



**HITACHI**  
Inspire the Next

# SupplyOn Problem Solver (8D Report)

## User Manual

Hitachi Astemo, Ltd  
Quality Management Functionals Div.

Initial version\_05/29/2024

**Astemo**

CONFIDENTIAL

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# Manual for SupplyOn 8D(ProSo) – Supplier side



\* What is 8D?

It is a tool to systematically carry out the process of identifying the cause of a problem by taking appropriate measures and developing measures to prevent recurrence. By [proper implementation of this method, the requirements of IATF16949 \(especially Section 10.2.3\) can be met.](#)

“**Proper**” as used herein means that there are no errors in the written information; the true cause has been extracted by correctly implementing the IS/IS NOT, Ishikawa Analysis, and 5 Whys mentioned above; and permanent measures and recurrence prevention measures have been taken to address each of the true causes. The D in 8D is the D of “Discipline,” and the 8 in 8D is the number of steps.

Below are the 8 steps and their outline.

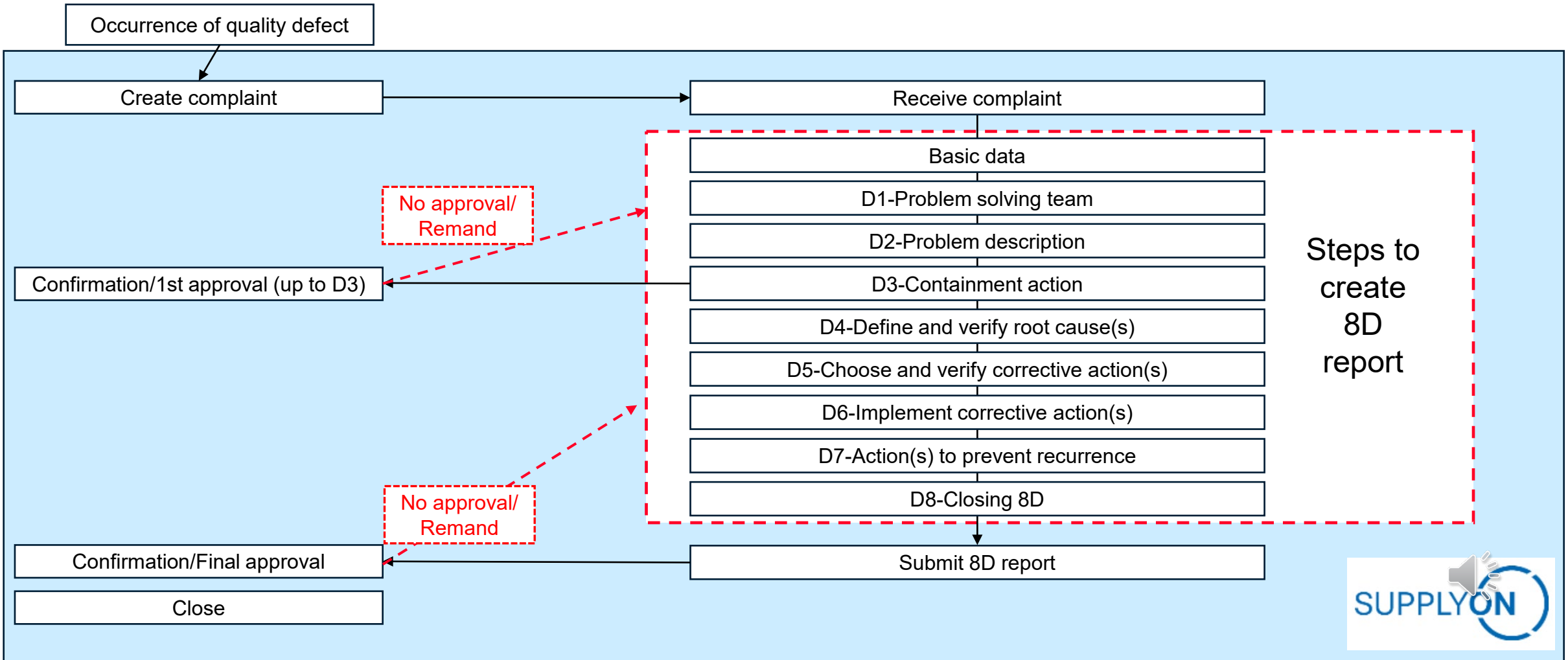
- D1. Team composition: Assemble appropriate members to solve problems and clarify roles and responsibilities. It is important to clarify roles and responsibilities at this point.
- D2. Problem description: SupplyOn uses 3W1H to clarify problems and shares their impact with the team. 3W1H is What, Where, When and How many.
- D3. temporary measures: Plan and implement temporary [measures as soon as possible](#) to minimize the impact of the problem. ... Reinspection of customer and in-house warehouse inventory, separation of production lines, isolation of suspicious products, etc.
- D4. Identifying root cause: Use Ishikawa Analysis, 5 Whys, etc., to find the root cause of the problem.
- D5. Permanent measures: Plan countermeasures to resolve root causes. ... Direct countermeasures such as installation of obstruction boards, FP, fail-safe and other protection, review of jigs and tools, revision of work procedure manual for the relevant process, etc.
- D6. Implementation and verification of measures: Implement the planned measures and verify their effectiveness.
- D7. Measures to prevent recurrence: Take [systematic precautions](#). ...Revise internal quality standards, create new standards, establish rules.
- D8. Team praise (customer approval): Praise the team’s efforts in successfully solving the problem. A word from a superior to a subordinate saying “Thank you for your hard work” is very important!



# Problem Solver response flow

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[A-1 SupplyOn Log In](#)  
SupplyOnへのログイン

A-2 Access to Problem Solver  
Problem Solverへのアクセス

## B-1 Complaints

B-2 Search	レポート検索
B-3 Search checkbox	チェックボックス検索
B-4 Advanced search	詳細条件での検索
B-5 Download Excel file	Excelでダウンロード
B-6 Rows per page	表示件数の選択
B-7 Table profile	表示項目
B-8 Help and support	ヘルプ・サポート
B-9 Print	印刷
B-10 Message to support	サポートへのメッセージ

## C-1 Task

C-1 Search	レポート検索
C-2 Search checkbox	チェックボックス検索
C-3 Advanced search	詳細条件での検索
C-4 Rows per page	表示件数の選択
C-5 Table profile	表示項目
C-6 Help and support	ヘルプ・サポート
C-7 Print	印刷
C-8 Message to support	サポートへのメッセージ



## D-1 Customer complaint

D-2 Complaint 不具合内容の入力

D-3 Detail 不具合内容の詳細の入力  
D-4 Attachments ファイルの添付

D-5 Customer contacts Astemo側の対応者

## E-1 Supplier response

Next page 次ページへ

## F-1 Status and timeline

F-2 Status ステータス

F-3 Dates for responses 回答期日

## G-1 More

G-2 Download PDF file

G-3 Reject complaint

G-4 Download complaint as XML file

G-5 Download 8D report as XML file

G-6 Upload 8D report as XML file

PDFファイルをダウンロード

レポートの拒否(取り下げ願い)

XMLファイルとして不具合レポートをダウンロード

XMLファイルとして8Dレポートをダウンロード

XMLファイルとして8Dレポートをアップロード

H-1 Discussions

チャット機能

I-1 History

更新履歴

## E-1 Supplier response

E-2 Basic data  
E-3 Reference  
E-4 Attachment

基本データ  
過去レポートを参照  
ファイル添付

E-5 Supplier-internal data

サプライヤー内部データ

E-6 D1-Problem solving team  
E-7 Add team member  
(Add unregistered team member)

問題解決チーム  
チームメンバーの追加  
(SupplyOn未登録のチームメンバー)

E-8 D2-Problem Description  
E-9 Add (change) Is/Is Not analysis

問題の説明  
Is/Is Not分析の追加 (変更)

E-10 D3-Containment Actions  
E-11 Add action  
(Define D1 team member)  
E-12 Internal action  
E-13 Add delivery correct parts (clean date)

応急処置・暫定対策  
アクションの追加  
(D1チームメンバーの定義)  
サプライヤー内でのアクション  
応急処置・暫定対策品の納入日

## E-1 Supplier response

E-14 D4-Root cause analysis	根本原因の分析
E-15 Add extended root cause analysis (Ishikawa / 5 Whys)	原因分析(フィッシュボーン図/なぜなぜ)
E-16 Add failure reproduction	再現テスト
E-17 Add risk assessment	リスクアセスメント
E-18 Add root cause	原因の追加

E-19 D5-Selection and verification of corrective actions	是正措置の選択と検証
E-20 Add action	アクションの追加

E-21 D6-Implementation and validation of corrective actions	是正措置の実施と検証
E-22 Copy D5 action to D6	D5のアクションからD6へコピー
E-23 Add internal D6 action	サプライヤ内部のアクションを追加
E-24 Add delivery of correct parts (clean date)	恒久対策品の納入日
E-25 Add cancelation of containment action	応急処置・暫定対策の取りやめ



## E-1 Supplier response

E-26 D7-Prevention of recurrence  
E-27 Add independent evaluator  
E-28 Add action  
E-29 Add drill-wide analysis (mandatory)

再発防止  
評価者の設定  
アクションの追加  
水平展開

E-30 D8-Conclusion and appreciation of the team's success  
E-31 8D report evaluation (mandatory)

チームの成功に対する結論と感謝  
8Dレポートの自己評価

E-32 Save and send to supplier  
E-33 Save as draft  
E-34 Cancel

保存してサプライヤに送信  
ドラフトで保存  
キャンセル

# A-2 Access to Problem Solver (8D)

## Initial screen after logging into SupplyOn

The screenshot shows the SupplyOn dashboard for a user named Astemo01 Buyer. The dashboard features a grid of widgets. The 'Problem Solver' widget is highlighted with a red border and contains the following data:

Category	Count	Timeframe
Actions due within 24 hours	2	24 hours
Actions due within 10 days	11	10 days

A yellow mouse cursor is pointing to the blue arrow in the upper right corner of the 'Problem Solver' widget. A callout box points to this arrow with the text: 'Click on the upper right arrow to open Problem Solver.'

## Screen after opening Problem Solver

**SUPPLYON** QAS/PrePRD | **SupplyOn Services** | **News** | **Administration** | **More** | Hitachi Astemo Ltd. - Buyer Astemo01 | **Log Out**

My SupplyOn > **Problem Solver: Complaints** | [Help and support](#) | [Print](#) | [Message to support](#) | [Act as substitute](#)

**Complaints** | Tasks

ID, title, description, part number |  |  |  |

only ongoing complaints |  only complaints of last year |  only complaints with write permission

Advanced Search | Table profiles: SupplyOn default

ID	Title	Supplier	Customer place	Part number	Status	Last D-ste	Date	Sort	Changed on	Changed by	Discussions
86159	Hous (Diameter) Scrach	Astemo Test Seller DE	EU-DE-DEES...	A1230-000001	Closed by supplier	D7	4/5/2024		4/5/2024 10:00...	User DE, Dear ...	
86162	test	Astemo Test Seller DE			Draft		4/5/2024		4/5/2024 8:46 ...	Buyer, Astemo01	
86138	SP	DE	EU-DE-DEES...	不要	Open, Updated	D3	4/1/2024		4/3/2024 8:49 ...	User DE, Dear ...	
86141		E	EU-DE-DERW...	不要	Open, Updated	D7	4/1/2024		4/4/2024 9:02 ...	User DE, Dear ...	
86108		E	EU-CZ-CZZAP...		Open	D7	3/27/2024		3/27/2024 7:41...	Buyer, Astemo01	
86109		E	EU-CZ-CZZAP...		Open	D7	3/27/2024		3/27/2024 7:48...	Buyer, Astemo01	
86110		E	EU-CZ-CZZAP...		Open, New		3/27/2024		3/27/2024 7:50...	Buyer, Astemo01	
86111	Short to CD without closed by supplier...	Astemo Test Seller DE	EU-DE-DEES...		Open, Updated	D3	3/27/2024		3/27/2024 7:56...	User DE, Dear ...	
86113	Sort confirmation	Astemo Test Seller DE	EU-CZ-CZZAP...		Open, New		3/27/2024		3/27/2024 8:59...	Buyer, Astemo01	
86028	aaa	Astemo Test Seller JP	EU-CZ-CZZAP...		Open, New		3/15/2024		3/15/2024 4:46...	Buyer, Astemo01	

ProblemSolver\_Complaints\_Report\_2024-04-05.xlsx

43 Complaints | Rows per page 10 | First Previous | Page 1 of 5 | Next Last

Complaints:  
You can view the list of past cases and create entry of new cases from this tab.

