

MHP AddOn Complaint Cockpit

Customer supplier integration in the complaint process with QDX

Background

The automotive industry is characterized by an increasing level of networking between customers and suppliers. In future, value addition will be transferred to an even greater extent to suppliers. This makes it necessary to integrate customers and suppliers in an intensive and coordinated form at process and IT level along the value-added chain.

Complaint management

Complaints are annoying, but unavoidable: In addition to rectifying the actual failure, a complaint process involves a high level of processing work, both at the customer and supplier side.

Required by customers:

- Increased handling transparency
- Improved action tracking, assessment of effectiveness
- Increased data quality for measurable supplier development

Required by suppliers:

- Complaints sent electronically (if possible without portal diversion)
- Standardized electronic 8D reports on all customers according to handling progress (without manual double entry on the customer portal)

MHP AddOn Complaint Cockpit

The MHP AddOn Complaint Cockpit makes SAP QM for the complaint process „QDX-compatible“ (QDX = VDA standard quality data eXchange). The complaints process is handled without any break in the digital transmission chain. Handling appears in the usual SAP quality notification. Complaint handling includes:

Process support for:

- Okm complaint according to 8D procedure
- Field complaint according to of 8D procedure with claim data

Product features:

- Electronic communication for customer and supplier complaints
- Complete integration of customer portals
- Any desired file attachments (PDF, images etc.)

- High level of automation based on process-oriented customization
- SAP QM/quality notification integration
- Action tracking, process follow-up
- Processing of customer-supplier communication directly in the quality notification
- Worklist
- Incoming/outgoing post (archive with time stamp)
- Step by step handling of 8D reports
- Acceptance/rejection
- Transfer of complaint, 8D report and field failure according to VDA standard QDX



Available in SupplyOn edition for direct communication with SupplyOn-ProblemSolver.

| | Due date | Actual date | Subm. person |
|-----------------|----------|-------------------------|-------------------------|
| Targ. bas. inf. | 000 | at. 00:00:00 | at. 00:00:00 |
| D1 target date | 000 | at. 00:00:00 | 26.03.2008 at. 13:10:45 |
| D2 target date | 000 | at. 00:00:00 | 26.03.2008 at. 13:10:45 |
| D3 target date | 000 | 28.03.2008 at. 14:00:00 | 26.03.2008 at. 13:10:45 |
| D4 target date | 000 | 29.03.2008 at. 14:00:00 | 26.03.2008 at. 13:10:45 |
| D5 target date | 000 | 30.03.2008 at. 14:00:00 | 28.03.2008 at. 10:31:04 |
| D6 target date | 000 | 02.04.2008 at. 14:00:00 | 28.03.2008 at. 10:39:52 |
| D7 target date | 000 | 05.04.2008 at. 16:00:00 | at. 00:00:00 |
| D8 target date | 000 | 05.04.2008 at. 14:00:00 | at. 00:00:00 |
| StatComplUntil | 000 | at. 00:00:00 | at. 00:00:00 |
| Stat closed | 000 | at. 00:00:00 | at. 00:00:00 |

The MHP AddOn Complaint Cockpit supports communication with QDX-compatible customers and suppliers. Today, many renowned QM systems already use QDX (Böhme & Weihs, IBS, ...)

OEM and Tier 1 suppliers trust in QDX!

Including:

- Daimler
- BMW
- Audi
- Bosch
- Continental
- ZF

Automated connection to customer portals

For all other non-QDX compatible customer interfaces (portals, Excel files etc.), complaints are integrated via Automotive Agent.

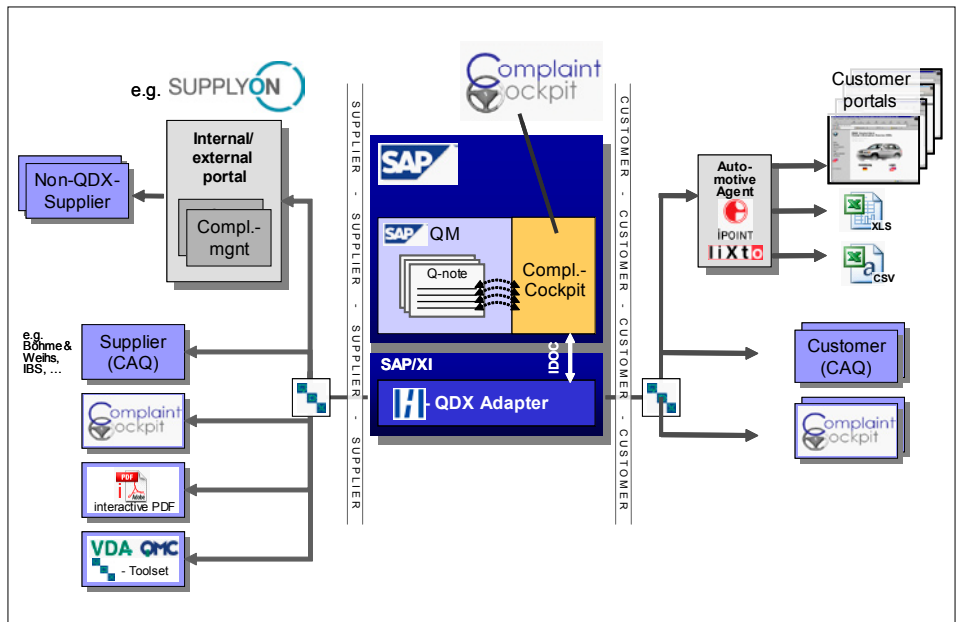


Users access the customer portal from their own SAP!

The failure rectification process is performed in the SAP QM as usual. Portal adapters (iPoint/Lixto) are available for:

- GM GQTS/PRR (0 km)
- BMW b2b (0 km)
- BMW b2b/SWS (field)
- Daimler SQMS (0 km)
- Daimler QEC (field)
- PSA Amadeus (0 km)
- VDA standard QDX (0 km, field)

Also under development: Audi QTS (0 km, field), Opel (field), Nissan (field) and many more



System requirements

- SAP R/3 46C, 4.7, Automotive (4.6c2), 6.0
- Integration system SAP NetWeaver XI
- Connection to an alternative integration platform, e.g. Seeburger, Atos, ...
- No modification to existing QM module necessary
- Multi-language capability
- Data management in MHP name area

Customer benefits

- Electronic communication from customers to suppliers
- Integration of customer portals using agent technology (iPoint, Lixto)
- Usable with large and small suppliers
- Increased transparency in the complaint process
- Action and process tracking
- Connection with MHP AddOn Supplier Assessment (complaint performance, adherence to agreed activities)
- Short term ROI due to process cost savings and quality improvements

VDA Standard

The VDA standard QDX (Quality Data eXchange) was developed by users for automotive industry users. QDX provides a standardized interface for exchanging quality information in customer-supplier relationships. QDX permits direct standardized exchange of data between the customer's project management or quality management system and suppliers, but can also be integrated into portal and Web-EDI solutions.



QDX is the basis for a real system-to-system integration and enables the establishment of time and cost-saving processes.

More information

Phone +49 (0)7141 7856-0
 eMail info@mhp.de
 Internet www.mhp.de