

Autobay

SAP QIR
(Quality Issue Resolution)
8D Problem Solving
Supplier Procedures

SAP QIR 8D Problem Solving

01 Login

02 General navigation in QIR

03 Workflow overview

04 Managing a PSP (8D) in QIR

05 Task Processing

01

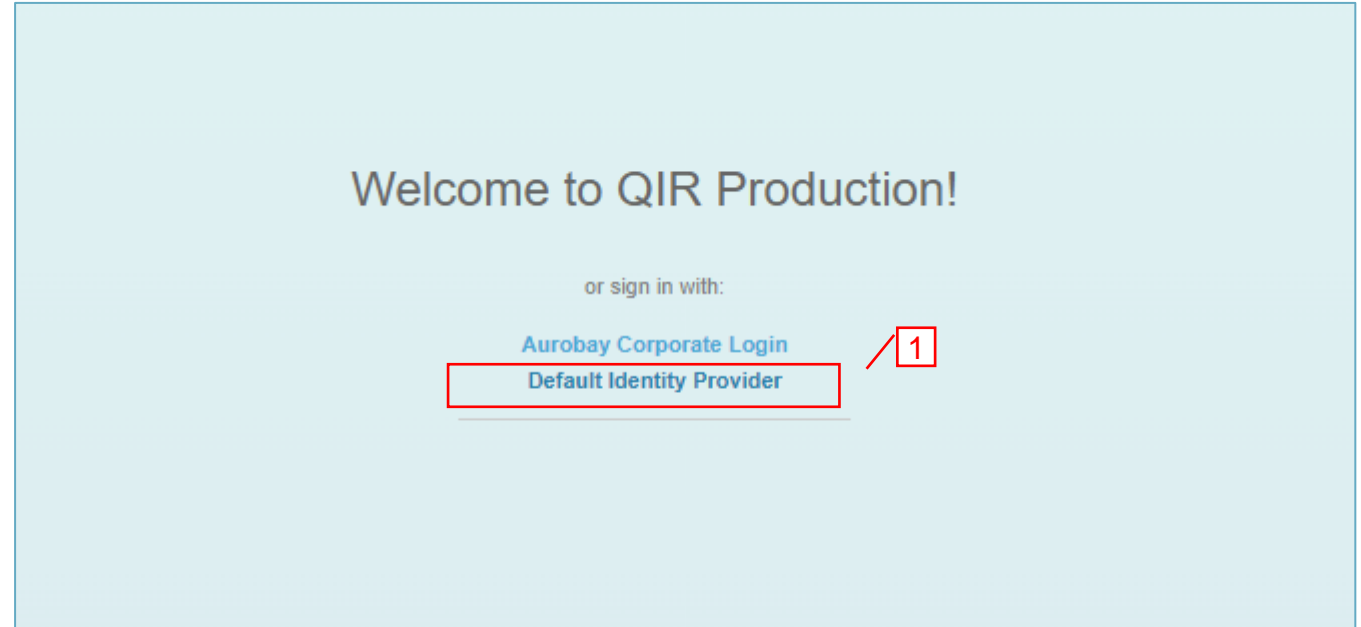
Login

Login

URL to login page:

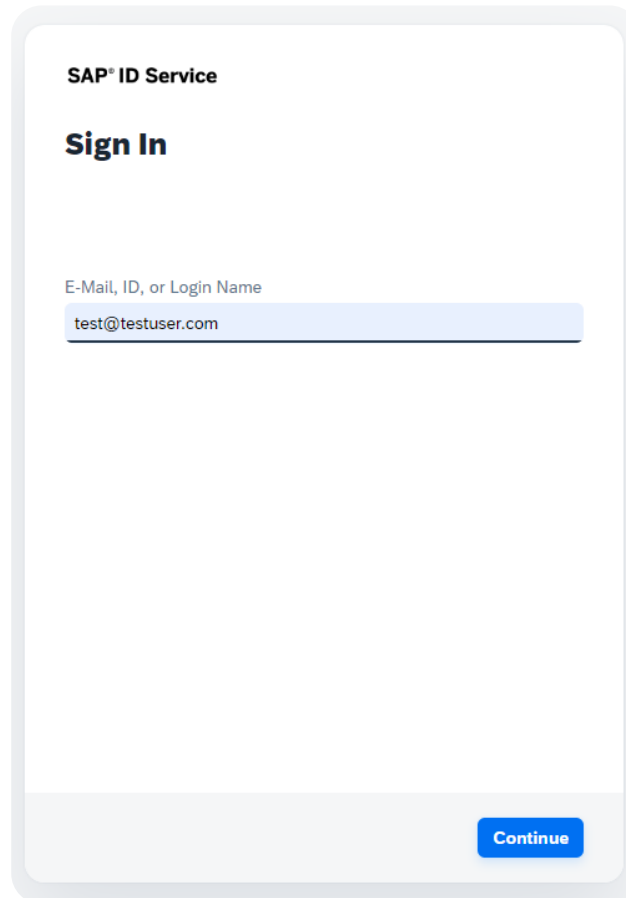
<https://qir-production-xriewcol-qicr-prod.psp.cfapps.eu20.hana.ondemand.com/cp.portal/site#Shell-home>

1. Click "Default Identity Provider"



Login

1. Enter your E-mail, ID or Login name.
2. Click "Continue".
3. Enter Password.
4. Click "Continue".



SAP ID Service

Sign In

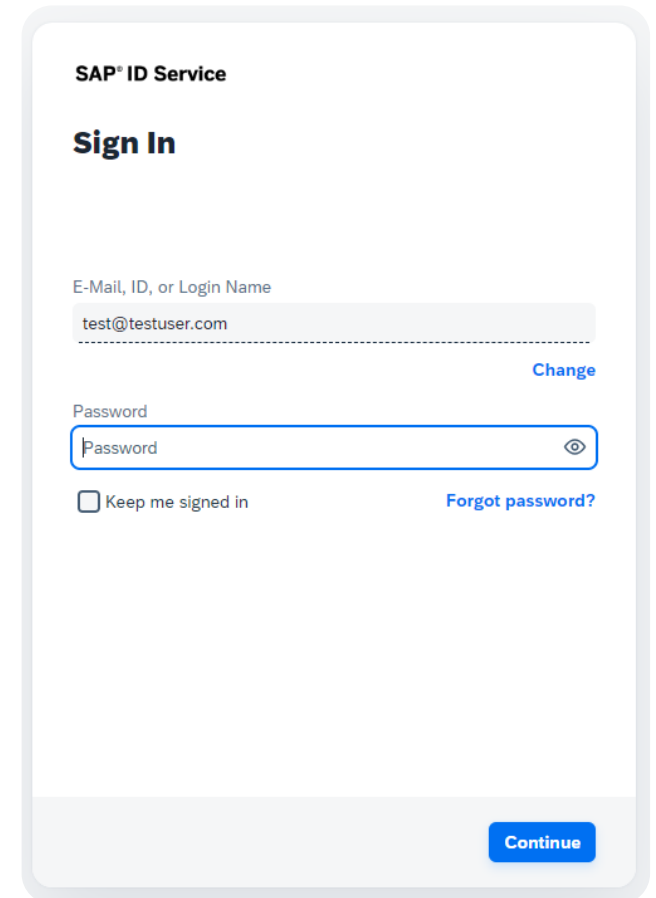
E-Mail, ID, or Login Name

[Change](#)

Keep me signed in

[Forgot password?](#)

[Continue](#)



SAP ID Service

Sign In

E-Mail, ID, or Login Name

[Change](#)

Password

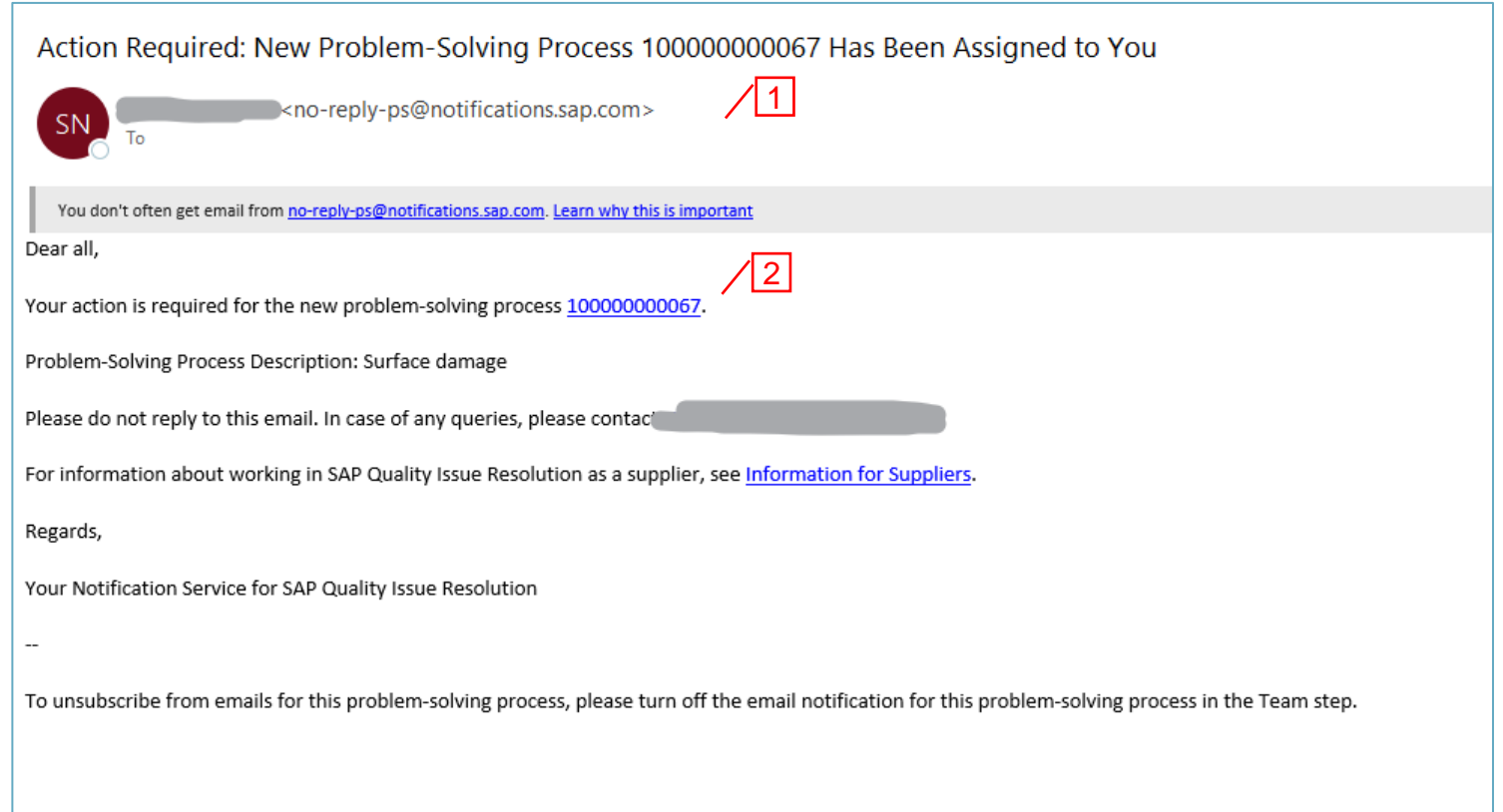
Keep me signed in

[Forgot password?](#)

[Continue](#)

Login from mail

1. You will receive a mail when a new PSP (8D) is sent to you.
2. Click the link and you will be taken to the login page. After entering login credentials the PSP (8D) will be opened in QIR.