# B-2 Search/ B-3 Checkbox search

## Screen after opening Problem Solver

SUPPLYON SupplyOn Services News Administration More TRG\_Astemo Test Seller JP - ACCEPTANCE01 Astemo Test Seller Log Out

My SupplyOn > Problem Solver: Complaints Help and support | Print | Message to support Act as substitute

Complaints Tasks

ID, title, description, part number Search Reset search

only ongoing complaints  only complaints of last year  only complaints with write permission

Advanced Search Table profiles: SupplyOn default

ID	Title	Customer	Customer plant	Part number	Status	Last D-step	Date	Changed on	Changed by	Discussions
96142	Hitachi Astemo	Hitachi Astemo Ltd.					4/22/2024	4/22/2024 7:15 PM JST	Aprin, Roman	
96052	Test SC1	Hitachi Astemo Ltd.				D7	4/19/2024	4/19/2024 2:53 PM JST	User1, Test	
95967	Housing ID(Inne	Hitachi Astemo Ltd.	EU-D			D3	4/1/2024	4/23/2024 12:47 PM JST	ACCEPTANCE01, Aste...	

Download Excel file

3 Complaints Rows per page 10 First Previous | Page 1 of 1 | Next Last

Search function for past projects  
You can search by entering ID, subject, or part number.

### Checkbox function

- Only ongoing complaints: If checked, unclosed complaints will be displayed.
- Only complaints of last year: If checked, complaints from the past year will be displayed.
- Only complaints with write permission: If checked, complaints that the user can edit (responsible complaints) will be displayed.



## Screen after opening Problem Solver

SUPPLYON SupplyOn Services News

My SupplyOn > Problem Solver: Complaints

Complaints Tasks

ID, title, description, part number

only ongoing complaints  only complaints of last year  only com

**Advanced Search**

ID	Title
96142	Hitachi Astemo Complaint - Test
96052	Test SC1
95967	Housing ID(Inner Diameter) Scratch

Download Excel file

3 Complaints

ID, title, description, part number Search Reset search

only ongoing complaints  only complaints of last year  only complaints with write permission

Close advanced search

Status: is [ ] Delete line

Status attribute: is [ ] Delete line

Complaint date: from/to [ ] to [ ] Delete line

Supplier: contains [ ] Delete line

Team member last name: contains [ ] Delete line

Customer plant: contains [ ] Delete line

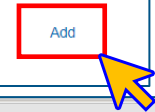
Customer Contacts: contains [ ] Delete line

Part number: contains [ ] Delete line

Part name: contains [ ] Delete line

Search Reset Search

Click on "Add" at the bottom right to set further search conditions.



Click on "Advanced Search" to perform detailed search. You can search by status conditions, defect dates, etc.

Choose search criteria

- CUSTOMER (=Astemo) Plant
- Manufacturing Plant Address
- Final Test Plant Name
- Applied Vehicle/Engine etc.
- CUSTOMER (=Astemo) Region
- Product Group Name
- Astemo Plant impact
- Complaint type
- Drawing No.
- Currency
- Part DB ID
- Business Unit
- Astemo Production Site
- Accepted defective quantity

Apply Cancel

# B-5 Download Excel file

## Screen after opening Problem Solver

The screenshot shows the 'Problem Solver: Complaints' page. A 'Download Excel file' dialog box is open, allowing users to select the data they want to download. The dialog has three radio button options: 'Complaint data (.xls)', 'Complaint data with pre-defined reports (.xlsx): Predefined Reports for Complaints (English only)', and 'Complaint and 8D data (.xlsx, English only). Please note that this download can take several minutes.' Under the third option, there is a checked 'All' checkbox and a list of other data items: 'Complaint data', 'Basic data', 'D1', 'D2', 'D3', 'D4', 'D4 Ishikawa', 'D4 Risk assessment', 'D5', 'D6', 'D7', and 'D7 Drill-Wide'. At the bottom of the dialog are 'Download Excel file' and 'Cancel' buttons.

In the background, a table of complaint data is visible. A 'Download Excel file' button is highlighted in a blue box, and a callout points to it. The table has columns for 'part number', 'Short to 8D', 'Astemo Test Seller DE', and 'EU-CZ-CZZAP1-Z...'. The first three rows are visible, with the third row containing the highlighted 'Download Excel file' button. Below the table, it says '46 Complaints' and 'Rows per page 10'.

① Download the contents of all displayed items in Excel

② Check which steps you want to download.

③ Once the download is completed, a link to the file will appear. Click to open.

# B-5 Download Excel file

## Downloaded Excel file

A	B	C	D	E	F	G	H	I	
ID	Item number	System ID	Complaint Number	Customer site	Title	Status	Status attribute	Last D-step	Su
86262			86262	EU-CZ-CZZAP1-Za	Test Discussion	Open	New		As
86264			86264	EU-DE-DEESP1-Es	Test Discussion No	Open	New		As
86232			86232	EU-CZ-CZZAP1-Za	SC_Clearance meas	Open			As
86162			86162		test	Draft			As
86138		記入しない	86138	EU-DE-DEESP1-Es	SFT Small ID (Inner	Open	Updated	D3	As
86141		記入しない	86141	EU-DE-DERWP1-S	test_H1	Completed by supp	Updated	D7	As
86187			86187	EU-DE-DEESP1-Es	Housing ID(Inner D	Closed by supplier		D7	As
86108			86108	EU-CZ-CZZAP1-Za	Short to 8D	Open		D7	As
86109			86109	EU-CZ-CZZAP1-Za	Short to 8DD7?	Open			As
86110			86110	EU-CZ-CZZAP1-Za	Short to 8D Not clos	Open	New		As
86111			86111	EU-DE-DEESP1-Es	Short to 8D without	Open	Up		As
86113			86113	EU-CZ-CZZAP1-Za	Sort confirmation	Open	New		As
86028			86028	EU-CZ-CZZAP1-Za	aaa	Open	New		As
86015			86015	EU-CZ-CZZAP1-Za	Test Complaint 031	Open			As
86020			86020	EU-DE-DEESP1-Es	Test Supplier Field	Open	New		As
86002			86002	EU-DE-DEESP1-Es	Test Listbox	Open	New		As
85993			85993	EU-DE-DEESP1-Es	Test	Open	New		As
85949			85949	EU-CZ-CZZAP1-Za	Cracked condenser	Open	New		As

Each step is divided into sheets containing information on all complaints.



# B-6 Rows per page

## Screen after opening Problem Solver

My SupplyOn > Problem Solver: Complaints

SupplyOn Services News Administration More

TRG\_Astemo Test Seller JP - ACCEPTANCE01 Astemo Test Seller Log Out

Help and support | Print | Message to support Act as substitute

Complaints Tasks

ID, title, description, part number Search Reset search

only ongoing complaints  only complaints of last year  only complaints with write permission

Advanced Search

ID	Title	Customer corporate	Customer plant	Part number	Status	Step	Date	Sort	Changed on	Changed by	Discussions
96142	Hitachi Astemo Complaint - Test	Hitachi Astemo Ltd.	EU-DE-DEESP1-Espel...		Open, New				22/2024 7:15 PM JST	Aprin, Roman	
96052	Test SC1	Hitachi Astemo Ltd.	EU-DE-DERWP1-Sach...	A1230-000001	Open, Updated				19/2024 2:53 PM JST	User1, Test	
95967	Housing ID(Inner Diameter) Scratch	Hitachi Astemo Ltd.	EU-DE-DEESP1-Espel...	A1230-000001	Open, Draft				23/2024 12:47 PM JST	ACCEPTANCE01, Aste...	

Download Excel file

3 Complaints

Rows per page 10

Table profiles: SupplyOn default

First Previous | Page 1 of 1 | Next Last

You can change the number of displayed items.

10  
20  
30  
50  
100



## Screen after opening Problem Solver

[SUPPLYON](#)
[SupplyOn Services](#)
[News](#)
[Administration](#)
[More](#)
TRG\_Astemo Test Seller JP - ACCEPTANCE01 Astemo Test Seller  
Log Out

My SupplyOn > Problem Solver: Complaints Help and support | Print | Message to support

[Complaints](#)
[Tasks](#)
Act as substitute

only ongoing complaints
  only complaints of last year
  only complaints with write permission

Advanced Search Table profiles: SupplyOn default

ID	Title	Customer corporate	Customer plant	Part number	Status	Last D-step	Date	Sort	Changed on	Changed by	Discussions
96142	Hitachi Astemo Complaint - tes	Hitachi Astemo Ltd.	EU-DE-DEESP1-Espel...		Open, New		4/22/2024		4/22/2024 7:15 PM JST	Aprin, Roman	
96052	Test SC1	Hitachi Astemo Ltd.	EU-DE-DERWP1-Sach...	A1230-000001	Open, Updated		4/19/2024		4/19/2024 2:53 PM JST	User1, Test	
95967	Housing ID(Ir		Espel...	A1230-000001	Open, Draft		4/23/2024		4/23/2024 12:47 PM JST	ACCEPTANCE01, Aste...	

Rows per page 10

ID : 案件番号  
 Title : 件名  
 Supplier : サプライヤ名  
 Customer plant : Astemoの工場  
 Part number : 部品番号  
 Status : ステータス  
 Last D-step : 現在のステップ(D1~D7)  
 Date : 案件作成日  
 Changed on : 最終更新日時  
 Changed by : 最終更新者名  
 Discussions : サプライヤとのチャット機能

**Status list**

- Draft : ドラフト(下書き)
- Open, New : 新規案件作成
- Open, updated : サプライヤー側から更新があった状態
- Open : Astemo側で更新した状態
- Completed by supplier : サプライヤ側で入力が完了した状態
- Closed by supplier : サプライヤ側で入力が完了し、クローズした状態
- Closed by customer : Astemo側でクローズした状態
- Provisionally accepted : Astemoが仮承認した状態。各ステップの承認時に使用
- Rejected by customer : Astemo側で不具合を拒否した状態
- Rejected by supplier : サプライヤ側が不具合を拒否した状態
- Canceled : カウント無の状態 (記録はSupplyOn上に残る)

## Screen after opening Problem Solver

The screenshot shows the SUPPLYON Problem Solver interface. At the top, there is a navigation bar with 'SUPPLYON', 'SupplyOn Services', 'News', 'Administration', and 'More'. The user is logged in as 'TRG\_Astemo Test Seller JP - ACCEPTANCE01 Astemo Test Seller'.

The main content area is titled 'My SupplyOn > Problem Solver: Complaints'. It features a search bar with 'ID, title, description, part number' and filters for 'only ongoing complaints', 'only complaints of last year', and 'only complaints with write permission'. Below the search bar is a table of complaints with columns for ID, Title, Customer corporate, Customer plant, Part number, Status, Last D-step, Date, Changed on, Changed by, and Discussions.

Callouts from a central box explain the navigation options:

- Help and support:** Open SupplyOn external page
- Print:** Print Problem Solver initial screen
- Message to support:** Open SupplyOn external page

Two inset screenshots provide more detail:

- Inset 1 (Left):** Shows the 'クレームリスト' (Complaint List) page with a callout: 'Help and support : SupplyOn使用方法のサポート画面'.
- Inset 2 (Right):** Shows the 'サポートチームが対応いたします。' (Support team will respond to you.) page with a callout: 'Help and support : トピックス毎のFAQの一覧を確認できます'.

## Screen after opening Problem Solver

My SupplyOn > Problem Solver: Tasks

Complaints **Tasks**

Task title, description, responsible

Only open tasks

Advanced Search

Table profiles: SupplyOn default

Task type	Task name	Task status	Due date	End date	Responsible	Complaint title	ID	Customer
Submit response	D3 - Containment Actions (incl. ...	Open	4/21/2024 2:52 PM JST		Hirata, Akihiro	Test SC1	96052	Hitachi Astemo Ltd.
Submit response	Basic data (incl. D1)	Open	4/23/2024 4:03 PM JST			Hitachi Astemo Complaint - Test...	96142	Hitachi Astemo Ltd.
Submit response	D3 - Containment Actions (incl. ...	Open	4/24/2024 4:03 PM JST			Hitachi Astemo Complaint - Test...	96142	Hitachi Astemo Ltd.
Submit response	D4 - Root Cause Analysis	Open	4/26/2024 2:52 PM JST		Hirata, Akihiro	Test SC1	96052	Hitachi Astemo Ltd.
Submit response	D5 - Selection and Verification o...	Open	4/26/2024 2:52 PM JST		Hirata, Akihiro	Test SC1	96052	Hitachi Astemo Ltd.
Submit response	D4 - Root Cause Analysis	Open	4/29/2024 4:03 PM JST			Hitachi Astemo Complaint - Test...	96142	Hitachi Astemo Ltd.
Submit response	D5 - Selection and Verification o...	Open	4/29/2024 4:03 PM JST			Hitachi Astemo Complaint - Test...	96142	Hitachi Astemo Ltd.
Submit response	D4 - Root Cause Analysis	Open	4/30/2024 5:00 PM JST		User JP, Astemo Test Seller	Housing ID(Inner Diameter) Scr...	95967	Hitachi Astemo Ltd.
Submit response	D6 - Implementation and Validat...	Open	5/2/2024 10:51 AM JST		User JP, Astemo Test Seller	Housing ID(Inner Diameter) Scr...	95967	Hitachi Astemo Ltd.
Submit response	D6 - Implementation and Validat...	Open	5/3/2024 2:52 PM JST		Hirata, Akihiro	Test SC1	96052	Hitachi Astemo Ltd.

21 Task Rows per page 10 First Previous | Page 1 of 3 | Next Last

Help and support | Print | Message to support

Act as substitute

“Task” tab: All tasks are listed, enabling task management.

For the explanation of each item, please refer to B1 to B10 as they are the same.



# D-1 Customer Complaint

## Screen after opening Problem Solver

SUPPLYON QAS/PrePRD SupplyOn Services News Administration More Astemo Test Seller DE - User DE Dear Astemo Test Seller Log Out

My SupplyOn > Problem Solver: Complaints Help and support | Print | Message to support Act as substitute

Complaints Tasks

ID, title, description, part number Search Reset search

only ongoing complaints  only complaints of last year  only complaints with write permission

Advanced Search Table profiles: SupplyOn default

ID	Title	Customer corpor	Customer plant	Part number	Status	Last D-step	Date	Changed on	Changed by	Discussions
86187	Housing ID(Inner Diameter) Scratch	Hitachi Astemo Ltd.	EU-DE-DEESP1-...	A1230-000001	Open, New		4/1/2024	4/10/2024 8:45 A...	Buyer, Astemo01	
86159	test_H2	Hitachi Astemo Ltd.	EU-DE-DEESP1-...	A1230-000001	Open, Updated	D7	4/5/2024	4/10/2024 8:44 A...	Buyer, Astemo01	
86141	test_H1	Hitachi Astemo Ltd.	EU-DE-DEESP1-...	不要	Open, Updated	D7	4/1/2024	4/10/2024 8:19 A...	Buyer, Astemo01	
86138	SFT Small ID (Inner Diameter)	Hitachi Astemo Ltd.	EU-DE-DEESP1-...	不要	Open	D3	4/1/2024	4/3/2024 8:49 AM ...	User DE, Dear Ast...	
86113	Sort confirmation	Hitachi Astemo Ltd.	EU-CZ-CZZAP1-Z...		Open, New		3/27/2024	3/27/2024 8:59 A...	Buyer, Astemo01	
85715	Complaint_Hirata	Hitachi Astemo Ltd.	EU-DE-DEESP1-...	H123456	Open, Updated	D7	1/11/2024	3/27/2024 8:52 A...	Buyer, Astemo01	
85713	Broken FET - SQM E.Yoshida	Hitachi Astemo Ltd.	EU-DE-DEESP1-...	S123456	Open	D6	1/11/2024	3/27/2024 8:39 A...	User DE, Dear Ast...	
85708	Test Makishima	Hitachi Astemo Ltd.	EU-DE-DEESP1-...	47600123	Closed by supplier	D7	1/11/2024	3/27/2024 8:38 A...	Buyer, Astemo01	
86110	Short to 8D Not closed by supplier	Hitachi Astemo Ltd.	EU-CZ-CZZAP1-Z...		Open, Draft		3/27/2024	3/27/2024 8:10 A...	User DE, Dear Ast...	
86111	Short to 8D without closed by supplier	Hitachi Astemo Ltd.	EU-DE-DEESP1-...		Open	D3	3/27/2024	3/27/2024 7:56 A...	User DE, Dear Ast...	

Download Excel file

35 Complaints Rows per page 10 of 1 Next Last

After Astemo sends the report, the status will be shown as "Open, New."

Click on title (in blue) and open the report.

# D-1 Customer Complaint

## Customer complaint tab

**SUPPLYON** QAS/PrePRD | **SupplyOn Services** | **News** | **Administration** | **More** | Astemo Test Seller DE - User DE Dear Astemo Test Seller | **Log Out**

My SupplyOn > Problem Solver: Complaints > **Housing ID(Inner Diameter) Scratch (86187): Customer complaint** | [Help and support](#) | [Print](#) | [Message to support](#)

**Housing ID(Inner Diameter) Scratch (86187)** | **Hitachi Astemo Ltd.**

[Save and submit to customer](#) | [Save as draft](#) | [Cancel](#) | [More](#)

**Customer complaint** | [Supplier response](#) | [Status and timeline](#) | [Discussions](#)

**Complaint** | [Collapse](#) | [History](#)

Customer corporate group: [Hitachi Astemo Ltd.](#)

Customer plant: EU-DE-DEESP1-Espelkamp

Supplier: [Astemo Test Seller DE](#)

Title: Housing ID(Inner Diameter) Scratch

Description: Clearance measurement after assembly in Astemo production line resulted in NO. As a result of the investigation actual parts, we found the Scratches in Housing ID.

Response type: 8D Plus (incl. 8D report evaluation)

Processing Note: We will return the actual parts to Supplier. Please investigate it. [Expand](#)

**Details** | [Collapse](#) | [History](#)

ID:	86187	Type:	Assembly
System ID:		Complaint date:	4/1/2024

**History**


- Customer corporate group (4/10/2024 8:45 AM CEST): Sent with status "Open"
- Customer corporate group (4/10/2024 8:19 AM CEST): Sent with status "Open"

In the "Customer complaint" tab, check the information sent from the customer (Astemo). (Changes and entries are not enabled from the supplier side)

## Customer complaint tab

Complaint	
Customer corporate group:	<a href="#">Hitachi Astemo Ltd.</a>
Customer plant:	EU-DE-DEESP1-Espelkamp
Supplier:	<a href="#">TRG_Astemo Test Seller JP</a>
Title:	Housing ID(Inner Diameter) Scratch
Description:	Clearance measurement after assembly in Astemo production line resulted in NG. As a result of the investigation actual parts, we found the Scratches in Housing ID.
Response type:	8D Plus (incl. 8D report evaluation)
Processing Note:	<a href="#">Expand</a> We will return the actual parts to Supplier. Please investigate it.

Confirm defect information entered by Astemo.



## Customer complaint tab

Details	
ID: 95967	Type: Field
System ID:	Complaint date: 4/1/2024
<b>Part information</b>	
Part number: A1230-000001	Part name: Housing
Drawing No.: A1230-000001	Version ( Index ): 3
Commodity: D13_Machining	Business Unit: CI-ICE
CUSTOMER (=Astemo) JP Region:	CUSTOMER (=Astemo) JP-JP-JPJEP1-Joetsu Plant:
Project name: Project A	Astemo Product Name: Engine Part
Product Group Name: C_Engine equipment / Other	Mass Production / Development: Mass Production
Production phase: 1-6 months of mass.	Customer / OEM: GM
Customer Plant / OEM Plant: XXXXX Plant	Applied Vehicle/Engine SUV etc.:
<b>Complaint detail</b>	
Production date (Astemo.): 4/1/2024	Supplier Serial/Lot/Batch number: 240320001
Appearance date (Failure happened date): 4/1/2024	Non-conf. report no.: R24-001
Severity: C	Recurrence indicator: No
Astemo Plant impact: Multiple	Astemo Plant name (If multiple): CN-CN-CNDIP1-Dalian
Attachments: <a href="#">Attachment.pdf (16 KB); Details</a>	
<b>Quantities</b>	
Complaint quantity: 35 each	Delivery quantity: 300 each
Delivery note: S24003	Comments:

Confirm details of defect information entered by Astemo.



## Customer complaint tab

Appearance date (Failure happened date): 4/1/2024

Severity: C

Astemo Plant impact: Multiple

Attachments: Attachment.pdf (16 KB);  
[Details](#)

### Quantities

Complaint quantity: 35 each

Delivery note: S24003

Non-conf. report no.: R24-001

Recurrence indicator: No

Astemo Plant name (If multiple): CN-CN-CNDIP1-Dalian

Delivery quantity: 300 each

Comments:

Click "Attachment" (in blue) to download the attached file.  
Supplier confirmation will be necessary for files attached by Astemo.





## Customer complaint tab

Customer contacts			Collapse	⌵
Customer corporate group:	User1, Test	roman.aprin@supplyon.com	0	
	Hirata, Akihiro	akihiro.hirata.zy@hitachiastemo.com	0	
	Nakamura, Sanae	sanae.nakamura.dx@hitachiastemo.com	0	

The name and email address of the person responding to this report on the Astemo side are listed.



# E-1 Supplier response

## Supplier response tab

SUPPLYON QAS/PrePRD SupplyOn Services News Administration More Astemo Test Seller DE - User DE Dear Astemo Test Seller Log Out

My SupplyOn > Problem Solver: Complaints > Housing ID(Inner Diameter) Scratch (86187): Supplier response

Help and support | Print | Message to support

Housing ID(Inner Diameter) Scratch (86187) Hitachi Astemo Ltd.

Save and submit to customer Save as draft Cancel More

Customer complaint **Supplier response** Status and timeline Discussions

**Basic data**

8D reference:  Search

Production date (supplier):  Production date (Astemo.): 4/1/2024

Accepted defective quantity:  Complaint quantity: 35 each

Comment to customer:

Attachments: No attachments were uploaded. [Upload](#) | [Manage attachments](#)  
CTRL key for multiple upload.

Supplier's part number:

Manufacture name:  Manufacture DUNS#:

Manufacturing site Name:  Manufacturing site DUNS#:

**Supplier-internal data** Collapse

**History**

- Customer corporate group (4/10/2024 8:45 AM CEST): Sent with status "Open"
- Customer corporate group (4/10/2024 8:19 AM CEST): Sent with status "Open"

This tab creates responses from suppliers and 8D reports.

## Supplier response tab

Customer complaint | **Supplier response** | Status and timeline ✉ Discussions

**Entry of basic data**

**Basic data** Collapse ⓘ

8D reference:

Production date (supplier):        Production date (Astemo.):

Accepted defective quantity:       Complaint quantity:

Comment to customer:

Attachments: [Attachment.pdf \(16 KB\)](#)  
[Upload](#) | [Manage attachments](#)  
*CTRL key for multiple upload.*

Supplier's part number:

Manufacture name:       Manufacture DUNS#:

Manufacturing site Name:       Manufacturing site DUNS#:

**Supplier-internal data** Collapse ⓘ

Internal reference no:

Internal Notes:

Internal Part Number:

Internal Date:

**History**

## Supplier response tab

Customer complaint
Supplier response
Status and timeline
Discussions

8D reference:

Production date (supplier):

Production date (Astemo.):

Accepted defective quantity:

Complaint quantity:

Comment to customer:

Attachments:

No attachments were uploaded.

[Upload](#) | [Manage attachments](#)  
*CTRL key for multiple upload.*

Supplier's part number:

Manufacture name:

Manufacturing site Name:

My SupplyOn > Problem Solver: Complaints > Housing ID(Inner Diameter) Scratch (86187): Supplier response > Search for complaints to be referenced

Search for complaints to be referenced

Only complaints are shown, which meet the requirements for referencing the 8D report. Details can be found under "Help and support".

ID	Title	Customer corporate	Customer plant	Part number	Status	Date	Sort	Changed on	Changed by
<input checked="" type="radio"/> 86159	test_H2	Hitachi Astemo Ltd.	EU-DE-DEESP1-Esp...	A1230-000001	Open, Updated	4/5/2024		4/10/2024 8:44 AM C...	Buyer, Astemo01
<input type="radio"/> 86141	test_H1	Hitachi Astemo Ltd.	EU-DE-DERWP1-Sac...	不要	Open, Updated	4/1/2024		4/10/2024 8:19 AM C...	Buyer, Astemo01
<input type="radio"/> 85715	Complaint_Hirata	Hitachi Astemo Ltd.	EU-DE-DEESP1-Esp...	H123456	Open, Updated	1/11/2024		3/27/2024 8:52 AM CET	Buyer, Astemo01
<input type="radio"/> 85708	Test Makishima	Hitachi Astemo Ltd.	EU-DE-DEESP1-Esp...	47600123	Closed by supplier	1/11/2024		3/27/2024 8:38 AM CET	Buyer, Astemo01
<input type="radio"/> 85713	Broken FET - SQM E.Yoshida	Hitachi Astemo Ltd.	EU-DE-DEESP1-Esp...	S123456	Open	1/11/2024		3/27/2024 8:39 AM CET	User DE, Dear Astem...
<input type="radio"/> 85712	SN_Test3	Hitachi Astemo Ltd.	EU-CZ-CZZAP1-Zatec	A987654	Completed by supplier	1/11/2024		1/18/2024 3:54 AM CET	User DE, Dear Astem...
<input type="radio"/> 85616	SN_Test2	Hitachi Astemo Ltd.	EU-CZ-CZZAP1-Zatec	A987654	Open	12/21/2023		1/18/2024 2:08 AM CET	User DE, Dear Astem...
<input type="radio"/> 85596	Cracked condenser on the sensor circuit	Hitachi Astemo Ltd.	EU-CZ-CZZAP1-Zatec	A123456	Open, Draft	12/20/2023		1/18/2024 2:27 AM CET	User DE, Dear Astem...
<input type="radio"/> 85546	Astemo 8D_1	Hitachi Astemo Ltd.	EU-CZ-CZZAP1-Zatec	A1234567	Open, Updated	12/15/2023		3/27/2024 6:52 AM CET	Buyer, Astemo01

9 Complaints


Rows per page 
First Previous | Page 1 of 1 | Next Last

If there is a reference report submitted in the past for a similar case, you can search from here and post it as reference material.


Searchをクリック

Select the report you want to refer to and click OK.  
\*Only reports that have progressed to step D4 can be referenced.

## Supplier response tab

**Basic data** Collapse 

8D reference:  [Delete 8D reference](#)

Production date (supplier):  

Accepted defective quantity:  Complaint quantity: 35 each

Comment to customer:

Attachments: No attachments were uploaded.  
[Upload](#) | [Manage attachments](#)  
*CTRL key for multiple upload.*

Supplier's part number:

Manufacture name:

Manufacturing site Name:

The referenced report is reflected.  
The same content is reflected in D1 and later entries.  
Please check the next page for reference conditions.

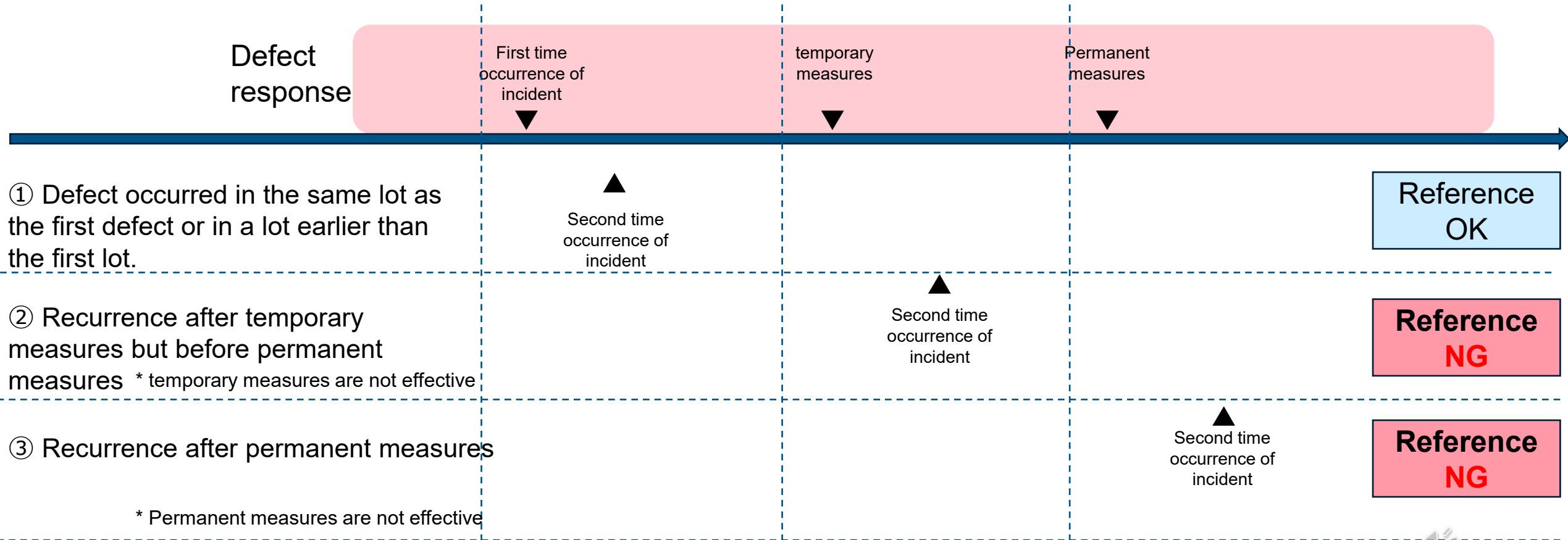
When referencing a report that has not been closed, contents will be reflected only up until the step where the report has progressed, and subsequent steps cannot be edited.

When you update a referenced report, the same content will be automatically updated on the side that is referencing.

It will be necessary to close the referenced report (the first report created).



# Conditions when referring to past reports



## Supplier response tab

Customer complaint

**Supplier response**

Status and timeline

### Basic data

8D reference:

Complaint ID, title

Search

Production date  
(supplier):

Production date  
(Astemo.):

4/1/2024

Due date for submission  
of Basic Inf.: \*

4/18/2024



5:00 PM



Due date for submission  
of D3: \*

4/24/2024



6:00 PM



Due date for submission  
of D4: \*



Due date for submission  
of D5: \*



Accepted defective  
quantity:

Complaint quantity:

35 each

If there is a due date for each step, the supplier enters the date and time of the corresponding delivery date.  
(If the delivery date is specified on the Astemo side, this item will not be displayed: Check the delivery date on the "Status and timeline" tab.)



# E-4 File attachment

## Supplier response tab

Customer complaint **Supplier response** Status and timeline

**Basic data**

8D reference:

Production date (supplier):  Production date (Astemo.):

Accepted defective quantity:  Complaint quantity:

Comment to customer:

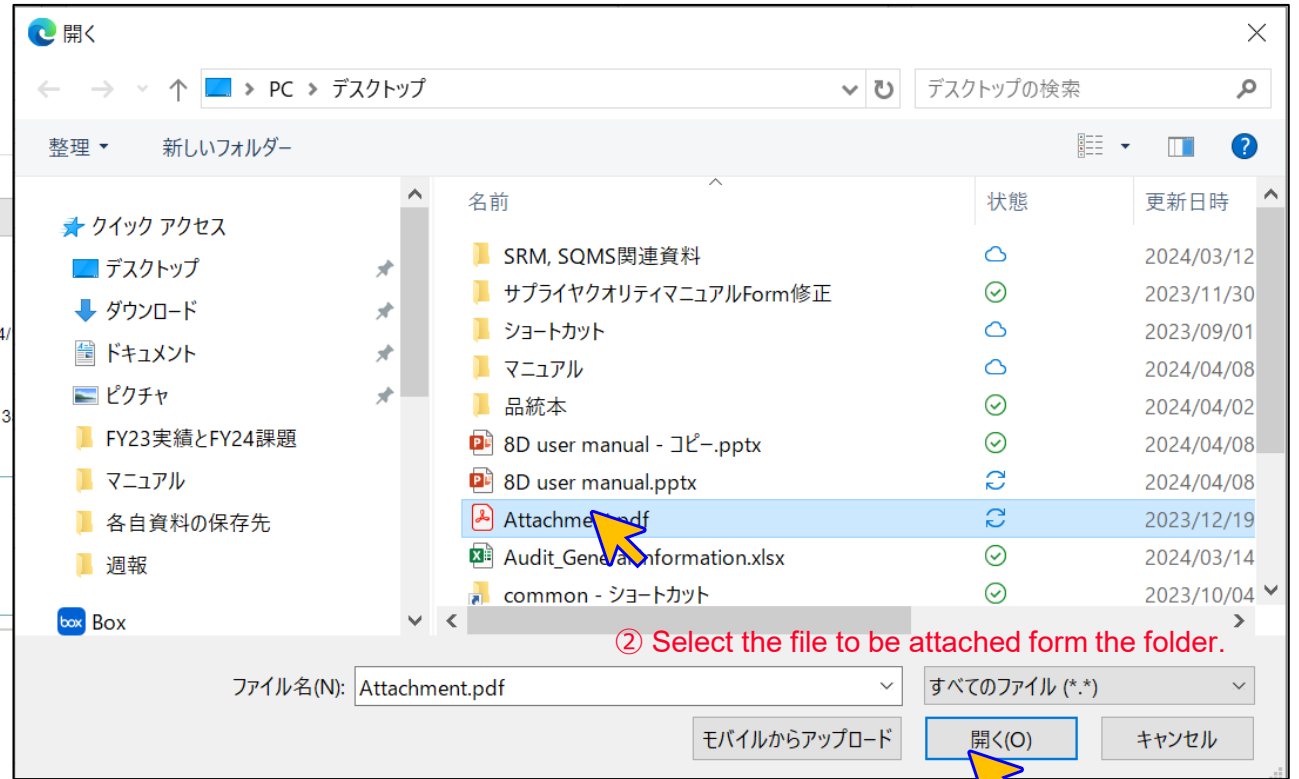
Attachments: No attachments were uploaded.  
[Upload](#) | [Manage attachments](#)  
*CTRL key for multiple upload.*

Supplier's part number:

Manufacture name:  Manufacture DUNS#:

Attachments: **Attachment.pdf (16 KB);**  
[Upload](#) | [Manage attachments](#)  
*CTRL key for multiple upload.*

④ The selected file is uploaded.





# E-4 File attachment

## Supplier response tab

Attachments: Attachment.pdf (16 KB);  
[Upload](#) | [Manage attachments](#)  
CTRL key for multiple upload.

If you want to delete the attached file, click on "Manage attachment."

Supplier's part number: XXXX-XXXXXX

Manufacture name: Supplier manufacture Ltd

Manufacture DUNS#: XXXXXXXXX

Manufacturing site Name: XX

Manage attachments

OK Cancel

Structure	Attachments	Upload								
<input type="checkbox"/> Complaint "Housing ID(Inner Diameter) Scratch" (2) <input type="checkbox"/> Customer complaint (1) <input type="checkbox"/> Supplier Response (1) <b>Basic data (1)</b> D2 - Problem Description Supplier internal flexible fields D3 - Containment Actions Extended root cause analysis - Attach root cause analysis D4 - Root Cause Analysis D5 - Selection and Verification of Corrective Actions D6 - Implementation and Validation of Corrective Actions D7 - Prevention of Reoccurrence Drill-Wide analysis - Drill-Wide attachment	<table border="1"><thead><tr><th>File name</th><th>Uploaded by</th><th>Uploaded on</th><th>Size</th></tr></thead><tbody><tr><td><input type="checkbox"/> Attachment.pdf</td><td>User DE, Dear Astemo Test Seller</td><td>4/10/2024 10:11 AM CEST</td><td>16 KB</td></tr></tbody></table> <p>Delete Download</p> <p>1 File Selected   Deselect all</p> <p>Rows per page 10</p> <p>First Previous   Page 1 of 1   Next Last</p>	File name	Uploaded by	Uploaded on	Size	<input type="checkbox"/> Attachment.pdf	User DE, Dear Astemo Test Seller	4/10/2024 10:11 AM CEST	16 KB	
File name	Uploaded by	Uploaded on	Size							
<input type="checkbox"/> Attachment.pdf	User DE, Dear Astemo Test Seller	4/10/2024 10:11 AM CEST	16 KB							

Show all | Collapse all

OK Cancel

Select checkbox for the file and click on "Delete."  
Click "Upload" for further file attachment.

# E-5 Supplier-internal data

## Supplier response tab

Customer complaint**Supplier response**Status and timeline✉ Discussions

---

**Basic data** Collapse

8D reference:

Production date (supplier):        Production date (Astemo.): 4/1/2024

Accepted defective quantity:       Complaint quantity: 35 each

Comment to customer:

Attachments: [Attachment.pdf \(16 KB\)](#)  
[Upload](#) | [Manage attachments](#)  
CTRL key for multiple upload.

Supplier's part number:

Manufacture name:       Manufacture DUNS#:

Manufacturing site Name:       Manufacturing site DUNS#:

---

**Supplier-internal data** Collapse

Internal reference no:

Internal Notes:

Internal Part Number:

Internal Date:

**History**

- Customer corporate group (4/11/2024 4:36 AM CEST): Sent with status "Open"
- Dear Astemo Test Seller User DE (4/10/2024 11:40 AM CEST): Sent with status "Closed by supplier"
- Customer corporate group (4/10/2024 8:45 AM CEST): Sent with status "Open"
- Customer corporate group (4/10/2024 8:19 AM CEST): Sent with status "Open"

After entering details, scroll down to enter "Supplier-internal data."



# E-5 Supplier-internal data

## Supplier response tab

Supplier-internal data Collapse ⌵

Internal reference no:

Internal Notes:

Internal Part Number:

Internal Date:  📅

D1 - Problem Solving Team Collapse ⌵

[▶ Add team member](#)

Name	Position	E-mail	Authorization	Team leader	Sponsor
------	----------	--------	---------------	-------------	---------


“Supplier-internal data” is not disclosed to the Astemo side and can only be used on the supplier side.  
It can be used to share and store information that should be managed only by the supplier.

After completing “Supplier-internal data” entry, scroll down the screen to the “D1-Problem solving team” entry.




# E-6 D1-Problem solving team

## Supplier response tab

**D1 - Problem Solving Team** Collapse 

[Add team member](#)

Name	Position	E-mail	Authorization	Team leader	Sponsor
------	----------	--------	---------------	-------------	---------

**D2 - Problem Description** Collapse 

[Add is/is not analysis](#)

Select the problem-solving team members.

Attachments: No attachments were uploaded.  
[Upload](#) | [Manage attachments](#)  
*CTRL key for multiple upload.*

Comment on recurring error:



# E-7 Add team member

## Supplier response tab

**D1 - Problem Solving Team** Select cross functional team members for the problem solving. [Collapse](#) T

[▶ Add team member](#)

Name	Position	E-mail	Authorization	Team leader	Sponsor
------	----------	--------	---------------	-------------	---------

**D2 - Problem Description** [Collapse](#) T

[▶ Add is/is not analysis](#)

Attachments: No attachments were uploaded.  
[Upload](#) | [Manage attachments](#)  
*CTRL key for multiple upload.*

Comment on recurring error:

Click on "Add team member."



# E-7 Add team member

## Supplier response tab

My SupplyOn > Problem Solver: Complaints > Housing ID(Inner Diameter) Scratch (86187): Supplier response > Add Team Members

[Help and support](#) | [Print](#) | [Message to support](#)

Select team member

Team member name, e-mail   Add unregistered team member

Name	Sort	Position	Department	E-mail	Company	Registered
<input type="checkbox"/> Fiedler, Florian				sim-migration@supplyon.com	Astemo Test Seller DE	Yes
<input type="checkbox"/> Ham, Yasu				yasushi.hamada.nt@hitachiastemo.com		No
<input checked="" type="checkbox"/> Krauss, Gabriel				gabriel.krauss@supplyon.com	Astemo Test Seller DE	Yes
<input type="checkbox"/> User DE, Dear Astemo Test Seller				kyoko.kishi.vd@hitachiastemo.com	Astemo Test Seller DE	Yes
<input checked="" type="checkbox"/> User DE, Dear Astemo Test Seller				sim-migration@supplyon.com	Astemo Test Seller DE	Yes
<input type="checkbox"/> User DE, QAS Astemo Test Seller				Sandra.warthmann@supplyon.com	Astemo Test Seller DE	Yes
<input checked="" type="checkbox"/> Warthmann, Sandra			Consulting	Sandra.Warthmann@supplyon.com	Hitachi Astemo	No
<input type="checkbox"/> fsf, DSAFa						No

8 Total users [Select all](#) | [Deselect all](#) Rows per page 10 First Previous | Page 1 of 1 | Next Last

You can search by name and email address.

Check the selected members and click on "OK."

# E-7 Add team member

## Supplier response tab

My SupplyOn > Problem Solver: Complaints > Housing ID(Inner Diameter) Scratch (86187): Supplier response > Add Team Members

[Help and support](#) | [Print](#) | [Message to support](#)

Select team member

You can add users not registered in SupplyOn.  
However, unregistered users cannot access SupplyOn.

Team member name, e-mail

Name	Sort	Position	Department	E-mail	Company	Registered
<input type="checkbox"/> Fiedler, Florian				sim-migration@supplyon.com	Astemo Test Seller DE	Yes
<input type="checkbox"/> Ham, Yasu				yasushi.hamada.nt@hitachiastemo.com		No
<input checked="" type="checkbox"/> Krauss, Gabriel				gabriel.krauss@supplyon.com	Astemo Test Seller DE	Yes
<input type="checkbox"/> User DE, Dear Astemo Test Seller				kyoko.kishi.vd@hitachiastemo.com	Astemo Test Seller DE	Yes
<input checked="" type="checkbox"/> User DE, Dear Astemo Test Seller				sim-migration@supplyon.com	Astemo Test Seller DE	Yes
<input type="checkbox"/> User DE, QAS Astemo Test Seller				Sandra.warthmann@supplyon.com	Astemo Test Seller DE	Yes
<input checked="" type="checkbox"/> Warthmann, Sandra				Sandra.Warthmann@supplyon.com	Hitachi Astemo	No
<input type="checkbox"/> fsf, DSAFa						No

8 Total users [Select all](#) | [Deselect all](#) Rows per page 10 First Previous | Page 1 of 1 | Next Last

Click on "Add unregistered team member."

Add supplier members or affiliate company members who are not registered in SupplyOn.  
✘ Members added through "Add unregistered team member" cannot access SupplyOn.



# E-7 Add team member

## Supplier response tab

**Add team member**

You can set up team members here and add them to your favorites list. Please ensure that team members do not have access to Problem Solver.

First name\*:

Surname\*:

Company:

Department:

Position:

**Contact information**

Phone:

Fax:

Mobile phone:

E-mail:

**Address**

Street:

Zip code:

City:

State/province:

Country:

**Select team member**

Team member name, e-mail    [Add unregistered team member](#)

Name	Sort	Position	Department	E-mail	Company
<input type="checkbox"/> Fiedler, Florian				sim-migration@supplyon.com	Astemo Test Seller DE
<input type="checkbox"/> Ham, Yasu				yasushi.hamada.nt@hitachiaSTEMO.com	
<input checked="" type="checkbox"/> Krauss, Gabriel				gabriel.krauss@supplyon.com	Astemo Test Seller DE
<input checked="" type="checkbox"/> Taro, Supplier			Quality	XXXXXX@supplier.com	Supplier, Ltd.
<input type="checkbox"/> User DE, Dear Astemo Test Seller				kyoko.kishi.vd@hitachiaSTEMO.com	Astemo Test Seller DE
<input checked="" type="checkbox"/> User DE, Dear Astemo Test Seller				sim-migration@supplyon.com	Astemo Test Seller DE
<input type="checkbox"/> User DE, QAS Astemo Test Seller				Sandra.warthmann@supplyon.com	Astemo Test Seller DE
<input checked="" type="checkbox"/> Warthmann, Sandra			Consulting	Sandra.Warthmann@supplyon.com	Hitachi Astemo
<input type="checkbox"/> fsf, DSAFa					

9 Total users [Select all](#) | [Deselect all](#) Rows per page:

② In the "Add team member" screen, enter the member information and click "OK."

③ Added member are listed and automatically checked.

④ Select member and click "OK."



# E-7 Add team member

## Supplier response tab

**D1 - Problem Solving Team** Collapse [T]

▶ Add team member

Name	Position	E-mail	Authorization	Team leader	Sponsor
Taro, Supplier ▼		XXXXXX@supplier.com	No access	<input type="radio"/>	<input checked="" type="radio"/>
User DE, Dear Astemo Test Seller ▼		slm-migration@supplyon.com	Write ▼	<input checked="" type="radio"/>	<input type="radio"/>
Krauss, Gabriel ▼		gabriel.krauss@supplyon.com	Write ▼	<input type="radio"/>	<input type="radio"/>

**D2 - Problem Description** Collapse [T]

▶ Add is/is

Attachments: No attachments were uploaded.  
[Upload](#) | [Manage attachments](#)  
*CTRL key for multiple upload.*

Comment on recurring error: Please enter the information on a recurring error here - in case there is one.

# E-8 D2-Problem Description

## Supplier response tab

**D1 - Problem Solving Team** Collapse T

[Add team member](#)

Name	Position	E-mail	Authorization	Team leader	Sponsor
Taro, Supplier ▼		XXXXXX@supplier.com	No access	<input type="radio"/>	<input checked="" type="radio"/>
User DE, Dear Astemo Test Seller ▼		slm-migration@supplyon.com	<input type="text" value="Write"/> ▼	<input checked="" type="radio"/>	<input type="radio"/>
Krauss, Gabriel ▼		gabriel.krauss@supplyon.com	<input type="text" value="Write"/> ▼	<input type="radio"/>	<input type="radio"/>

**D2 - Problem Description** Collapse T


[Add is/is not analysis](#)

Attachments: No attachments were uploaded.  
[Upload](#) | [Manage attachments](#)  
*CTRL key for multiple upload.*

Comment on recurring error:



After completion of “D1-Problem solving team” entry, scroll down the screen to “D2-Problem Description” entry.



# E-9 Add Is/Is Not analysis

## Supplier response tab

**D2 - Problem Description** Collapse ⓘ

[▶ Add is/is not analysis](#)

Attachments: No attachments were uploaded.  
[Upload](#) | [Manage attachments](#)  
*CTRL key for multiple upload.*


Comment on recurring error: Please enter the information on a recurring error here - in case there is one.

Click on "Add Is/Is Not analysis."

**D3 - Containment Actions** Collapse ⓘ

ⓘ Due date for step set by Customer corporate group: 4/10/2024 8:12 AM CEST ▶ Add action

Title	Status	Is/is not analysis	Effect	Planned implementation	Actual implementation
-------	--------	--------------------	--------	------------------------	-----------------------



# E-9 Add Is/Is Not analysis


## Supplier response tab – D2-Problem Description

My SupplyOn > Problem Solver: Complaints > Housing ID(Inner Diameter) Scratch (86187): Supplier response > D2 - Is/Is Not Analysis

[Help and support](#) | [Print](#) | [Message to support](#)

Housing ID(Inner Diameter) Scratch Hitachi Astemo Ltd.

	IS	IS NOT
<b>WHAT</b>	Which product/process is affected by the problem? <input type="text" value="Part No. : A1230-123456"/>	Are there similar products/processes that were not affected by the problem? <input type="text" value="Part No. : B1230-123456"/>
<b>WHERE</b>	Where was the product/process when the problem occurred for the first time? <input type="text" value="Production Line A"/>	Where could the deviation also occur? <input type="text" value="Production Line A"/>
<b>WHEN</b>	When did the deviation initially occur? <input type="text" value="From Mar 15.2023"/>	Could the problem have already occurred at an earlier stage? <input type="text" value="Before Mar 15.2023"/>
<b>HOW MANY</b>	How many deviations are there (amount & PPM)? <input type="text" value="Supplier Sorting result&lt;br/&gt;NG: 150 / Total 300 (50% NG)"/>	How many future deviations can be expected? <input type="text" value="50% NG parts is expected."/>

 After entering data for "Is/Is Not analysis," click "OK."

# What is IS/IS Not?

\* Steps to sort out whether the problem is in the product, the process/method, or other areas.

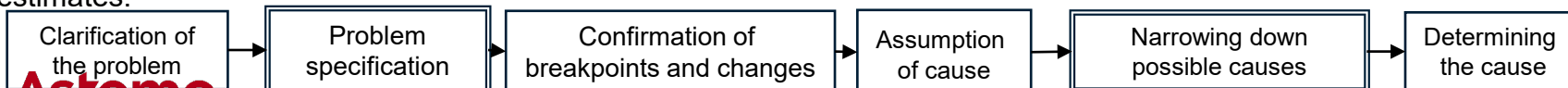
	IS	IS NOT
WHAT	Which product/process is affected by the problem? IS: Write down the products, processes, or methods where similar problems (as specific as possible) occurred in <a href="#">the same factory or production line</a> .	Are there similar products/processes that were not affected by the problem? IS NOT: Describe in detail the differences between products produced in the same factory and production line but without problems, and the presence or absence of each process and method.
WHERE	Where was the product/process when the problem occurred for the first time? IS: Describe where the problem first occurred. Example: ① Market, ② Shipping warehouse Also, write down specifically where the problem occurred.	Where could the deviation also occur? IS NOT: Write down places where it seems possible that a problem might occur, but hasn't. Example) For ① on the left, the customer line or in-house, and for ②, within the process or at the receiving warehouse.
WHEN	When did the deviation initially occur? IS: Write down in detail <a href="#">when and how</a> the problem first occurred. Examples) Temperature, weather, production status (busy, supporters, etc.), natural disasters, etc.	Could the problem have already occurred at an earlier stage? IS NOT: If you can <a href="#">confirm</a> that the problem has not occurred in the previous process or in the past under the same conditions, write it down.
HOW MANY	How many deviations are there (amount & PPM)? IS: Record the number of occurrences (number and occurrence ratio ( <a href="#">parameters</a> are to be adjusted with our quality assurance department))	How many future deviations can be expected? IS NOT: Describe the expected quantity of target products that have not yet occurred or have not been discovered, along with the <a href="#">rationale</a> .

OK Cancel

\* IS/IS NOT is...

It is a method used in problem analysis (PA) for "rational problem-solving and decision-making methods (Kepner-Trigoe method: KT method)" to "specify the problem" and "narrow down the assumed causes." (Double frame step in the cause determination flow below)

IS/IS NOT is not to extract the cause itself, but to eliminate and organize unnecessary information from the large amount of information obtained in the process of investigation in order to find out what the cause is. In other words, It is a method that selects the correct information, correctly observes the current situation, correctly understands the phenomenon that is occurring (or was occurring) and connects it to investigating the cause. "Correct" here means "facts can be verified, not guesses or estimates."



## Supplier response tab – D2-Problem Description

**D2 - Problem Description** Collapse

[Change is/is not analysis](#)

As a result of the actual parts inspection, we confirmed that Scratches is in inner diameter of the Housing.  
This issue occurs only on Production Line A, and does not occur on Production Line B/C.  
As a result of sorting the inventory within the supplier, NG was 50% (NG:150/Total 300 pcs).

Provide explanation for problem definition/clarification

Attachments: No attachments were uploaded.  
[Upload](#) | [Manage attachments](#)  
*CTRL key for multiple upload.*

Comment on recurring error: Please enter the information on a recurring error here - in case there is one.

Enter comments regarding whether this problem has occurred on other lines or products.



**D3 - Containment Actions** Collapse

Due date for step set by Customer corporate group: 4/10/2024 8:12 AM CEST [Add action](#)

Title	Status	Is/is not analysis	Effect	Planned implementation	Actual implementation
-------	--------	--------------------	--------	------------------------	-----------------------

**D4 - Root Cause Analysis**

After completion of "D2-Problem Description" entry, scroll down the screen to "D3-Containment Actions" entry.

# E-11 Add action

## Supplier response tab

**D3 - Containment Actions** Collapse [↑]

① Due date for step set by Customer corporate group: 4/10/2024 8:12 AM CEST

[▶ Add action](#)

Title	Status	Is/is not analysis	Effect	Planned implementation	Actual implementation
-------	--------	--------------------	--------	------------------------	-----------------------

**D4 - Root Cause Analysis** Collapse [↑]

① The customer requests an extended root cause analysis (Ishikawa, 5-Why).

① Due date for step set by Customer corporate group: 4/15/2024 8:12 AM CEST

- ▶ Add extended root cause analysis
- ▶ Add failure reproduction
- ▶ Add risk assessment
- ▶ Add root cause

Click on "Add action."

Title	Status	5-Why analysis	Contribution %
-------	--------	----------------	----------------

**D5 - Selection and Verification of Corrective Actions** Collapse [↑]

# E-11 Add action

## Supplier response tab

**Add D3 action**

Title\*:

Description\*:

Is/is not analysis:

Status:

Responsible\*:  [Define D1 team member](#)

Effect\*:  %

Validation description:

Planned implementation\*:

Actual implementation:

Attachments: No attachments were uploaded.  
[Upload](#) | [Manage attachments](#)  
*CTRL key for multiple upload.*

Internal action (not visible for customer)

Enter the title of the temporary measure. Normally, a title from 1 to 5 in the table on the right is selected.

1	Sorting
2	Replacing
3	Rework, Repair
4	Concession
5	Other

Select the responsible person from the members determined in D1. If you want to add a member, click "Define D1 team member."

Planned implementation: Enter the plan start date and time. Actual implementation: Enter the actual start date and time. If actual implementation has not been performed, proceed without entering the actual date and time and enter it later.





## Supplier response tab

**Add D3 action**

Title\*:

Description\*:

Is/is not analysis:

Status: Draft

Responsible\*:  [Define D1 team member](#)

Effect\*:  %

Validation description:

Planned implementation\*:

Actual implementation:

Attachments: No attachments were uploaded.  
[Upload](#) | [Manage attachments](#)  
*CTRL key for multiple upload.*

Internal action (not visible for customer)

If you check on "Internal action," the information is not disclosed to Astemo and viewed only by the supplier.

### How to use Internal action

For actions to be implemented/managed only by the supplier, please insert a check for "Internal action" and conduct its management.

#### Example)

- Examining the selection method and conducting an examination (FMEA) for any secondary defects due to the selection.
- Results of determining the inspection equipment used for selection.
- Management of work procedure manuals for sorting, etc.



# E-11 Add action

## Supplier response tab

Housing ID(Inner Diameter) Scratch

OK Cancel

**Add D3 action**

Title\*:

Description\*:

Is/is not analysis:

Status: Draft

Responsible\*:  [Define D1 team member](#)

Effect\*:  %

Validation description:


Planned implementation\*:

Actual implementation:

Attachments: No attachments were uploaded.  
[Upload](#) | [Manage attachments](#)  
*CTRL key for multiple upload.*

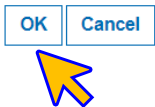
Internal action (not visible for customer)

**Confirm**

 By entering the actual implementation date you confirm that the action has been implemented. This action can no longer be changed after submission. Do you want to continue?

This screen will be displayed when you enter "Actual implementation" and click "OK." After confirming and clicking "Yes," the entry cannot be deleted or corrected.

After completion of the entry, click on "OK."



CONFIDENTIAL

## Supplier response tab

Housing ID(Inner Diameter) Scratch

OK Cancel

**!** You cannot change the action, as the actual implementation date has been entered.

**Change D3 action**

Title\*:

Description\*:

Is/is not analysis:

Status: Submitted

Responsible\*:  [Define D1 team member](#)

Effect\*:  %

Validation description:

Planned implementation\*:

Actual implementation:

Item number: 9000

Attachments: [Attachment\(Sorting\).pdf \(16 KB\);](#)  
[Details](#)

Once you enter and submit your "Actual implementation," no changes can be made. If there are any additional items or changes, you will need to recreate them using "Add action."

**D3 - Containment Actions**

**!** Due date for step set by Customer corporate group: 4/10/2024 8:12 AM CEST [Add action](#)

Title	Status	Is/is not analysis	Effect	Planned implementation
<b>D4 - Root Cause Analysis</b>				
<b>!</b> The customer requests an extended root cause analysis (Ishikawa, 5-Why).				
<b>!</b> Due date for step set by Customer corporate group: 4/15/2024 8:12 AM CEST				
				<a href="#">Add extended r</a> <a href="#">Add failure repr</a> <a href="#">Add risk assess</a> <a href="#">Add root cause</a>
Title				Status
<b>D5 - Selection and Verification of Corrective Actions</b>				

# E-13 Add delivery correct parts (clean date)

## Supplier response tab

**D3 - Containment Actions** Collapse [↑]

Due date for step set by Customer corporate group: 4/10/2024 8:12 AM CEST

▶ Add action  
▶ Show delivery correct parts (clean date) - based on D3 actions

	Title	Status	Is/is not analysis	Effect	Planned implementation	Actual implementation
●	Sorting ▼	Draft	WHAT	100	4/10/2024 1:00 PM	4/10/2024 1:00 PM CEST
●	Replacement ▼	Draft	WHAT	100	4/10/2024 1:00 P	4/10/2024 1:00 PM CEST

**D4 - Root Cause Analysis** Collapse [↑]

The customer requests an extended root cause analysis (Ishikawa, 5-Why).

Due date for step set by Customer corporate group: 4/15/2024 8:12 AM CEST

When the action is completed, "Show delivery correct parts" will be displayed.

Title	Status	5-Why analysis	Contribution %
-------	--------	----------------	----------------

Once the input has been completed, click "Save and submit to customer" at the top (bottom) of the screen to submit to the Astemo side.



# E-13 Add delivery correct parts (clean date)

## Supplier response tab

**SUPPLYON** QAS/PrePRD | **SupplyOn Services** ▾ | **News** | Administration ▾ | More ▾ | Astemo Test Seller DE - User DE Dear Astemo Test Seller | Log Out

My SupplyOn > [Problem Solver: Complaints](#) > **Housing ID(Inner Diameter) Scratch (86187): Supplier response**

[Help and support](#) | [Print](#) | [Message to support](#)

Housing ID(Inner Diameter) Scratch (86187)

Hitachi Astemo Ltd.

**Save and submit to customer** | **Save as draft** | Cancel | More ▾

Customer complaint | **Supplier response** | Status and timeline

Discussions

**Basic data**

8D reference:

Production date (supplier):   | Production date (Astemo.): 4/1/2024

Accepted defective quantity:  | Complaint quantity: 35 each

Comment to customer:

Attachments: [Attachment.pdf \(16 KB\)](#)

**History**

- with 2024 4:36 in
- t with 2024 8:45 in
- 2024/2024 8:19 AM (CEST). Sent with status "Open"

•Click on "Save and send to customer."  
The input contents will be sent to the Astemo side.

•Click on "Save as draft."  
The input contents will not be sent to the Astemo side, but saved as a draft.



# E-13 Add delivery correct parts (clean date)

## Supplier response tab

My SupplyOn > Problem Solver: Complaints Help and support | Print | Message to support

The complaint 95967 has been saved and submitted to the customer.

**Complaints** | Tasks

ID, title, description, part number

only ongoing complaints  only complaints of last year  only complaints with write permission

Advanced Search Table profiles: SupplyOn default

ID	Title	Customer co	Customer pl	Part number	Status	Last D-st	Date	Sort	Changed on	Changed by	Discussion
95967	Housing ID(Inner Diameter) Scratch	Hitachi Astem...	EU-DE-DEES...	A1230-000001	Open	D3	4/1/2024		4/18/2024 4:0...	ACCEPTANC...	

Status: "Open" means that the contents are sent to the Astemo side.

My SupplyOn > Problem Solver: Complaints

**Complaints** | Tasks

ID, title, description, part number

only ongoing complaints  only complaints of last year  only complaints with write permission

Advanced Search Table profiles: SupplyOn default

ID	Title	Customer co	Customer pl	Part number	Status	Last D-st	Date	Sort	Changed on	Changed by	Discussion
95967	Housing ID(Inner Diameter) Scratch	Hitachi Astem...	EU-DE-DEES...	A1230-000001	Open, Draft	D3	4/1/2024		4/18/2024 4:0...	ACCEPTANC...	

Status: "Open, Draft" means that contents are not sent to the Astemo side, and saved as a draft.

# E-13 Add delivery correct parts (clean date)

## Supplier response tab

My SupplyOn > Problem Solver: Complaints Help and support | Print | Message to support

Complaints Tasks Act as substitute

ID, title, description, part number

only ongoing complaints  only complaints of last year  only complaints with write permission

Advanced Search Table profiles: SupplyOn default

ID	Title	Supplier	Customer plar	Part number	Status	Last D-stej	Date	Sort	Changed on	Changed by	Discussions
95967	Housing ID(Inner Diameter) Scratch	TRG_Astemo Test Seller JP	EU-DE-DEESP...	A1230-000001	Provisionally accep...	D3	4/1/2024		4/18/2024 6:58 ...	User1, Test	

Status: Provisionally accepted

The confirmation on the Astemo side has been completed and it is OK to proceed to the next step.

(Even if you are not provisionally accepted, you can proceed to the next step. Please proceed with the delivery on time.)



# E-13 Add delivery correct parts (clean date)

## Supplier response tab

**D3 - Containment Actions** Collapse

Due date for step set by Customer corporate group: 4/10/2024 8:12 AM CEST

- Add action
- Add delivery of correct parts (clean date) - based on D3 actions

	Title	Status	Is/is not analysis	Effect	Planned implementation	Actual implementation
●	Sorting	Submitted	WHAT	100	4/10/2024 1:00 PM CEST	4/10/2024 1:00 PM CEST
●	Replacement	Submitted	WHAT	100	4/10/2024 1:00 PM CEST	4/10/2024 1:00 PM CEST

**D4 - Root Cause Analysis** Collapse

The customer requests an extended root cause analysis (Ishikawa, 5-Why).

Due date for step set by Customer corporate group: 4/15/2024 8:12 AM CEST

- Add extended root cause analysis (Ishikawa, 5-Why) - (mandatory)
- Add failure reproduction
- Add
- Add

**Correct parts delivered on** Help and support

Please enter the date by when the first correct parts will be delivered to the customer.

Date: 4/11/2024 1:00 PM

OK Cancel

After clicking "Save" and send to customer, "Show delivery correct parts" will be changed as "Add delivery correct parts." Click to open it.

This screen is shown when you click "Add delivery correct parts." Enter the date and time when the first item of the temporary measure will be delivered to Astemo.



# E-14 D4-Root cause Analysis

## Supplier responseタブ

**D3 - Containment Actions** Collapse [↑]

Due date for step set by Customer corporate group: 4/10/2024 8:12 AM CEST

- ▶ Add action
- ▶ Change delivery date of correct parts (clean date) - based on D3 actions

	Title	Status	Is/is not analysis	Effect	Planned imp	Actual implementation
●	Sorting	Submitted	WHAT			
●	Replacement	Submitted	WHAT			

**D4 - Root Cause Analysis** Collapse [↑]

The customer requests an extended root cause analysis (Ishikawa, 5-Why).  
Due date for step set by Customer corporate group: 4/15/2024 8:12 AM CEST

- ▶ Add extended root cause analysis (Ishikawa, 5-Why) - (mandatory)
- ▶ Add failure reproduction
- ▶ Add risk assessment
- ▶ Add root cause

Title	Status	5-Why analysis	Contribution %
-------	--------	----------------	----------------

When you enter the first item delivery date, this will be displayed as "Change delivery correct parts."

After the completion of "D3-Containment actions" entry, Scroll the screen down to "D4-Root Cause Analysis" entry.

# E-15 Add extended root cause analysis (Ishikawa/5 Whys)

## Supplier response tab

**D4 - Root Cause Analysis** Collapse [↑]

ⓘ The customer requests an extended root cause analysis (Ishikawa, 5-Why).  
ⓘ Due date for step set by Customer corporate group: 4/15/2024 8:12 AM CEST

- ▶ Add extended root cause analysis (Ishikawa, 5-Why) - (mandatory)
- ▶ Add failure reproduction
- ▶ Add risk assessment
- ▶ Add root cause

Title	Status	5-Why analysis	Contribution %

**D5 - Selection and Verification of Corrective Actions** Collapse [↑]

ⓘ Due date for step set by Customer corporate group: 4/15/2024 8:12 AM CEST

- ▶ Add action
- ▶ Copy as D6 action

Title	Status	Root cause	Effect %	Planned implementation

For “Add extended root cause analysis,” Astemo defines the required/optional selection. If there is (mandatory) indicated at the end, there is a request from the Astemo side, and input is required.



# E-15 Add extended root cause analysis (Ishikawa/5 Whys)

## Supplier response tab

**Non-Detection** | Occurrence

Why was the problem not detected?

	Potential cause - Ishikawa	Verified by	5-Why analysis	5-Why	Related root cause
<b>Man</b>					
<input type="checkbox"/>	Operation Proficiency	Production Manager	Relevant	Add 5-Why	
<input type="checkbox"/>	New Operator	Production Manager	Not relevant		
	<a href="#">Add line</a>				
<b>Material</b>					
<input type="checkbox"/>			Please select		
	<a href="#">Add line</a>				
<b>Machine</b>					
<input type="checkbox"/>			Please select		
	<a href="#">Add line</a>				
<b>Method</b>					
<input type="checkbox"/>	Work Instrucion	Production Manager	Not relevant		
	<a href="#">Add line</a>				
<b>Environment</b>					
<input type="checkbox"/>	brightness of inspection area	Production Manager	Relevant	Add 5-Why	
	<a href="#">Add line</a>				
<b>Management</b>					
<input type="checkbox"/>			Please select		
	<a href="#">Add line</a>				
	<a href="#">Delete</a>				

For each "Non-Detection" tab and "Occurrence" tab, create Ishikawa-analysis.

5-Why analysis

5-Why

Relevant Add 5-Why

Not relevant

Please select

Please select

Not relevant

Relevant Add 5-Why

Please select

Select "Relevant" or "Not relevant" for the factors extracted by the Ishikawa-analysis. If you select "Relevant," "Add 5-why" is displayed. Click each of "Add 5-Why" to create 5 Whys.

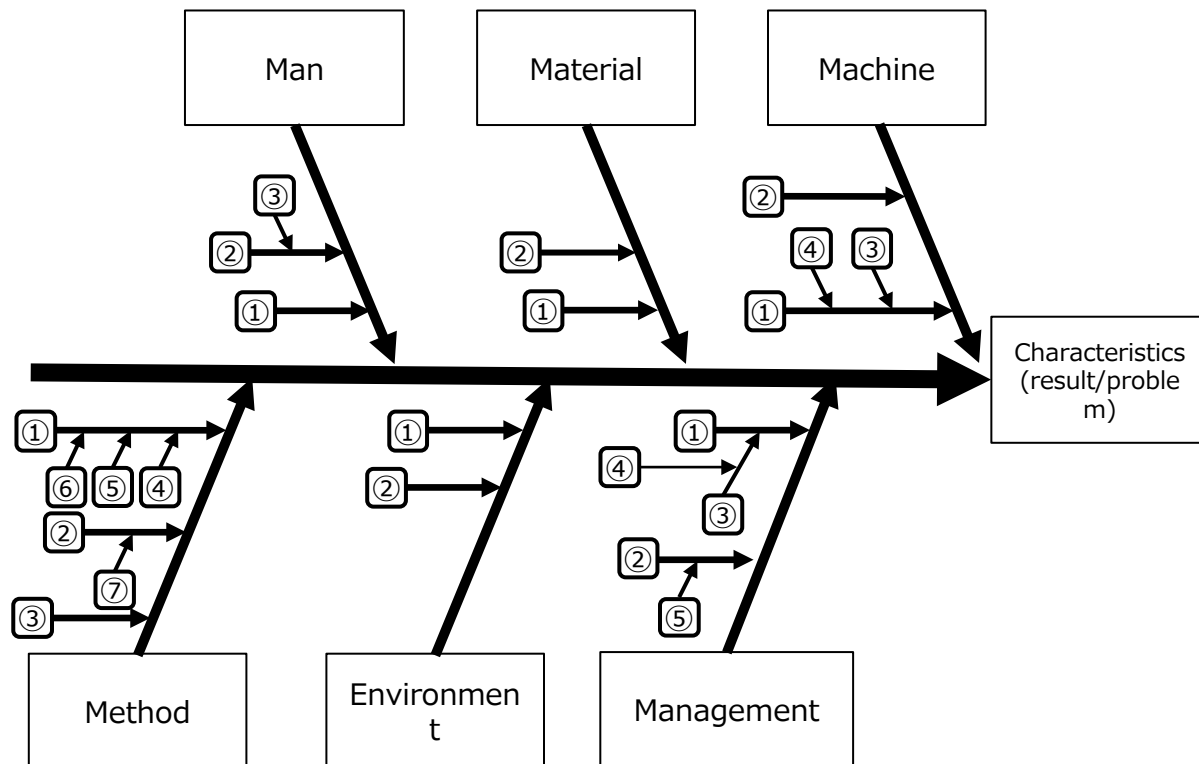
**\* What is the Ishikawa Analysis?**

The Ishikawa Analysis is a characteristic factor diagram, which is one of the seven QC tools. It defines a problem, defect, or some result as a "characteristic" and by writing down the "factors" that are thought to be related to this characteristic by field (in this system, Man, Material, Machine, Method, Environment, and Management), organizes knowledge and issues, unifies thinking, shares knowledge, and makes it popular, leading to investigation of causes.

A small group of members who are knowledgeable about process management and construction methods, makes a list the factual factors that seem to have influenced the characteristics, categorizes/links them to the fields.

What you should be careful about is that if assumptions gets mixed in, time will be wasted when verifying factors after creating the characteristic factor diagram, so the number of members involved should be narrowed down and care must be taken that the [discussions should not be turned into brainstorming sessions](#). Also, carefully choose whether to integrate or separate similar factors (sometimes or in rare cases, different wordings for factor A, unclear subjects for factors A and B (unclear information?), etc.).

Sometimes, factors that no one was concerned about or that no one noticed can have a big impact on the investigation of the cause, so it is important to speak up and address even the small things you notice. To enter data into this system, create the characteristic factor diagram below and start filling in from the most important factors (main fishbones).



- Step1) Clearly define what "characteristics" are
- Step2) Sort the listed factors into the main fields  
e.g.) Man①、②・・・、Material①、②・・・、Machine①、②、③、・・・
- Step3) Divide into cases in which the factors are independent and cases in which factors are related to each other.  
e.g.) Method① and ④⑤⑥、② and ⑦
- Step4) Furthermore, classify factors that are related to each other as primary, secondary, etc.  
e.g.) Primary factor of Management ① is ③, and secondary is ④
- Step5) Extract suspicious factors in accordance with basic principles for sites/actual practices (2S, equipment operation status, etc.), defect situations (defect location, color/shape, quantity, etc.)
- Step6) Decide measures
  - a) Implement direct measures upon determination of suspicious factors
  - b) Verify suspicious factors, narrow down the cause, and implement countermeasures.

\* Method a) involves taking action for all factors and assuming that it is the cause if the occurrence is not confirmed, which may consume time before the cause is identified. For b), if the verification method is incorrect, there is a risk of overlooking the causative factor. Therefore, it is important to understand the advantages and disadvantages of each and choose according to the situation. However, in this system, b) is preferable because there is an input field called Verified (verification method).

# E-15 Add extended root cause analysis (Ishikawa/5 Whys)

## Supplier response tab

**Create 5-Why analysis** Collapse

*Identify the root cause by repeatedly questioning of the potential cause.*

Potential cause\*:  Set by Ishikawa analysis (Non-Detection > Man)

1. Why\*

2. Why

3. Why

4. Why

[Add line](#)

**Create Root cause** Collapse

Failure cause category (level 1)\*:

Failure cause category (level 2)\*:

Create the 5-Why analysis. After completion, scroll down the screen to "Create Root cause."

\* What is 5 Whys?

[A method to derive the "true cause"](#) by repeating "Why" 5 times, regarding causes/factors narrowed down by "IS/IS Not" or Ishikawa Analysis.

The reason why we repeat why 5 times is that a factor is something that captures a certain phenomenon, and many of the things that are derived from 1 to 4 "whys" for this factor are also phenomena. The factors derived from the fifth "why" are the "true causes." Therefore, it can be said that by correcting the matters listed in the 5th "why," it is possible to prevent recurrence. However, if the factor derived from the fifth "why" is clearly a phenomenon, repeat the "why" from the sixth and subsequent times.

In addition, we conducted "why-why" questions [for each of the extracted factors](#), and It is important to find out the "true cause" hidden in the problem and correct it, in the areas of process control, quality standards, production technology, equipment maintenance, and all other related fields.

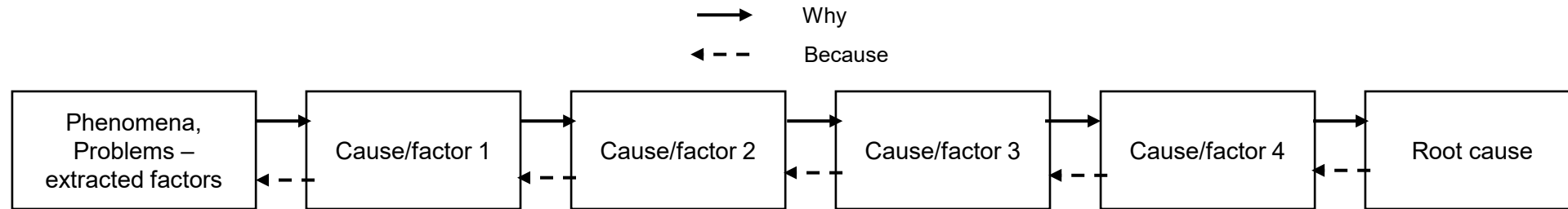
【Remarks】

(1) It is important to discuss 5 Whys [in a small group](#) rather than in a large group.

(2) Be sure to [use the factors extracted through factor analysis as the first "event/problem."](#) If you vaguely define the defect itself as an "event/problem," you won't be able to narrow down the "why."

(3) Always try [to identify phenomena and causes](#).

(4) If you repeat "why" like  $A \Rightarrow B \Rightarrow C \Rightarrow D \Rightarrow E$ , check whether you can go back through each step of  $E \Rightarrow D \Rightarrow C \Rightarrow B \Rightarrow A$  with "because." If you can't go back, the "why" is wrong, so please reconsider.



# E-15 Add extended root cause analysis (Ishikawa/5 Whys)

## Supplier response tab

3. Why  
Operator didn't think that there would be scratches on the inner diameter, so Operator didn't inspect it thoroughly.

4. Why  
This is not recurring issue, Operator awareness about inspection was low.

[Add line](#)

**Create Root cause**

Failure cause category (level 1)\*:

Failure cause category (level 2)\*:

Failure cause category (level 3)\*:

Title\*:

Description\*:

Drill-Deep category:  Set by Ishikawa analysis

Root cause type:

Contribution\*:  %

Status: Draft

Attachments: No attachments were uploaded.  
[Upload](#) | [Manage attachments](#)  
*CTRL key for multiple upload.*

In the "Description" column, causes from the final "Why" is entered automatically; if you need to add or change, enter comments directly.

After the "Create Root cause" entry, click on "OK."

# E-15 Add extended root cause analysis (Ishikawa/5 Whys)

## Supplier response tab

Non-Detection

Occurrence

Why was the problem not detected?

	Potential cause - Ishikawa	Verified by	5-Why analysis	5-Why	Related root cause
<b>Man</b>					
<input type="checkbox"/>	<input type="text" value="Operation Proficiency"/>	<input type="text" value="Production Manager"/>	<input type="text" value="Relevant"/>	<a href="#">Change 5-Why</a>	Poor visual inspection
<input type="checkbox"/>	<input type="text" value="New Operator"/>	<input type="text" value="Production Manager"/>	<input type="text" value="Not relevant"/>		
	<a href="#">Add line</a>				
<b>Material</b>					
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Please select"/>		
	<a href="#">Add line</a>				
<b>Machine</b>					
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Please select"/>		
	<a href="#">Add line</a>				
<b>Method</b>					
<input type="checkbox"/>	<input type="text" value="Work Instrucion"/>	<input type="text" value="Production Manager"/>	<input type="text" value="Not relevant"/>		
	<a href="#">Add line</a>				
<b>Environment</b>					
<input type="checkbox"/>	<input type="text" value="brightness of inspection area"/>	<input type="text" value="Production Manager"/>	<input type="text" value="Relevant"/>	<a href="#">Add 5-Why</a>	
	<a href="#">Add line</a>				
<b>Management</b>					
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Please select"/>		
	<a href="#">Add line</a>				
	<a href="#">Delete</a>				

After the completion of "Root Cause analysis" entry, the root cause is displayed in blue.

Attachments: No attachments were uploaded.  
[Upload](#) | [Manage attachments](#)  
 CTRL key for multiple upload.



[OK](#) [Cancel](#)





# E-15 Add extended root cause analysis (Ishikawa/5 Whys)

## Supplier response tab

Non-Detection **Occurrence**

Why did the problem occur?

	Potential cause - Ishikawa	Verified by	5-Why analysis	5-Why	Related root cause
<b>Man</b>					
<input type="checkbox"/>	New Operator	Production Manager	Not relevant		
<input type="checkbox"/>	Operation Proficiency	Production Manager	Not relevant		
	<a href="#">Add line</a>				
<b>Material</b>					
<input type="checkbox"/>	Raw material	Production Manager	Not relevant		
	<a href="#">Add line</a>				
<b>Machine</b>					
<input type="checkbox"/>	Manitenance	Production Enginior	Not relevant		
<input type="checkbox"/>	Machining condition	Production Enginior	Relevant	<a href="#">Change 5-Why</a>	Poor Machining conditions
	<a href="#">Add line</a>				
<b>Method</b>					
<input type="checkbox"/>	Work Instrucion	Production Manager	Not relevant		
	<a href="#">Add line</a>				
<b>Environment</b>					
<input type="checkbox"/>			Please select		
	<a href="#">Add line</a>				
<b>Management</b>					
<input type="checkbox"/>			Please select		
	<a href="#">Add line</a>				
	<a href="#">Delete</a>				

Attachments: No attachments were uploaded.  
[Upload](#) | [Manage attachments](#)  
*CTRL key for multiple upload.*

Once you have completed entering the "Occurrence" tab, click "OK."

# E-16 Add failure reproduction

## Supplier response tab

**D4 - Root Cause Analysis** Collapse

① The customer requests an extended root cause analysis (Ishikawa, 5-Why).  
① Due date for step set by Customer corporate group: 4/15/2024 8:12 AM CEST

- ▶ Change extended root cause analysis (Ishikawa, 5-Why) - (mandatory)
- ▶ **Add failure reproduction**
- ▶ Add risk assessment
- ▶ Add root cause

Title	Status	5-Why analysis	Contribution %
Poor Machining conditions	Draft	Machining condit	100
Poor visual inspection	Draft	Operation Profici	100
Environment of inspection area	Draft	brightness of inspe	100

**D5 - Selection and Verification of Corrective Actions** Collapse

① **Failure reproduction** Help and support

▶ Add action  
▶ Copy as D6 action

Effect %	Planned implementation
----------	------------------------

Could the failure be reproduced?

Reproduction date:

Responsible:  [Define D1 team member](#)

Reason if error is not reproducible:

Click "Add failure reproduction."

Enter information about the failure reproduction test. When the input is completed, click "OK."

# E-17 Add risk assessment

## Supplier response tab

### D4 - Root Cause Analysis Collapse

① The customer requests an extended root cause analysis (Ishikawa, 5-Why).  
① Due date for step set by Customer corporate group: 4/15/2024 8:12 AM CEST

- Change extended root cause analysis (Ishikawa, 5-Why) - (mandatory)
- Add failure reproduction
- Add risk assessment**
- Add root cause

Title	Status	5-Why analysis	Contribution %
Poor Machining conditions	Draft	Machining conditio	100
Poor visual inspection	Draft	Operation Proficie	100
Environment of inspection area	Draft	brightness of inspe	100

Click "Add risk assessment."

SUPPLYON QAS/PrePRD **SupplyOn Services** News Administration More

Astemo Test Seller DE - User DE Dear Astemo Test Seller Log Out Collapse

My SupplyOn > Problem Solver: Complaints > Housing ID(Inner Diameter) Scratch (86187): Supplier response > Risk assessment [Help and support](#) | [Print](#) | [Message to support](#)

Housing ID(Inner Diameter) Scratch Hitachi Astemo Ltd.

Please enter the risk assessments.

	Affected production date from*	Affected production date to*	Affected delivery date from*	Affected delivery date to*	Potentially affected quantity at customer	Unit	Description
<input type="checkbox"/>	3/15/2024	3/30/2024	3/20/2024	4/1/2024	1500	each	<input type="text"/>

[Add line](#)

Enter the manufacturing date range, delivery date range, and quantity of the product affected by this defect. Enter comments, if any. Once input is completed, click "OK."

# E-18 Add root cause

## Supplier response tab

**Create Root cause**

Failure cause category (level 1)\*: Production

Failure cause category (level 2)\*: Testing

Failure cause category (level 3)\*: Manual visual check

Title\*: Poor visual inspection

Description\*: This is not recurring issue, Operator awareness about inspection was low.

Drill-Deep category: Non-Detection Set by Ishikawa analysis

Root cause type: Technical root cause (TRC)

Contribution\*: 100 %

Status: Draft

Attachments: No attachments were uploaded.  
[Upload](#) | [Manage attachments](#)  
*CTRL key for multiple upload.*

You can enter a cause with "Add root cause" without going through Ishikawa/5 Whys.

OK Cancel



# E-19 D5-Selection and Verification of Corrective Actions

## Supplier response tab

### D4 - Root Cause Analysis Collapse [↑]

- ① The customer requests an extended root cause analysis (Ishikawa, 5-Why).
- ① Due date for step set by Customer corporate group: 4/15/2024 8:12 AM CEST

- ▶ [Change extended root cause analysis \(Ishikawa, 5-Why\) - \(mandatory\)](#)
- ▶ [Change failure reproduction](#)
- ▶ [Change risk assessment](#)
- ▶ [Add root cause](#)

Title	Status	5-Why analysis	Contribution %
<a href="#">Poor Machining conditions</a> ▼	Draft	Machining condition	100
<a href="#">Poor visual inspection</a> ▼	Draft	Operation Proficiency	100
<a href="#">Environment of inspection area</a> ▼	Draft	brightness of inspection area	100



### D5 - Selection and Verification of Corrective Actions Collapse [↑]

- ① Due date for step set by Customer corporate group: 4/15/2024 8:12 AM CEST

- ▶ [Add action](#)
- ▶ [Copy as D6 action](#)


Title	Status	Root cause	Effect %	Planned implementation
-------	--------	------------	----------	------------------------

After the completion of “D4-Root Cause Analysis” entry, scroll down the screen to “D5-Selection and Verification of Corrective Actions” entry.



# E-20 Add action


## Supplier response tab

**D5 - Selection and Verification of Corrective Actions** Collapse 

ⓘ Due date for step set by Customer corporate group: 4/15/2024 8:12 AM CEST

- ▶ **Add action**
- ▶ Copy as D6 action

Title	Status	Root cause	Effect %	Planned implementation
-------	--------	------------	----------	------------------------

**D6 - Implementation and Validation of Corrective Actions** Collapse 

ⓘ Due date for step set by Customer corporate group: 4/22/2024 8:12 AM CEST

- ▶ Copy D5 action to D6
- ▶ Add internal D6 action
- ▶ Add cancellation of contact

Click "Add action."

Title	Status	Root cause	Effect %	Planned	Actual	Validation
-------	--------	------------	----------	---------	--------	------------



## Supplier response tab – D5-Selection and Verification of Corrective Actions

**Add D5 action**

Title\*:

Description\*:

Status: Draft

Root cause\*:

Effect\*:  %

Effectiveness assessment:

Planned implementation:

Negative impact:

Attachments: No attachments were uploaded.  
[Upload](#) | [Manage attachments](#)  
*CTRL key for multiple upload.*

Select which cause the corrective actions was implemented for.  
Select one cause from the list specified in D4.

Select a root cause

- Select a root cause
- Poor Machining conditions (O...
- Poor visual inspection (Non-...
- Environment of inspection ar...

Select a countermeasure and click "OK."





# E-21 D6-Implementation and Validation of Corrective Actions

## Supplier response tab

**D5 - Selection and Verification of Corrective Actions** Collapse

Due date for step set by Customer corporate group: 4/15/2024 8:12 AM CEST

- ▶ Add action
- ▶ Copy as D6 action

Title	Status	Root cause	Effect %	Planned implementation
Optimization of Machining conditions ▼	Draft	Poor Machining conditions (Occurrence)	100	4/4/2024 1:00 PM CEST
Environment of inspection area ▼	Draft	Poor visual inspection (Non-Detection)	100	4/4/2024 1:00 PM CEST
Training to Operator ▼	Draft	Environment of inspection area (Non-Detection)	100	4/4/2024 1:00 PM CEST

**D6 - Implementation and Validation of Corrective Actions** Collapse

Due date for step set by Customer corporate group: 4/22/2024 8:12 AM CEST

- ▶ Copy D5 action to D6
- ▶ Add internal D6 action
- ▶ Add cancellation of containment actions

Title	Status	Root cause	Effect %	Planned	Actual	Validation

After completion of “D5-Selection and Verification of Corrective Actions” entry, scroll down the screen to the “D6-Implementation and Validation of Corrective Actions” entry.

# E-22 Copy D5 action to D6

## Supplier response tab

**D6 - Implementation and Validation of Corrective Actions** Collapse

Due date for step set by Customer corporate group: 4/22/2024 8:12 AM CEST

- Copy D5 action to D6
- Add internal D6 action
- Add cancellation of containment actions

Title	Status	Root cause	Effect %	Planned	Actual	Validation
-------	--------	------------	----------	---------	--------	------------

**D7 - Prevention of Reoccurrence** Collapse

Due date for step set by Customer corporate group: 5/8/2024 8:12 AM CEST

- Add independent evaluator
- Add action
- Add Drill-Wide analysis (man

Title	Status	Planned implementation
-------	--------	------------------------

Click "Copy D5 action to D6."

**D6 - Implementation and Validation of Corrective Actions** Collapse

Due date for step set by Customer corporate group: 4/22/2024 8:12 AM CEST

- Copy D5 action to D6
- Optimization of Machining conditions
- Environment of inspection area
- Training to Operator

Title	Status	Root cause	Actual	Validation
-------	--------	------------	--------	------------

Select one from the list of "D5-Corrective actions."

# E-22 Copy D5 action to D6

## Supplier response tab

**Change D6 action**

Title\*:

Description\*:

Status: Draft

Root cause\*:

Responsible\*:  [Define D1 team member](#)

Planned implementation\*:

Actual implementation:

**Validation**

Date:

Effect:  %

Description:

Item number: 9023

Attachments: No attachments were uploaded.  
[Upload](#) | [Manage attachments](#)  
*CTRL key for multiple upload.*

Contents entered in D5 are copied here.

Select a responsible person from the list defined in D1.  
Click "Define D1 team member" to add a member.

Enter verification results for the corrective actions.



OK Cancel

# E-22 Copy D5 action to D6

## Supplier response tab

**Change D6 action**

Title\*: Training to Operator

Description\*: Conduct training to operators.

Status: Draft

Root cause\*: Environment of inspection

Responsible\*: User DE, Dear Astemo Test Seller [Define D1 team member](#)

Planned implementation\*: 4/4/2024 1:00 PM

Actual implementation: 4/4/2024 1:00 PM

**Validation**

Date: 4/5/2024 1:00 PM

Effect: 100 %

Description: All operators have been trained to the point where they can detect defects.

Item number: 9023

Attachments: No attachments were uploaded.  
[Upload](#) | [Manage attachments](#)  
*CTRL key for multiple upload.*

**Confirm**

By entering the actual implementation date you confirm that the action has been implemented. This action can no longer be changed after submission. