts	File(s)	Menu
	sorting action 3rd party from incoming inspection up to assembly line on characteristic XY with spec and tol XY	checking procedure and checking tool specified and provided (see attached)		100%	2019-05-21			Test P4T	316548_23 (47.31 KB)	
Supplier side	100% control on characteristic on step XY and after final assembly with checking fixture. spec and tol XY.			100%				Test P4T		
	all in warehouse stored parts checked again at the additional final control			100%				Neil Magnus		


Buttons: Save, ADD, ADD

1- add immediate action(s) or modify immediate action(s)

 : See next slide

3- save

8D report : add & define actions (add measure)



Complaint no. 240
Title
Created 2019-05-21 12:45
Modified 2019-05-21 14:23

Description* 100% control on characteristic on step XY and after final assembly with checking fixture.
spec and tol XY.

Remarks

Effect

% Effectiveness 100

Affected parts no part detected after WK3

Status Planned

Start date Planned

Start time Done (HH:MM)

Planned end date

End time 00:00:00 (HH:MM)

Finish date

Production start

Responsible Test P4T

File(s) Durchsuchen... Keine Datei

Save Close

1-Action description (*mandatory)

Additional information on action and effectiveness

Choose status (can be changed later)

Due dates and responsible

Upload of file linked to the action

2- save

Hint: you can fill the description field 1 and upload your own file with further data

8D report step 4 – root causes

5 i.a.- cross if step finished

1- enter error process ID (*mandatory)

2- enter description

Step 4: Reasons - Step Finished: (expected in 7 days 7 hours 32 minutes)

Error process*
 Error process ID*
 error process ID or Type
 Error process description
 description of the process error

Reasons*

No.	Short description*	Reason	% Contribution	File(s)	Menu
85	missing planned maintenance	1- wear and dust on tool 2-tool was not cleaned and some standard parts not changed (worn and broken) 3-tool not in maintenance plan 4-maintenance of tooling not in transfer project/production checklist considered 5-risk of wearing not considered in FMEA (material / wear)	100		

 ADD

Save

3- Add reason(s) (*mandatory)

6- save



Complaint no.	240	Ext. complaint no.	000003701007
Title	wrong 8D report supplier	Created by	Mr. Alexandre Lefort
Created	2019-05-21 12:45:26	Modified by	Mr. Alexandre Lefort
Modified	2019-05-21 16:27:10		

Reason

Short description*
 missing planned maintenance

Reason
 1- wear and dust on tool
 2-tool was not cleaned and some standard parts not changed (worn and broken)
 3-tool not in maintenance plan
 4-maintenance of tooling not in transfer project/production checklist considered
 5-risk of wearing not considered in FMEA (material / wear)

% Contribution
 100

File(s)
 Durchsuchen... Keine Datei a

Save

4- save

5 why or Ishikawa recommended or required for root causes according to the claim priority

8D report step 6 – check of effectiveness

3 i.a.- cross if step finished

Step 6: Established corrective actions - Step Finished: (expected in 14 days 6 hours 56 minutes)

Established action(s)	Reason	* Description	% Effectiveness Effect	Status Priority	Start date Planned end date	Production start	Responsible	File(s)	Menu
	missing planned maintenance	daily maintenance	80	high			Lefort Alexandre		
	missing planned maintenance	change of standard parts broken	100	high			Lefort Alexandre		
	missing planned maintenance	cleaning and change of tool parts in maintenance p	80	medium			Lefort Alexandre		

1- select 1 of the planned measures from step 5 (*mandatory)

2- ADD planned measure (*mandatory) and the measure will be added automatically added in the list

3 i.a.- cross if step finished

8D report step 7 – preventive actions

5 i.a.- cross if step finished

Step 7: Preventive actions - Step Finished:

Preventive action(s)	Reason	Description	Status	Priority	Start date	Planned end date	Responsible	File(s)	Menu
	missing planned maintenance	update of transfer checklist project / prod		low			Lefort Alexandre		
	missing planned maintenance	consider tool wearing in FMEA		medium			Lefort Alexandre		

6- save

1- Add (*mandatory)

2- select reason and enter at least short description (*mandatory)

3- enter further information on effect, timing status and responsibility

4- save action

ADD

Reason: missing planned maintenance

Description: consider tool wearing in FMEA

Lessons learned FMEA:
 -consider material characteristics and life time requirements in for the tool as avoidance action
 -consider maintenance
 -consider detection action on characteristic

Priority: medium

Status: Planned

Start date:

Planned end date: 2019-05-30

Responsible: Lefort Alexandre

File(s): Keine Datei a

Save **Close**

8D report step 8 – final comment submit 8D report for approval

2 i.a.- cross if step finished

Step 8: Finish comment - Step Finished: (expected in 28 days 6 hours 20 minutes)

Finishing comment

Comments.
Congratulation to the team in solving the problem and thanks to customer support in this issue.

Save

QDX 8D-Report sent most recent version

Require (t) expected until 2019-05-28

1- enter text

3- save

Save Send to customer Reset

4- acknowledgment of parts if not done
(see slide 8D report header)

Status	ACCEPTED
Type	U2
# Complained	10,00
# Acknowledged	10,00



5- send to customer if 8D fully completed and actions closed (*mandatory)
The 8D report will be submitted for final approval
CLAAS
No approval possible if some action remain open in the 8D

Monitoring of actions / buttons; update of action/ reasons..

Step 6: Established corrective actions - Step Finished:

Established action(s)	Reason	* Description	% Effectiveness Effect	1 Status Priority	2 Start date Planned end date	Production start	Responsible	File(s)	Menu
	missing planned maintenance	daily maintenance	80	high			Lefort Alexandre		
	missing planned maintenance	change of standard parts broken	100	high			Lefort Alexandre		
	missing planned maintenance	cleaning and change of tool parts in maintenance p	90	medium			Lefort Alexandre	R59871192876.pdf (29,46 KB)	
	missing-planned-maintenance	daily-maintenance	80	high			Lefort Alexandre		

The data entered in the pop up windows linked to button  will be displayed in the correspondent field

- 1 Satus of the action / and priority
 - 2 Due dates (not mandatory) and responsible
 - 3 Uploaded files (click to open)
 - 4  Edit = update reason/action
-  Delete action (possible if not closed / for closed action first change status before deleting)

Problems?

- the report cannot be sent
 - check that all *mandatory field are filled
 - check that all steps are marked as finished
 - check that the acknowledgment of claimed parts is done

Short description*

Step Finished:

Type	U2	
# Complained	10,00	# Acknowledged
		10,00

- For each issue the SPQ will give you an error message with explanations.