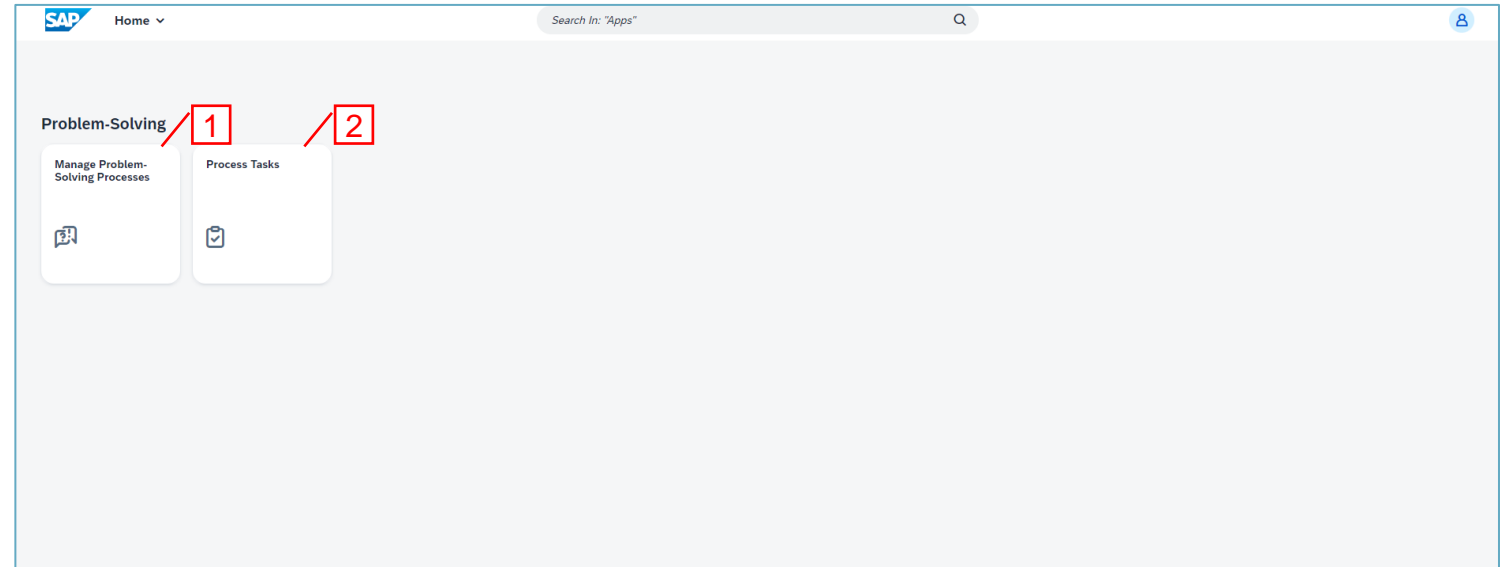


02

General navigation in QIR

Home page

1. In "Manage Problem Solving Processes" you handle PSP:s.
2. In "Process Tasks" you handle tasks related to PSP:s.



List view

1. Return to "Home page".
2. User settings and Log out.
3. Switch between list views.
4. Switch between compact and extended row content view.
5. Change list view settings. (visible columns, sorting and grouping).
6. Export list view content to Excel.
7. Open record.

The screenshot shows the SAP 'Manage Problem-Solving Processes' interface. The interface includes a search bar at the top, a filter bar with various dropdowns, and a table of problem-solving processes. The table has columns for 'Problem-Solving Pr...', 'Material', 'Customer', 'Supplier', 'Confirmation St...', 'Requested End of Process', 'Processing Status', 'Quality N...', 'Step Overview', and 'Problem-Solving Scenario'. The table contains five rows of data. A red box highlights the fourth row, and a red box highlights the fifth row. The interface also features a 'Standard' dropdown menu, a 'Search' field, and an 'Adapt Filters (1)' button.

Problem-Solving Pr...	Material	Customer	Supplier	Confirmation St...	Requested End of Process	Processing Status	Quality N...	Step Overview	Problem-Solving Scenario
Notification for QIR (10000000002)	0000000000 06906879		BP1101 (BP1101)	Problem Accepted by Supplier	Oct 5, 2023, 11:12:58 AM	In Process	200000043	Step Overview	Supplier Problem-Solving
Test Notification for QIR (10000000003)	0000000000 06906879		BP1101 (BP1101)	Problem Accepted by Supplier	Oct 20, 2023, 2:56:48 PM	In Process	200000042	Step Overview	Supplier Problem-Solving
Test Notification for QIR (10000000005)	0000000000 06906913		BP1101 (BP1101)	Problem Rejected by Supplier	Nov 1, 2023, 10:58:10 AM	In Process	200000045	Step Overview	Supplier Problem-Solving
Test Notification for QIR (10000000007)	0000000000 06906903		BP1101 (BP1101)	Problem Accepted by Supplier	Oct 11, 2023, 11:41:42 AM	In Process	200000047	Step Overview	Supplier Problem-Solving
Quality notification for QIR (10000000008)	0000000000 06906903		BP1101 (BP1101)	Problem Accepted by Supplier	Nov 1, 2023, 10:44:43 AM	In Process	200000050	Step Overview	Supplier Problem-Solving

Search filters





1. Use the filter fields to enter search criterias.
2. Click "Adapt Filters" to add or remove filter fields.
3. Click "Go" to execute the search.

The screenshot shows the SAP 'Manage Problem-Solving Processes' interface. At the top, there is a search bar and a 'Standard' dropdown menu. Below this is a filter bar with various fields: 'Editing Status (Draft):', 'Problem-Solving Process:', 'Processing Status:', 'Problem-Solving Scenario:', 'Plant:', 'Material:', 'Quality Notification:', 'Requested End of Process:', and 'Supplier/Customer:'. A red box labeled '1' highlights the 'Standard' dropdown. Another red box labeled '2' highlights the 'Adapt Filters (1)' button. A third red box labeled '3' highlights the 'Go' button. Below the filter bar is a table titled 'Problem-Solving Processes (32)'. The table has columns for 'Problem-Solving Pr...', 'Material', 'Customer', 'Supplier', 'Confirmation St...', 'Requested End of Process', 'Processing Status', 'Quality N...', 'Step Overview', and 'Problem-Solving Scenario'. The table contains five rows of data, each representing a different problem-solving process.

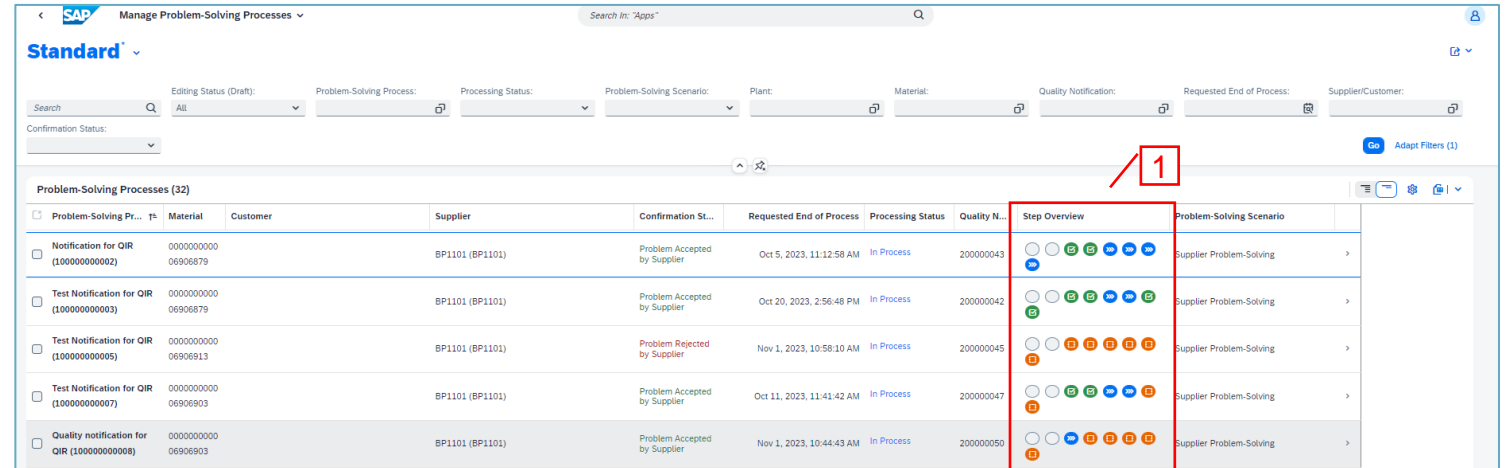
Problem-Solving Pr...	Material	Customer	Supplier	Confirmation St...	Requested End of Process	Processing Status	Quality N...	Step Overview	Problem-Solving Scenario
Notification for QIR (10000000002)	0000000000 06906879		BP1101 (BP1101)	Problem Accepted by Supplier	Oct 5, 2023, 11:12:58 AM	In Process	200000043	Step Overview	Supplier Problem-Solving
Test Notification for QIR (10000000003)	0000000000 06906879		BP1101 (BP1101)	Problem Accepted by Supplier	Oct 20, 2023, 2:56:48 PM	In Process	200000042	Step Overview	Supplier Problem-Solving
Test Notification for QIR (10000000005)	0000000000 06906913		BP1101 (BP1101)	Problem Rejected by Supplier	Nov 1, 2023, 10:58:10 AM	In Process	200000045	Step Overview	Supplier Problem-Solving
Test Notification for QIR (10000000007)	0000000000 06906903		BP1101 (BP1101)	Problem Accepted by Supplier	Oct 11, 2023, 11:41:42 AM	In Process	200000047	Step Overview	Supplier Problem-Solving
Quality notification for QIR (10000000008)	0000000000 06906903		BP1101 (BP1101)	Problem Accepted by Supplier	Nov 1, 2023, 10:44:43 AM	In Process	200000050	Step Overview	Supplier Problem-Solving

8D status icons

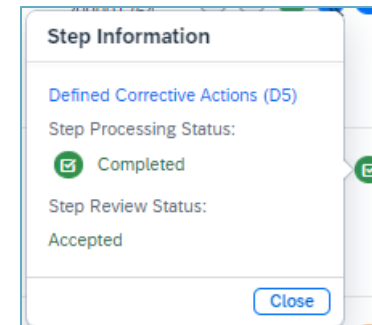
1. Step statuses are displayed using color coded icons.

-  No status available (D1 – D2)
-  Not started
-  In Process
-  Accepted

2. Click the step icon to get more detailed information.




Problem-Solving Pr...	Material	Customer	Supplier	Confirmation St...	Requested End of Process	Processing Status	Quality N...	Step Overview	Problem-Solving Scenario
Notification for QIR (10000000002)	0000000000 06906879		BP1101 (BP1101)	Problem Accepted by Supplier	Oct 5, 2023, 11:12:58 AM	In Process	200000043		Supplier Problem-Solving
Test Notification for QIR (10000000003)	0000000000 06906879		BP1101 (BP1101)	Problem Accepted by Supplier	Oct 20, 2023, 2:56:48 PM	In Process	200000042		Supplier Problem-Solving
Test Notification for QIR (10000000005)	0000000000 06906913		BP1101 (BP1101)	Problem Rejected by Supplier	Nov 1, 2023, 10:58:10 AM	In Process	200000045		Supplier Problem-Solving
Test Notification for QIR (10000000007)	0000000000 06906903		BP1101 (BP1101)	Problem Accepted by Supplier	Oct 11, 2023, 11:41:42 AM	In Process	200000047		Supplier Problem-Solving
Quality notification for QIR (10000000008)	0000000000 06906903		BP1101 (BP1101)	Problem Accepted by Supplier	Nov 1, 2023, 10:44:43 AM	In Process	200000050		Supplier Problem-Solving



Step Information

Defined Corrective Actions (D5)

Step Processing Status:
 Completed

Step Review Status:
Accepted

Close

Important action buttons working with 8D steps

1. "Set in Process" to start a 8D step.
2. "Edit" to change or add data.
3. "Apply" to temporary store changes in browser.
4. "Save" to store changes in database.
5. "Discard Draft" to discard changes not saved.
6. "Request Review" to send step to Aurobay for review.

Best practise:
Use Save button regularly
to avoid losing data.

Set in Process

Edit

Apply

Save

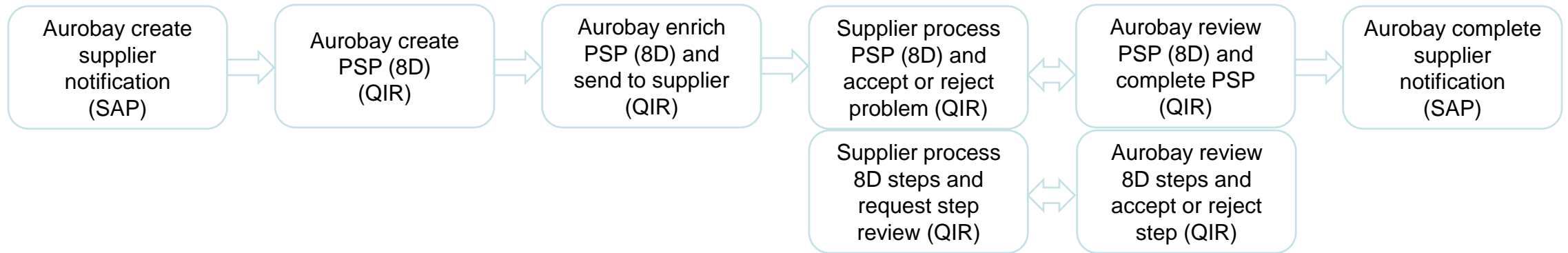
Discard Draft

Request Review

03

Workflow overview

Workflow overview



Automated email from QIR

Action That Triggers Automated Email	Who Receives the Email?
Header Statuses	
Scenario host submits problem to supplier	Team members including users belonging to supplier
<div style="background-color: #f0f0f0; padding: 5px;"> <p>Note There is a distinct email triggered for this scenario.</p> </div>	
Supplier starts initial investigation of problem	Team members
Supplier accepts problem	Team members
Supplier rejects problem	Team members
Supplier sends solution to scenario host for review	Team members
Scenario host accepts solution	Team members
Step Statuses	
Supplier sets the step in process	Team members
Supplier works on step and sends it for review to scenario host	Team members
Scenario host accepts step	No email is triggered
Scenario host rejects step	Team members
Scenario host reopens step	Team members

04

Managing a PSP (8D) in QIR

PSP opened in QIR

1. PSP is opened.

The screenshot shows the SAP Problem-Solving Process (PSP) interface. At the top, the title is "Surface damage" with a sub-header "Surface damage (100000000067)". The interface includes a search bar with "Search In: 'Apps'", a user ID "SN", and action buttons: "Edit", "Delete", "Complete", "Print Report", and "Share".

Key data fields are displayed:

- Supplier: BP1101EWM (BP1101EWM)
- Material: 00000000032336332
- Quality Notification: 200001764
- Priority: Moderate
- Processing Status: In Process
- Confirmation Status: Supplier Response Pending
- Lead Time in Days: 0

Below the data fields are tabs for "Steps" and "Comments". The "Steps" tab is active, showing a table with the following columns: Step, Requested End of Step, Step Review Status, and Processing Status.

Step	Requested End of Step	Step Review Status	Processing Status
Overall Process Information			
D1 Team			
D2 Problem Description			
D3 Containment Actions	Feb 6, 2024, 10:04:17 PM	Not Started	Not Started
D4 Root Cause Analysis	Feb 9, 2024, 10:04:17 PM	Not Started	Not Started
D5 Defined Corrective Actions	Feb 14, 2024, 10:04:17 PM	Not Started	Not Started
D6 Implemented Corrective Actions	Feb 18, 2024, 10:04:17 PM	Not Started	Not Started
D7 Preventive Actions	Feb 25, 2024, 10:04:17 PM	Not Started	Not Started
D8 Congratulate Your Team		Not Started	Not Started

Review Overall Process Information

1. Select step "Overall Process Information" to see details.

The screenshot displays the SAP 'Manage Problem-Solving Processes' interface for a process titled 'Surface damage' (ID: 100000000067). The interface is divided into two main sections: 'Steps' and 'Overall Process Information'.

Steps Section: A list of process steps is shown. The first step, 'Overall Process Information', is highlighted with a red box and a red arrow labeled '1', indicating it is the selected step. Other steps include 'D1 Team', 'D2 Problem Description', 'D3 Containment Actions', 'D4 Root Cause Analysis', and 'D5 Defined Corrective Actions'. Each step entry includes fields for 'Requested End of Step', 'Step Review Status', and 'Processing Status'.

Overall Process Information Section: This section provides a summary of the process. It includes a search bar at the top right with the text 'Search In: "Apps"'. Below the search bar, the process title 'Surface damage' is displayed with buttons for 'Edit', 'Delete', 'Complete', and 'Print Report'. The 'Overall Process Information' header is followed by three status indicators: 'Priority: Moderate', 'Processing Status: In Process', and 'Confirmation Status: Supplier Response Pending'. Below these are tabs for 'General Data', 'Generic Actions', 'Attachments for Process', 'Related Problem-Solving Processes', and 'Administrative Data for Process'. The 'General Data' tab is active, showing three columns of information: 'Context', 'Timeline', and 'Quality Notification'. The 'Context' column lists 'Problem-Solving Methodology: 8D Methodology', 'Problem-Solving Scenario: Supplier Problem-Solving', and 'My Company Name on Report: -'. The 'Timeline' column shows 'Requested End of Process: Mar 3, 2024, 10:04:17 PM', 'Processing Started On: Feb 4, 2024, 10:04:17 PM', and 'Process Completed On: -'. The 'Quality Notification' column includes 'Quality Notification: 200001764', 'Quality Notification Detailed Description: Crack on top surface next to cylinder 1', 'Subject Code: Q-MD', and 'Subject Code Group: Q-MAT'. A 'References' section at the bottom lists 'Supplier: BP1101EWM (BP1101EWM)', 'Material: 00000000032336332', 'Plant: Powertrain Engineering SE AB (1101)', and 'Batch: -'.

Review Overall Process Information

1. Under "Generic Actions" you see some predefined tasks.
2. "ERA" task: Describe what Emergency response actions you have taken.
To be done within 1 day.
3. "ICA" task: Specify the delivery breakpoint from when the D3 containment actions are in place.
4. "PCA" task: Specify the delivery breakpoint from when the D6 corrective actions are in place.

The screenshot displays the SAP 'Manage Problem-Solving Processes' interface for a process titled 'Surface damage'. The interface is divided into two main panels. The left panel shows a list of steps, including 'Overall Process Information', 'D1 Team', 'D2 Problem Description', 'D3 Containment Actions', 'D4 Root Cause Analysis', and 'D5 Defined Corrective Actions'. The right panel, titled 'Overall Process Information', contains a 'Generic Actions' section with a table of tasks and an 'Attachments for Process' section below it. Red boxes with numbers 1 through 4 are overlaid on the interface to highlight specific elements: 1 points to the 'Overall Process Information' header, 2 points to the 'ERA - Emergency Response...' task row, 3 points to the 'ICA - Interim Containment A...' task row, and 4 points to the 'PCA - Permanent Corrective...' task row.

Task	Processing Status	Requested End of Task	Task Processor	Long-Term Task
ERA - Emergency Response ... 1 No of Child Tasks: 0	New	Feb 6, 2024, 5:00:00 PM		<input type="checkbox"/> No
ICA - Interim Containment A... 2 No of Child Tasks: 0	New			<input type="checkbox"/> No
PCA - Permanent Corrective... 3 No of Child Tasks: 0	New			<input type="checkbox"/> No

Review D1 Team

1. Select step D1 to see the current teams for both Customer and Supplier.

The screenshot displays the SAP 'Manage Problem-Solving Processes' interface. The main header shows 'Surface damage' with a search bar and navigation icons. The left sidebar lists steps from D1 to D6. The right pane is titled 'Team' and shows details for step D1, including team members and generic actions.

Steps

Step	Requested End of Step
D1 Team	
D2 Problem Description	
D3 Containment Actions	Feb 6, 2024, 10:04:17 PM
D4 Root Cause Analysis	Feb 9, 2024, 10:04:17 PM
D5 Defined Corrective Actions	Feb 14, 2024, 10:04:17 PM
D6 Implemented Corrective Actions	Feb 18, 2024, 10:04:17 PM

Team

Team Members (2)

User Image	User Name	Role	Is Contact ...	Contact Details	Receives Em...
Team Type: Customer's Team (01)					
SN	[Redacted]	Team Lead	Yes	[Redacted]	Yes
Team Type: Supplier's Team (02)					
[Redacted]	[Redacted]	Team Lead	Yes	[Redacted]	Yes

Generic Actions

Tasks (0)

Task	Processing Status	Requested End of Task	Task Processor	Long-Term Task
No data				

Administrative Data for Step

Changed On: Feb 7, 2024, 1:15:52 AM

Changed By: [Redacted]

Review D2 Problem Description

1. Select step D2 to see the Problem Description with details.
2. More information about the problem can be found in the attached files.

The screenshot displays the SAP 'Manage Problem-Solving Processes' interface. The main title is 'Surface damage' with ID '10000000067'. The left sidebar lists steps: D2 Problem Description, D3 Containment Actions, D4 Root Cause Analysis, D5 Defined Corrective Actions, D6 Implemented Corrective Actions, and D7 Preventive Actions. The 'D2 Problem Description' step is selected and expanded, showing details like 'Requested End of Step: Feb 6, 2024, 10:04:17 PM' and 'Processing Status: Not Started'. The main content area shows the 'Problem Description' for step D2, including 'Customer's Problem Description: Crack on top surface', 'Supplier's Problem Description: -', and 'Defect Code Group: Q-CAST (Q-CAST)'. Below this, there are sections for 'Generic Actions' (Tasks (0)) and 'Attachments for Step', which lists a document 'DUMMY DOC.docx' with a size of 13 KB, created on Feb 4, 2024.

Problem Confirmation

1. The confirmation status "Supplier Response Pending" mean that supplier should respond to if the complaint is accepted or not. Usually supplier "Start Initial Investigation" to gather more knowledge of the complaint. Steps D3 and D4 can be processed. After step D4 supplier needs to either "Accept" or "Reject" the problem. If accepted steps D5 to D8 can be processed.

The screenshot shows the SAP Problem-Solving Process interface for a complaint titled "Surface damage" (ID: 100000000067). The interface includes a search bar, navigation buttons (Edit, Delete, Accept Problem, Start Initial Investigation, Print Report), and a summary table with the following data:

Supplier:	Priority	Processing Status	Confirmation Status	Lead Time in Days
BP1101EWM (BP1101EWM)	Moderate	In Process	Supplier Response Pending	0

Below the summary is a "Steps" table with columns for Step, Requested End of Step, Step Review Status, and Processing Status:

Step	Requested End of Step	Step Review Status	Processing Status
Overall Process Information			
D1 Team			
D2 Problem Description			
D3 Containment Actions	Feb 6, 2024, 10:04:17 PM	Not Started	Not Started
D4 Root Cause Analysis	Feb 9, 2024, 10:04:17 PM	Not Started	Not Started
D5 Defined Corrective Actions	Feb 14, 2024, 10:04:17 PM	Not Started	Not Started
D6 Implemented Corrective Actions	Feb 18, 2024, 10:04:17 PM	Not Started	Not Started
D7 Preventive Actions	Feb 25, 2024, 10:04:17 PM	Not Started	Not Started
D8 Congratulate Your Team		Not Started	Not Started

Problem Confirmation

1. Confirmation status is updated and customer is notified.
2. A problem can always be Accepted or Rejected even before step D4 is done.

The screenshot shows the SAP Problem-Solving Process interface for a problem titled "Surface damage" (ID: 100000000067). The interface includes a search bar, navigation buttons (Edit, Delete, Accept Problem, Reject Problem, Print Report), and a confirmation status dropdown menu. The confirmation status is currently set to "Supplier's Initial Investigation Ongoing".

Key details from the interface:

- Supplier:** BP1101EWM (BP1101EWM)
- Material:** 00000000032336332
- Quality Notification:** 200001764
- Priority:** Moderate
- Processing Status:** In Process
- Confirmation Status:** Supplier's Initial Investigation Ongoing
- Lead Time in Days:** (indicated by a red box '1')

The interface also displays a table of steps for the problem-solving process:

Step	Requested End of Step	Step Review Status	Processing Status
Overall Process Information			
D1 Team			
D2 Problem Description			
D3 Containment Actions	Feb 6, 2024, 10:04:17 PM	Not Started	Not Started
D4 Root Cause Analysis	Feb 9, 2024, 10:04:17 PM	Not Started	Not Started
D5 Defined Corrective Actions	Feb 14, 2024, 10:04:17 PM	Not Started	Not Started
D6 Implemented Corrective Actions	Feb 18, 2024, 10:04:17 PM	Not Started	Not Started
D7 Preventive Actions	Feb 25, 2024, 10:04:17 PM	Not Started	Not Started
D8 Congratulate Your Team		Not Started	Not Started

Overall Process Information

- 1. Select step "Overall Process Information"
- 2. Select "Generic Actions".
- 3. Click "Edit".
- 4. Open first task.

The screenshot displays the SAP Manage Problem-Solving interface for a process titled "Surface damage". The interface is divided into two main panels: a left sidebar for "Steps" and a right main area for "Overall Process Information".

Steps Panel (Left): A list of process steps is shown, including "Overall Process Information", "D1 Team", "D2 Problem Description", "D3 Containment Actions", "D4 Root Cause Analysis", and "D5 Defined Corrective Actions". The "Overall Process Information" step is selected and highlighted with a red box labeled "1".

Overall Process Information Panel (Right): This panel contains several tabs: "General Data", "Generic Actions", "Attachments for Process", "Related Problem-Solving Processes", and "Administrative Data for Process". The "Generic Actions" tab is selected and highlighted with a red box labeled "2".

Generic Actions Table: A table titled "Tasks (3)" lists three tasks:

Task	Processing Status	Requested End of Task	Task Processor	Long-Term Task
1 ERA - Emergency Response ... No of Child Tasks: 0	New	Feb 6, 2024, 5:00:00 PM		<input type="checkbox"/> No
2 ICA - Interim Containment A... No of Child Tasks: 0	New			<input type="checkbox"/> No
3 PCA - Permanent Corrective... No of Child Tasks: 0	New			<input type="checkbox"/> No

The first task, "ERA - Emergency Response ...", is highlighted with a red box labeled "4".

Attachments for Process Panel (Bottom Right): This panel shows a search bar and a table for attachments. The table has columns for "Type", "Name", "Modified On", "Created By", "Modified By", and "Size".

Red boxes with numbers 1, 2, 3, and 4 are overlaid on the screenshot to indicate the steps described in the list: 1 points to the "Overall Process Information" step, 2 points to the "Generic Actions" tab, 3 points to the "Edit" button in the top right of the process header, and 4 points to the first task in the "Generic Actions" table.

Overall Process Information

- 1. Assign a "Task Processor".
- 2. Update Requested end of task.
- 3. Click "Apply".
- 4. Repeat for all tasks.
- 5. When all tasks are updated click "Save".

The screenshot displays the SAP task configuration interface for "ERA - Emergency Response Action (within 1 day)". The interface is divided into two main panels. The left panel shows a list of steps: "Overall Process Information", "D1 Team", "D2 Problem Description", "D3 Containment Actions", and "D5 Defined Corrective Actions". The right panel shows task details including "Task Description", "Task Processing Status", "Task Info", "Planning", and "Attachments for Task". Red boxes with numbers 1 through 5 highlight specific fields: 1 points to the "Task Processor" field, 2 points to the "Requested End of Task" field in the Planning section, 3 points to the "Apply" button at the bottom right, 4 points to the "Task Processor" field in the Task Info section, and 5 points to the "Save" button at the bottom left of the left panel.

D1 Team

1. Select step D1.
2. To add Supplier team members click "Edit".
3. Click "Add Supplier User" and select users to add.

The image displays two screenshots of the SAP Manage Problem-Solving interface. The top screenshot shows the 'Surface damage' process with the 'Edit' button highlighted by a red box labeled '2'. The bottom screenshot shows the 'Team' configuration panel for step D1, with the 'Add Supplier User' button highlighted by a red box labeled '3'. The 'Team Members' table shows two members: 'Customer's Team (01)' and 'Supplier's Team (02)'. The 'Administrative Data for Step' section shows the step was changed on Feb 7, 2024, 1:12:24 AM.

Step	Requested End of Step
D1 Team	
D2 Problem Description	
D3 Containment Actions	Feb 6, 2024, 10:04:17 PM
D4 Root Cause Analysis	Feb 9, 2024, 10:04:17 PM
D5 Defined Corrective Actions	Feb 14, 2024, 10:04:17 PM
D6 Implemented Corrective Actions	Feb 18, 2024, 10:04:17 PM

User Image	User Name	Role	Is Contact ...	Contact Details	Receives Em...
Team Type: Customer's Team (01)					
<input type="checkbox"/>	SN	Team Lead	<input checked="" type="checkbox"/>		<input type="checkbox"/>
Team Type: Supplier's Team (02)					
<input type="checkbox"/>		Team Lead	<input checked="" type="checkbox"/>		<input type="checkbox"/>

Task	Processing Status	Requested End of Task	Task Processor	Long-Term Task
No data				

Administrative Data for Step

Changed On: Feb 7, 2024, 1:12:24 AM

Changed By: [Redacted]

D1 Team

1. Select "Role" and select if added user should receive email notifications.
2. Click "Apply" and "Save".

The screenshot displays the SAP 'Manage Problem-Solving Processes' interface. The main title is 'Surface damage' with a 'Draft' status and a 'Print Report' button. The left sidebar lists steps: D1 Team, D2 Problem Description, D3 Containment Actions, D4 Root Cause Analysis, D5 Defined Corrective Actions, and D6 Implemented Corrective Actions. The right pane is titled 'Team' and shows 'Team Members (3)'. A table lists team members with columns for 'User Image', 'User Name', 'Role', 'Is Contact ...', and 'Contact Details'. The table is divided into 'Team Type: Customer's Team (01)' and 'Team Type: Supplier's Team (02)'. A red box labeled '1' highlights the 'Is Contact ...' checkbox for a team member in the 'Supplier's Team' section. Below the table is the 'Generic Actions' section with 'Tasks (0)'. A red box labeled '2' highlights the 'Apply' button at the bottom right of the 'Tasks' section. At the bottom of the interface, there are 'Save' and 'Discard Draft' buttons, with a red box labeled '2' highlighting the 'Save' button.

D2 Problem Description

1. Select step D2.
2. Click "Edit".
3. Update your view of the problem in "Suppliers Problem Description" and details.
4. Click "Apply" and "Save".

The image displays two screenshots of the SAP Manage Problem-Solving Processes interface. The top screenshot shows the 'Edit' button for step D2 highlighted with a red box and the number 2. The bottom screenshot shows the 'Suppliers Problem Description' section with a red box and the number 3, and the 'Apply' button at the bottom right with a red box and the number 4. The interface includes a search bar, a list of steps, and a detailed view of the selected step.

Step List:

Step	Requested End of Step	Step Review Status	Processing Status
D2 Problem Description		Not Started	Not Started
D3 Containment Actions	Feb 6, 2024, 10:04:17 PM	Not Started	Not Started
D4 Root Cause Analysis	Feb 9, 2024, 10:04:17 PM	Not Started	Not Started
D5 Defined Corrective Actions	Feb 14, 2024, 10:04:17 PM	Not Started	Not Started
D6 Implemented Corrective Actions	Feb 18, 2024, 10:04:17 PM	Not Started	Not Started
D7 Preventive Actions	Feb 25, 2024, 10:04:17 PM	Not Started	Not Started

Problem Description Details:

Customer's Problem Description: Crack on top surface

Supplier's Problem Description: [Empty]

Customer's Problem Detailed Description: Crack on top surface next to cylinder 1

Supplier's Problem Detailed Description: [Empty]

Quality Notification Item: 0001

Defect Code Group: Q-CAST (Q-CAST)

Defect Code: Chip (Q-CH)

Attachments for Step:

Type	Name	Modified On	Created By	Modified By	Size
Standard	Items (1)				

D3 Containment Actions

1. Select step D3.
2. Click "Set in Process" to start the D3 step.
3. Click "Edit".
4. Click "Create" to add necessary containment actions.

The image displays two screenshots of the SAP Manage Problem-Solving Processes interface. The top screenshot shows the 'Surface damage' step with 'Edit' and 'Set in Process' buttons highlighted with red boxes and numbers 3 and 2 respectively. The bottom screenshot shows the 'D3 Containment Actions' section with a 'Create' button highlighted with a red box and number 4. The interface also displays 'Step Processing Status' as 'In Process' and 'Step Review Status' as 'Not Started'.

D3 Containment Actions

1. Define and populate the task.
2. Click "Apply".
3. When all tasks are added click "Save".

The screenshot displays the SAP Containment Actions interface, divided into two main panels. The left panel shows a list of steps for a task titled "Surface damage (100000000067)". The steps include "D3 Containment Actions", "D4 Root Cause Analysis", "D5 Defined Corrective Actions", "D6 Implemented Corrective Actions", and "D7 Preventive Actions". A red box labeled "3" highlights the "Save" button at the bottom of this panel. The right panel shows the task configuration for "Start sorting at supplier". It includes fields for "Task Description", "Task Processor", "Long-Term Task", "Task Detailed Description", "Task Code", "Parent Task", and "Task Code Group". A red box labeled "1" highlights the "Administrative Data for Task" tab. Below this, the "Planning" section contains fields for "Planned Start of Task", "Task Started On", "Requested End of Task", and "Task Completed On". A red box labeled "2" highlights the "Attachments for Task" section at the bottom of the right panel. The "Apply" button is also visible at the bottom right of the right panel.

D3 Containment Actions

Process the containment actions including the "ERA – Emergency Response Action" and "ICA – Interim Containment Action (D3)" in Overall Process Information.

See section "Task Processing" for instruction to handle tasks.

The screenshot displays the SAP Manage Problem-Solving Processes interface. The main header shows "Surface damage" with options to Edit, Delete, or Accept Problem. Below this, the "Steps" section lists several steps: D3 Containment Actions (In Process), D4 Root Cause Analysis (Not Started), D5 Defined Corrective Actions (Not Started), D6 Implemented Corrective Actions (Not Started), and D7 Preventive Actions (Not Started). The right-hand pane is titled "Containment Actions" and shows a table of tasks:

Task	Processing Status	Requested End of Task	Task Processor	Long-Term Task
Stop shipment from plant	New		[Redacted]	<input type="checkbox"/> No
Start sorting at supplier	New		[Redacted]	<input type="checkbox"/> No
Start sorting at customer	New		[Redacted]	<input type="checkbox"/> No
Start shipment from plant	New		[Redacted]	<input type="checkbox"/> No

D3 Containment Actions

1. When all tasks are completed click "Request review".
2. Close the step window.

The image displays two screenshots of the SAP Manage Problem-Solving Processes interface. The top screenshot shows the 'Surface damage' step with a 'Request Review' button highlighted by a red box and the number 1. The bottom screenshot shows the same interface with a 'Request Review' button highlighted by a red box and the number 2, and a 'Close' button highlighted by a red box and the number 3.

Surface damage (100000000067)

Containment Actions
D3

Step Processing Status: In Process
Step Review Status: Review Requested

Tasks (4)

Task	Processing Status	Requested End of Task	Task Processor	Long-Term Task
Stop shipment from plant 2 No of Child Tasks: 0	Completed		[Redacted]	<input type="checkbox"/> No
Start sorting at supplier 3 No of Child Tasks: 0	Completed		[Redacted]	<input type="checkbox"/> No
Start sorting at customer 4 No of Child Tasks: 0	Completed		[Redacted]	<input type="checkbox"/> No
Start shipment from plant 6 No of Child Tasks: 0	Completed		[Redacted]	<input type="checkbox"/> No

D3 Containment Actions

1. Step D3 will be reviewed by Aurobay.

SAP Problem-Solving Process Search In: "Apps"

Surface damage Edit Delete Accept Problem Reject Problem Print Report

Surface damage (100000000067)

Supplier: BP1101EWM (BP1101EWM) **Priority** **Processing Status** **Confirmation Status** **Lead Time in Days**
 Material: 00000000032336332 Moderate **In Process** Supplier's Initial Investigation Ongoing 1
 Quality Notification: 200001764

Steps **Comments**

Step	Requested End of Step	Step Review Status	Processing Status
D3 Containment Actions			
D3 Containment Actions	Feb 6, 2024, 10:04:17 PM	Review Requested	In Process
D4 Root Cause Analysis	Feb 9, 2024, 10:04:17 PM	Not Started	Not Started
D5 Defined Corrective Actions	Feb 14, 2024, 10:04:17 PM	Not Started	Not Started
D6 Implemented Corrective Actions	Feb 18, 2024, 10:04:17 PM	Not Started	Not Started
D7 Preventive Actions	Feb 25, 2024, 10:04:17 PM	Not Started	Not Started
D8 Congratulate Your Team		Not Started	Not Started

D4 Root Cause Analysis

1. Select step D4.
2. Click "Set in Process" to start the D4 step.
3. Click "Edit" to define Root Cause.
4. Click "Analyze Root Cause" to use the built-in problem solving tools like Ishikawa or 5 Whys.
5. Click "Create" to manually enter Root Cause. Add your root cause analysis as attachment.
6. Click "Apply" and "Save"

The image displays two screenshots of the SAP Manage Problem-Solving Processes interface. The left screenshot shows the 'D4 Root Cause Analysis' step selected, with a red box '1' around the 'Edit' button. The right screenshot shows the 'Root Cause Analysis' configuration page, with red boxes '2' through '6' highlighting the 'Set in Process' button, the 'Analyze Root Cause' button, the 'Create' button, the 'Apply' button, and the 'Save' button respectively.

D4 Root Cause Analysis

1. When root cause is defined click "Request review".
2. Close the step window.

The image displays two screenshots of the SAP Manage Problem-Solving Processes interface, illustrating the steps for performing a Root Cause Analysis (RCA) for a specific problem-solving process.

Top Screenshot: Shows the "Surface damage" problem-solving process. The "D4 Root Cause Analysis" step is selected. The "Step Review Status" is "Review Requested". The "Request Review" button is highlighted with a red box and the number "1".

Bottom Screenshot: Shows the same interface, but the "Request Review" button is now highlighted with a red box and the number "2". The "Step Review Status" is updated to "Review Requested".

The interface includes a search bar, a list of steps, and a detailed view of the selected step. The detailed view shows the "Root Cause Analysis" step with the following information:

- Step Processing Status:** In Process
- Step Review Status:** Review Requested
- Timeline:** Requested End of Step: Feb 9, 2024, 10:04:17 PM; Step Completed On: -
- Root Causes:** A table with 1 item:

Root Cause	Category	Type	Cause Code	Tool Used
Maintenance schedule not m...	Occurrence	Technical	-	5 Whys for Occurr...

Generic Actions: A table with 0 tasks:

Task	Processing Status	Requested End of Task	Task Processor	Long-Term Task
No data				

Administrative Data for Step: Changed On: Feb 7, 2024, 10:10:07 AM; Changed By: [Redacted]

D4 Root Cause Analysis

1. Step D4 will be reviewed by Aurobay.

SAP Problem-Solving Process

Search In: "Apps"

Surface damage
Surface damage (10000000067)

Supplier: BP1101EWM (BP1101EWM) Priority: Moderate Processing Status: In Process Confirmation Status: Supplier's Initial Investigation Ongoing Lead Time in Days: 2

Material: 00000000032336332
Quality Notification: 200001764

Steps Comments

Step	Requested End of Step	Step Review Status	Processing Status
Overall Process Information			
D1 Team			
D2 Problem Description			
D3 Containment Actions	Feb 6, 2024, 10:04:17 PM	Review Requested	In Process
D4 Root Cause Analysis	Feb 9, 2024, 10:04:17 PM	Review Requested	In Process
D5 Defined Corrective Actions	Feb 14, 2024, 10:04:17 PM	Not Started	Not Started
D6 Implemented Corrective Actions	Feb 18, 2024, 10:04:17 PM	Not Started	Not Started
D7 Preventive Actions	Feb 25, 2024, 10:04:17 PM	Not Started	Not Started
D8 Congratulate Your Team		Not Started	Not Started

Problem Confirmation

1. When root cause analysis is done Supplier need to Accept or Reject the problem.

The screenshot shows the SAP Problem-Solving Process interface for a problem titled "Surface damage" (ID: 100000000067). The interface includes a search bar, a navigation menu, and a table of process steps. A red box with the number "1" highlights the "Accept Problem" button in the top right corner.

Surface damage
Surface damage (100000000067)

Supplier: BP1101EWM (BP1101EWM) Priority: Moderate Processing Status: In Process Confirmation Status: Supplier's Initial Investigation Ongoing Lead Time in Days: 2

Material: 00000000032336332
Quality Notification: 200001764

Buttons: Edit, Delete, Accept Problem, Reject Problem, Print Report, Share

Steps | Comments

Step	Requested End of Step	Step Review Status	Processing Status
Overall Process Information			
D1 Team			
D2 Problem Description			
D3 Containment Actions	Feb 6, 2024, 10:04:17 PM	Review Requested	In Process
D4 Root Cause Analysis	Feb 9, 2024, 10:04:17 PM	Review Requested	In Process
D5 Defined Corrective Actions	Feb 14, 2024, 10:04:17 PM	Not Started	Not Started
D6 Implemented Corrective Actions	Feb 18, 2024, 10:04:17 PM	Not Started	Not Started
D7 Preventive Actions	Feb 25, 2024, 10:04:17 PM	Not Started	Not Started
D8 Congratulate Your Team		Not Started	Not Started

D5 Defined Corrective Actions

1. Select step D5.
2. Click "Set in Process" to start the D5 step.
3. Click "Edit" to plan for corrective actions.
4. Click "Create" to add tasks.

The screenshot displays the SAP Manage Problem-Solving Processes interface for a 'Surface damage' issue. The interface is split into two main panels. The left panel shows a list of steps, with 'D5 Defined Corrective Actions' selected and highlighted by a red box labeled '1'. The right panel shows the 'Defined Corrective Actions' configuration for step D5, with a red box labeled '2' on the 'Set in Process' button. Below this, the 'Corrective Actions' section shows a table for 'Tasks (0)' with a red box labeled '4' on the 'Create' button. The 'Administrative Data for Step' section shows the 'Changed On' date as 'Feb 6, 2024, 9:22:09 PM'.

Surface damage (10000000067)

Defined Corrective Actions D5

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

Corrective Actions

Root Cause	Task	Processing Status	Planning Status	Requested End of Task	Task Processor	Long-Term Task
No data						

Administrative Data for Step

Changed On: Feb 6, 2024, 9:22:09 PM | Changed By: [Redacted]

D5 Defined Corrective Actions

1. Define the task and the root cause it refers to.
2. Click "Apply"
3. Repeat until all corrective tasks are defined.

The screenshot displays the SAP interface for defining a task. On the left, a list of steps is shown, with 'D5 Defined Corrective Actions' selected. The main area shows the configuration for '(Unnamed Object)'. A red box highlights the 'Task Info' section, which includes fields for Task Description, Task Processor, Effectiveness (%), Task Detailed Description, Task Code, Long-Term Task, Task Code Group, Parent Task, and Root Cause. A second red box highlights the 'Planning' section, which includes fields for Planned Start of Task, Task Started On, Requested End of Task, and Task Completed On. The 'Attachments for Task' section at the bottom has buttons for 'Apply', 'Apply and Create New Task', and 'Cancel'. Red callout boxes with numbers 1 and 2 point to the 'Task Info' and 'Planning' sections respectively.

D5 Defined Corrective Actions

1. Click "Apply" and "Save".
2. Reselect step D5
3. Select first task.

The screenshot displays the SAP Manage Problem-Solving Processes interface for a process named "Surface damage". The left pane shows a list of steps, with "D5 Defined Corrective Actions" selected and highlighted by a red box with the number "2". Below this list are "Save" and "Discard Draft" buttons. The right pane shows the details for step D5, including its processing status ("In Process") and review status ("Not Started"). It features a "Timeline" tab and a table of "Corrective Actions" with two tasks. The first task, "Corrective task 1", is highlighted by a red box with the number "3". At the bottom right of the right pane, there is an "Apply" button highlighted by a red box with the number "1".

Root Cause	Task	Processing Status	Planning Status	Requested End of Task	Task Processor	Long-Term Task
Maintenance schedul... 000001 Root Cause Category: Occurrence Root Cause Type Technical	Corrective task 1 2 No of Child Tasks: 0 Draft	New	In Planning	Feb 8, 2024, 12:00:00 PM		<input type="checkbox"/> No
Maintenance schedul... 000001 Root Cause Category: Occurrence Root Cause Type Technical	Corrective task 2 3 No of Child Tasks: 0 Draft	New	In Planning	Feb 12, 2024, 12:00:00 PM		<input type="checkbox"/> No

D5 Defined Corrective Actions

1. Click "Set to Planned".
2. Close task
3. Repeat for all corrective tasks.

The screenshot displays the SAP Task Manager interface for a task titled "Corrective task 1". The task is currently in the "In Planning" status. The interface is divided into several sections:

- Task Info:** Shows task details such as "Task Description: Corrective task 1", "Task Processor: No", "Task Code: -", and "Root Cause: Maintenance schedule not managed".
- Planning:** Displays scheduling information, including "Planned Start of Task: Feb 6, 2024, 9:27:39 PM" and "Requested End of Task: Feb 8, 2024, 12:00:00 PM".
- Attachments for Task:** A table listing attachments, currently showing 0 items.

At the top right of the task view, there are two red boxes with numbers 1 and 2. Box 1 highlights the "Set to Planned" button, and box 2 highlights the close button (an 'X' icon).

The left sidebar shows a list of steps for the task, including "D1 Team", "D2 Problem Description", "D3 Containment Actions", "D4 Root Cause Analysis", "D5 Defined Corrective Actions", and "D6 Implemented Corrective Actions". The "D5 Defined Corrective Actions" step is highlighted with a blue border.

D5 Defined Corrective Actions

1. When corrective actions are defined click "Request review".
2. Close the step window.

The screenshot displays the SAP 'Manage Problem-Solving Processes' interface. The main header shows 'Surface damage' with a search bar and navigation icons. The left sidebar lists steps: D1 Team, D2 Problem Description, D3 Containment Actions, D4 Root Cause Analysis, D5 Defined Corrective Actions (highlighted), and D6 Implemented Corrective Actions. The right pane shows 'Defined Corrective Actions' for step D5, with 'Step Processing Status' as 'In Process' and 'Step Review Status' as 'Not Started'. A 'Request Review' button is highlighted with a red box and the number '1'. Below, a table lists two tasks: 'Corrective task 1' and 'Corrective task 2'. A second red box with the number '2' highlights the 'Request Review' button in the top right corner of the interface.

Root Cause	Task	Processing Status	Planning Status	Requested End of Task	Task Processor	Long-Term Task
Maintenance schedul... 000001 Root Cause Category: 2 Occurrence Root Cause Type Technical	Corrective task 1	New	Planned	Feb 8, 2024, 12:00:00 PM		<input type="checkbox"/> No
Maintenance schedul... 000001 Root Cause Category: 3 Occurrence Root Cause Type Technical	Corrective task 2	New	Planned	Feb 12, 2024, 12:00:00 PM		<input type="checkbox"/> No

D5 Defined Corrective Actions

1. Step D5 will be reviewed by Aurobay.

SAP Problem-Solving Process

Search in: "Apps"

Surface damage Edi Delete Print Report

Surface damage (10000000067)

Supplier: BP1101EWM (BP1101EWM) Priority: Moderate Processing Status: In Process Confirmation Status: Problem Accepted by Supplier Lead Time in Days: 2

Material: 00000000032336332
Quality Notification: 200001764

Steps Comments

Step	Requested End of Step	Step Review Status	Processing Status
Overall Process Information			
D1 Team			
D2 Problem Description			
D3 Containment Actions	Feb 6, 2024, 10:04:17 PM	Review Requested	In Process
D4 Root Cause Analysis	Feb 9, 2024, 10:04:17 PM	Review Requested	In Process
D5 Defined Corrective Actions	Feb 14, 2024, 10:04:17 PM	Review Requested	In Process
D6 Implemented Corrective Actions	Feb 18, 2024, 10:04:17 PM	Not Started	In Process
D7 Preventive Actions	Feb 25, 2024, 10:04:17 PM	Not Started	Not Started
D8 Congratulate Your Team		Not Started	Not Started

D6 Implemented Corrective Actions

1. Select step D6.
2. Step is automatically set to "In Process" when tasks are set to "Planned" in step D5.
3. Click "Edit" to add any unplanned corrective actions.

The screenshot displays the SAP 'Manage Problem-Solving Processes' interface for a 'Surface damage' issue. The left pane shows a list of steps (D1 to D6) with their respective processing statuses. Step D6, 'Implemented Corrective Actions', is highlighted with a red box and a '1' in a red square. The right pane shows the details for step D6, including its processing status ('In Process') and review status ('Not Started'). Below this, a table lists two corrective tasks. The first task, 'Corrective task 1', is planned for Feb 8, 2024, and the second, 'Corrective task 2', is planned for Feb 12, 2024. A red box and a '2' in a red square highlight the 'Edit' button in the top right of the left pane.

Step	Requested End of Step
D1 Team	
D2 Problem Description	
D3 Containment Actions	Feb 6, 2024, 10:04:17 PM
D4 Root Cause Analysis	Feb 9, 2024, 10:04:17 PM
D5 Defined Corrective Actions	Feb 14, 2024, 10:04:17 PM
D6 Implemented Corrective Actions	Feb 18, 2024, 10:04:17 PM

Root Cause	Task	Processing Status	Planning Status	Requested End of Task	Task Processor	Long-Term Task
Maintenance schedul... 000001	Corrective task 1	New	Planned	Feb 8, 2024, 12:00:00 PM		<input type="checkbox"/> No
Maintenance schedul... 000001	Corrective task 2	New	Planned	Feb 12, 2024, 12:00:00 PM		<input type="checkbox"/> No

D6 Implemented Corrective Actions

Process the corrective actions including the "PCA – Permanent Corrective Action (D6)" in Overall Process Information.

See section "Task Processing" for instruction to handle tasks.

The screenshot displays the SAP 'Manage Problem-Solving Processes' interface for a 'Surface damage' issue. The main view is titled 'Implemented Corrective Actions' and shows the following details:

- Step Processing Status:** In Process
- Step Review Status:** Not Started
- Requested End of Step:** Feb 18, 2024, 10:04:17 PM
- Step Completed On:** -

The 'Corrective Actions' section contains a table with 2 tasks:

Root Cause	Task	Processing Status	Planning Status	Requested End of Task	Task Processor	Long-Term Task
Maintenance schedul... 000001 Root Cause Category: 2 Occurrence Root Cause Type: 0 Technical	Corrective task 1	New	Planned	Feb 8, 2024, 12:00:00 PM		<input type="checkbox"/> No
Maintenance schedul... 000001 Root Cause Category: 3 Occurrence Root Cause Type: 0 Technical	Corrective task 2	New	Planned	Feb 12, 2024, 12:00:00 PM		<input type="checkbox"/> No

The 'Administrative Data for Step' section is currently empty.

D6 Implemented Corrective Actions

1. When all tasks are completed click "Request review".
2. Close the step window.

The screenshot displays the SAP Manage Problem-Solving Processes interface for a case titled "Surface damage". The left pane shows a list of steps, with "D6 Implemented Corrective Actions" selected. The right pane provides details for this step, including its status ("In Process") and a table of corrective tasks. Two red boxes labeled "1" and "2" are present in the top right corner of the interface, pointing to the "Request Review" button and a close button, respectively.

Surface damage
Surface damage (100000000067)

Implemented Corrective Actions
D6

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

Requested End of Step: Feb 18, 2024, 10:04:17 PM
Step Completed On: -

Corrective Actions

Root Cause	Task	Processing Status	Planning Status	Requested End of Task	Task Processor	Long-Term Task
Maintenance schedul... 000001 Root Cause Category: 2 Occurrence Root Cause Type Technical	Corrective task 1	Completed	Planned	Feb 8, 2024, 12:00:00 PM	[Redacted]	<input type="checkbox"/> No
Maintenance schedul... 000001 Root Cause Category: 3 Occurrence Root Cause Type Technical	Corrective task 2	Completed	Planned	Feb 12, 2024, 12:00:00 PM	[Redacted]	<input type="checkbox"/> No

Administrative Data for Step

Changed On: Feb 6, 2024, 10:01:12 PM
Changed By: [Redacted]

D6 Implemented Corrective Actions

1. Step D6 will be reviewed by Aurobay.

The screenshot shows the SAP Problem-Solving Process interface for a case titled "Surface damage" (ID: 100000000067). The interface includes a search bar, navigation tabs for "Steps" and "Comments", and a table of process steps. The "D6 Implemented Corrective Actions" step is highlighted with a blue border. The table columns are "Step", "Requested End of Step", "Step Review Status", and "Processing Status".

Step	Requested End of Step	Step Review Status	Processing Status
Overall Process Information			
D1 Team			
D2 Problem Description			
D3 Containment Actions	Feb 6, 2024, 10:04:17 PM	Review Requested	In Process
D4 Root Cause Analysis	Feb 9, 2024, 10:04:17 PM	Review Requested	In Process
D5 Defined Corrective Actions	Feb 14, 2024, 10:04:17 PM	Review Requested	In Process
D6 Implemented Corrective Actions	Feb 18, 2024, 10:04:17 PM	Review Requested	In Process
D7 Preventive Actions	Feb 25, 2024, 10:04:17 PM	Not Started	Not Started
D8 Congratulate Your Team		Not Started	Not Started

D7 Preventive Actions

1. Select step D7.
2. Click "Set in Process" to start the D7 step.
3. Click "Edit" to plan for preventive actions.
4. Click "Create" to add tasks.

The screenshot displays the SAP Manage Problem-Solving Processes interface for a 'Surface damage' problem. The left pane shows a list of steps, with 'D7 Preventive Actions' selected and highlighted by a red box labeled '1'. The right pane shows the configuration for this step, with 'Set in Process' highlighted by a red box labeled '2'. The 'Preventive Actions' section shows a table with columns for Task, Processing Status, Requested End of Task, Task Processor, Long-Term Task, and Root Cause. A 'Create' button is highlighted by a red box labeled '4'. The 'Administrative Data for Step' section shows the step was changed on Feb 7, 2024, 10:55:32 AM. A red box labeled '3' highlights the 'Edit' button in the top right of the left pane.

Step	Requested End of Step
D7 Preventive Actions	Feb 25, 2024, 10:04:17 PM

Task	Processing Status	Requested End of Task	Task Processor	Long-Term Task	Root Cause
No data					

D7 Preventive Actions

1. Define the task and the root cause it refers to.
2. Click "Apply"
3. Repeat until all preventive tasks are defined.
4. Save step D7

The screenshot displays the SAP Task Manager interface for a task titled "Surface damage" (ID: 10000000067). The left pane shows a list of steps, with "D7 Preventive Actions" selected and highlighted by a red box labeled "3". The right pane shows the configuration for the selected task, titled "(Unnamed Object)". A red box labeled "1" highlights the "Task Info" section, which includes fields for Task Description, Root Cause, Task Processor, Task Code, Task Code Group, Long-Term Task, and Parent Task. Below this, the "Planning" section contains fields for Planned Start of Task, Requested End of Task, Task Started On, and Task Completed On. At the bottom of the right pane, the "Attachments for Task" section is visible, with a red box labeled "2" highlighting the "Apply" button. The "Save" button at the bottom of the left pane is also highlighted with a red box labeled "3".

D7 Preventive Actions

Process the preventive actions.

See section "Task Processing" for instruction to handle tasks.

The screenshot displays the SAP Manage Problem-Solving Processes interface for a 'Surface damage' issue. The left pane shows a list of steps from D1 to D7. Step D7, 'Preventive Actions', is highlighted. The right pane provides details for this step, including its processing status ('In Process') and review status ('Not Started'). It also shows a table of tasks, with one task 'Update FMEA' listed. Administrative data indicates the step was changed on Feb 6, 2024.

Step	Requested End of Step
D1 Team	
D2 Problem Description	
D3 Containment Actions	Feb 6, 2024, 10:04:17 PM
D4 Root Cause Analysis	Feb 9, 2024, 10:04:17 PM
D5 Defined Corrective Actions	Feb 14, 2024, 10:04:17 PM
D6 Implemented Corrective Actions	Feb 18, 2024, 10:04:17 PM
D7 Preventive Actions	Feb 25, 2024, 10:04:17 PM

Task	Processing Status	Requested End of Task	Task Processor	Long-Term Task	Root Cause
Update FMEA 1 No of Child Tasks: 0	New	Feb 13, 2024, 12:00:00 PM		<input type="checkbox"/> No	Maintenance schedule not ... 000001 Root Cause Category: Occurrence Root Cause Type Technical

D7 Preventive Actions

1. When all tasks are completed click "Request review".
2. Close the step window.

Surface damage
Surface damage (100000000067)

Steps | Comments

Step	Requested End of Step
D1 Team	
D2 Problem Description	
D3 Containment Actions	Feb 6, 2024, 10:04:17 PM
D4 Root Cause Analysis	Feb 9, 2024, 10:04:17 PM
D5 Defined Corrective Actions	Feb 14, 2024, 10:04:17 PM
D6 Implemented Corrective Actions	Feb 18, 2024, 10:04:17 PM
D7 Preventive Actions	Feb 25, 2024, 10:04:17 PM

Preventive Actions
D7

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

Requested End of Step: Feb 25, 2024, 10:04:17 PM | Step Completed On: -

Preventive Actions

Task	Processing Status	Requested End of Task	Task Processor	Long-Term Task	Root Cause
Update FMEA	Completed	Feb 13, 2024, 12:00:00 PM		<input type="checkbox"/> No	Maintenance schedule not ... 000001 Root Cause Category: Occurrence Root Cause Type: Technical

Administrative Data for Step

Changed On: Feb 6, 2024, 10:10:17 PM | Changed By: [Redacted]

D7 Preventive Actions

D7 Preventive Actions

1. Step D7 will be reviewed by Aurobay.

The screenshot shows the SAP Problem-Solving Process interface for a case titled "Surface damage" (ID: 10000000067). The interface includes a search bar, navigation tabs for "Steps" and "Comments", and a table of process steps. The table columns are Step, Requested End of Step, Step Review Status, and Processing Status. Steps D3 through D7 are marked as "Review Requested" and "In Process", while D8 is "Not Started".

Step	Requested End of Step	Step Review Status	Processing Status
» Overall Process Information >			
D1 Team >			
D2 Problem Description >			
D3 Containment Actions	Feb 6, 2024, 10:04:17 PM	Review Requested	In Process >
D4 Root Cause Analysis	Feb 9, 2024, 10:04:17 PM	Review Requested	In Process >
D5 Defined Corrective Actions	Feb 14, 2024, 10:04:17 PM	Review Requested	In Process >
D6 Implemented Corrective Actions	Feb 18, 2024, 10:04:17 PM	Review Requested	In Process >
D7 Preventive Actions	Feb 25, 2024, 10:04:17 PM	Review Requested	In Process >
D8 Congratulate Your Team		Not Started	Not Started >

D8 Congratulate your team

1. Select step D8.
2. Click "Set in Process" to start the D8 step.
3. Click "Edit"
4. Add Supplier's closing note".
5. Click "Apply" and "Save".

The image displays two screenshots of the SAP Manage Problem-Solving Processes interface. The top screenshot shows the 'Congratulate Your Team' step (D8) with a 'Set in Process' button highlighted by a red box with the number 2. The bottom screenshot shows the 'Edit' view of the same step, with the 'Supplier's Closing Note' field highlighted by a red box with the number 4. Other red boxes with numbers 1, 3, and 5 point to the 'D7 Preventive Actions' step, the 'Edit' button, and the 'Apply' button respectively.

D8 Congratulate your team

1. Click "Request review".
2. Close the step window.

The screenshot displays the SAP Manage Problem-Solving Processes interface. The main window is titled "Surface damage" (10000000067) and shows a list of steps. The "Congratulate Your Team" step (D8) is highlighted, and its details are shown in a right-hand pane. The "Request Review" button is circled in red and labeled with a "1". The "Close" button is also circled in red and labeled with a "2".

Surface damage
Surface damage (10000000067)

Steps | Comments

Step	Requested End of Step
D1 Team	
D2 Problem Description	
D3 Containment Actions	Feb 6, 2024, 10:04:17 PM
D4 Root Cause Analysis	Feb 9, 2024, 10:04:17 PM
D5 Defined Corrective Actions	Feb 14, 2024, 10:04:17 PM
D6 Implemented Corrective Actions	Feb 18, 2024, 10:04:17 PM
D7 Preventive Actions	Feb 25, 2024, 10:04:17 PM

Congratulate Your Team
D8

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

Supplier's Closing Note: Well done team! | Customer's Closing Note: -

Generic Actions

Tasks (0)

Task	Processing Status	Requested End of Task	Task Processor	Long-Term Task
No data				

Attachments for Step

10000000067D8

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

Type	Name	Modified On	Created By	Modified By	Size
No documents available					

D8 Congratulate your team

1. Step D8 will be reviewed by Aurobay.

The screenshot shows the SAP Problem-Solving Process interface for a case titled "Surface damage" (ID: 100000000067). The interface includes a search bar, navigation icons, and a table of process steps. The table has columns for Step, Requested End of Step, Step Review Status, and Processing Status. Step D8, "Congratulate Your Team", is highlighted with a blue bar on the right side of the table.

Step	Requested End of Step	Step Review Status	Processing Status
Overall Process Information			
D1 Team			
D2 Problem Description			
D3 Containment Actions	Feb 6, 2024, 10:04:17 PM	Review Requested	In Process
D4 Root Cause Analysis	Feb 9, 2024, 10:04:17 PM	Review Requested	In Process
D5 Defined Corrective Actions	Feb 14, 2024, 10:04:17 PM	Review Requested	In Process
D6 Implemented Corrective Actions	Feb 18, 2024, 10:04:17 PM	Review Requested	In Process
D7 Preventive Actions	Feb 25, 2024, 10:04:17 PM	Review Requested	In Process
D8 Congratulate Your Team		Review Requested	In Process

PSP Completion

1. When all steps are "Accepted" the steps are set to "Completed".
2. The PSP will also be set to "Completed".

The screenshot shows the SAP Problem-Solving Process (PSP) interface for a case titled "Surface damage" (ID: 100000000067). The interface includes a header with the SAP logo, a search bar, and a status bar. The status bar shows the following details:

- Supplier: BP1101EWM (BP1101EWM)
- Priority: Moderate
- Processing Status: Completed
- Confirmation Status: Problem Accepted by Supplier
- Lead Time in Days: (empty)

Below the status bar, there are tabs for "Steps" and "Comments". The "Steps" tab is active, displaying a table with the following columns: Step, Requested End of Step, Step Review Status, and Processing Status. The table contains 8 rows of steps, all of which are marked as "Accepted" and "Completed". A red box with the number "1" highlights the "Processing Status" column for the "D3 Containment Actions" row. Another red box with the number "2" highlights the "Processing Status" field in the overall process information section.

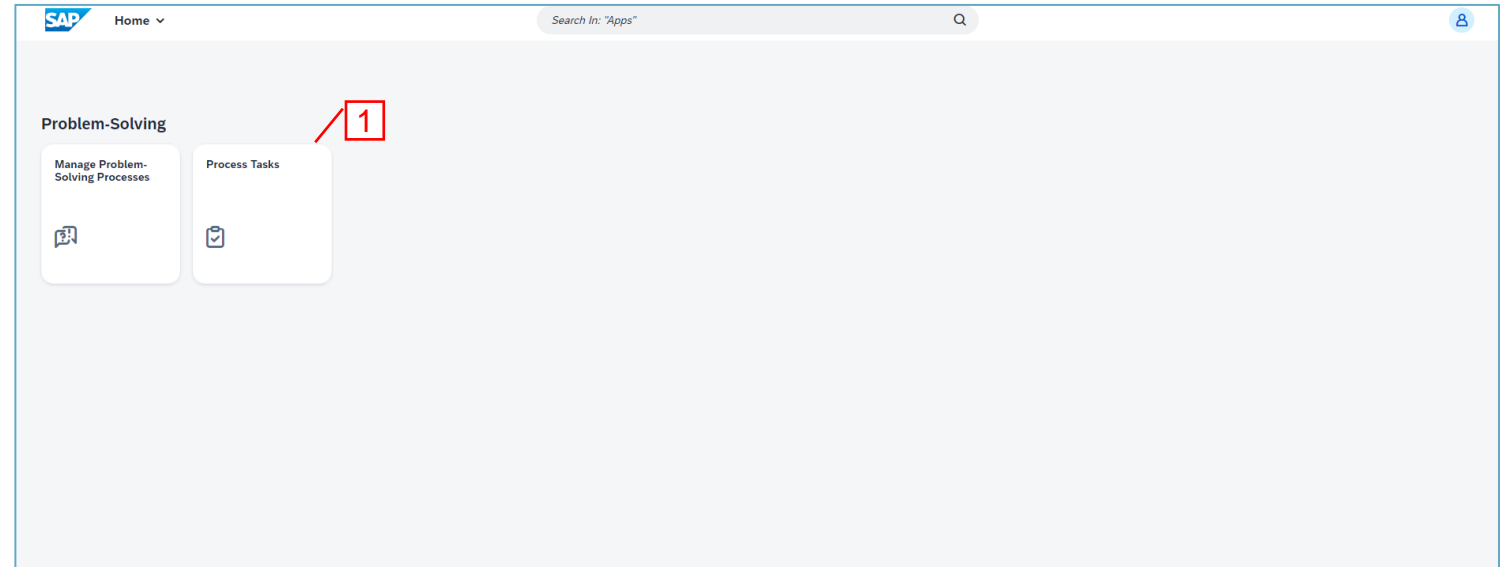
Step	Requested End of Step	Step Review Status	Processing Status
D0 Overall Process Information			
D1 Team			
D2 Problem Description			
D3 Containment Actions	Feb 6, 2024, 10:04:17 PM	Accepted	Completed
D4 Root Cause Analysis	Feb 9, 2024, 10:04:17 PM	Accepted	Completed
D5 Defined Corrective Actions	Feb 14, 2024, 10:04:17 PM	Accepted	Completed
D6 Implemented Corrective Actions	Feb 18, 2024, 10:04:17 PM	Accepted	Completed
D7 Preventive Actions	Feb 25, 2024, 10:04:17 PM	Accepted	Completed
D8 Congratulate Your Team		Accepted	Completed

05

Task Processing

Home page

1. Click "Process Tasks" to handle tasks related to PSP:s.



List view / Search filters

1. Use the filter fields to enter search criterias.
2. Click "Adapt Filters" to add or remove filter fields.
3. Click "Go" to execute the search.
4. Click task row to open it.

The screenshot shows the SAP Process Tasks interface. At the top, there is a search bar with the text "Search In: 'Apps'". Below this is a filter bar with various fields: "Editing Status" (set to "All"), "Task Origin" (with a value "100000000067 x"), "Task Type", "Task Processing Status", "Requested End", "Task Code", and "Task Code Group". A red box highlights the filter bar, with a red "1" pointing to the search bar and a red "2" pointing to the "Adapt Filters (2)" button. Below the filter bar is a "Go" button and another red "3" pointing to it. A red "4" points to the first row of the task table. The table has 7 columns: Task, Parent Task, Task Proces..., Task Processor, Planned Start, Requested End, Long-Term Task, Task Type, Step, and Created On. The table contains 7 rows of task data.

Task	Parent Task	Task Proces...	Task Processor	Planned Start	Requested End	Long-Term Task	Task Type	Step	Created On
ERA - Emergency Response Action (within 1 day) 100000000067/D0/1		New	[REDACTED]	Feb 4, 2024, 9:53:05 PM	Feb 6, 2024, 5:00:00 PM	<input type="checkbox"/> No	Generic Action	Overall Process Information (D0)	Feb 4, 2024, 10:03:40 PM
ICA - Interim Containment Action (D3) 100000000067/D0/2		New	[REDACTED]	Feb 4, 2024, 9:53:57 PM		<input type="checkbox"/> No	Generic Action	Overall Process Information (D0)	Feb 4, 2024, 10:03:40 PM
Stop shipment from plant 100000000067/D3/2		New	[REDACTED]	Feb 4, 2024, 11:16:24 PM		<input type="checkbox"/> No	Containment Action	Containment Actions (D3)	Feb 4, 2024, 11:24:48 PM
PCA - Permanent Corrective Action (D6) 100000000067/D0/3		New	[REDACTED]	Feb 4, 2024, 9:53:58 PM		<input type="checkbox"/> No	Generic Action	Overall Process Information (D0)	Feb 4, 2024, 10:03:40 PM
Start sorting at supplier 100000000067/D3/3		New	[REDACTED]	Feb 4, 2024, 11:17:10 PM		<input type="checkbox"/> No	Containment Action	Containment Actions (D3)	Feb 4, 2024, 11:24:48 PM
Start sorting at customer 100000000067/D3/4		New	[REDACTED]	Feb 4, 2024, 11:20:08 PM		<input type="checkbox"/> No	Containment Action	Containment Actions (D3)	Feb 4, 2024, 11:24:48 PM
Start shipment from plant 100000000067/D3/6		New	[REDACTED]	Feb 4, 2024, 11:23:42 PM		<input type="checkbox"/> No	Containment Action	Containment Actions (D3)	Feb 4, 2024, 11:24:48 PM

Process task

1. Click "Set in Process" to start processing the task.

The screenshot shows the SAP Task Center interface for a task titled "ERA - Emergency Response Action (within 1 day)". The task ID is 100000000067D0/1. The task type is "Generic Action" and its processing status is "New".

Task Details:

- Task Origin: Surface damage
- Task Type: Generic Action
- Task Processing Status: New
- Step: Overall Process Information (D0)

Task Description: ERA - Emergency Response Action (within 1 day). Task Processor is redacted. Task Code Group is -. Task Visible To: All Users. Task Detailed Description: Describe the action taken as ERA - Emergency Response Action. Task Code: -. Long-Term Task: No. Parent Task: -.

Planning:

- Planned Start: Feb 4, 2024, 9:53:05 PM
- Requested End: Feb 6, 2024, 5:00:00 PM
- Started On: Feb 5, 2024, 10:04:24 AM
- Completed On: Feb 5, 2024, 10:13:34 AM

Attachments for Task:

100000000067D0-1

Type	Name	Modified On	Created By	Modified By	Size
	DUMMY DOC.docx	Feb 5, 2024	[Redacted]	[Redacted]	13 KB

A red box with the number "1" highlights the "Set in Process" button in the top right corner of the task header.

Process task

1. Click "Edit".
2. Update the task.
3. Add attachments if needed.
4. Click "Save".

The screenshot displays the SAP Task Editor interface for a task titled "ERA - Emergency Response Action (within 1 day)". The interface is divided into several sections:

- Top Bar:** Includes the SAP logo, a search bar with "Search In: 'Apps'", and a user profile icon. A red box labeled "1" highlights the "Edit" button.
- Task Header:** Shows the task title, ID (10000000067/D0/1), and status (Draft). A red box labeled "2" highlights the "Draft" dropdown menu.
- Task Details:** Displays "Task Origin: Surface damage", "Task Type: Generic Action", and "Task Processing Status: In Process".
- Task Description:** A text area containing "ERA - Emergency Response Action (within 1 day)". A red box labeled "3" highlights this area.
- Planning:** Shows dates for "Planned Start", "Requested End", "Started On", and "Completed On".
- Attachments for Task:** A section for adding files, with a red box labeled "4" highlighting the "Create" button.
- Bottom Bar:** Includes a "Save" button and a "Discard Draft" button.

Process task

1. Click "Complete" when task is performed.
2. Task status is "Completed".

The image displays two screenshots of the SAP Task Center interface for a task titled "ERA - Emergency Response Action (within 1 day)".

Top Screenshot: The task is in the "In Process" state. The "Task Processing Status" is "In Process". A red box with the number "1" highlights the "Complete" button in the top right corner.

Bottom Screenshot: The task is now in the "Completed" state. The "Task Processing Status" is "Completed". A red box with the number "2" highlights the "Completed" status.

Task Details:

- Task ID: 10000000067/D0/1
- Task Origin: Surface damage
- Task Type: Generic Action
- Task Description: ERA - Emergency Response Action (within 1 day)
- Task Detailed Description: Describe the action taken as ERA - Emergency Response Action.
- Task Processor: [Redacted]
- Task Code: -
- Task Code Group: -
- Long-Term Task: No
- Task Visible To: All Users
- Parent Task: -

Planning:

- Planned Start: Feb 4, 2024, 9:53:05 PM
- Requested End: Feb 6, 2024, 5:00:00 PM
- Started On: Feb 5, 2024, 10:04:24 AM
- Completed On: Feb 5, 2024, 10:13:34 AM

Attachments for Task:

Type	Name	Modified On	Created By	Modified By	Size
	DUMMY DOC.docx	Feb 5, 2024	[Redacted]	[Redacted]	13 KB

A person's hand is pointing at a tablet computer. The tablet screen displays a 'MOBUS client ID Setup' interface with various fields and a 'cccc' label. The background shows an industrial environment with metal structures and machinery.

Aurobay

Thank you for your time.

aurobay.com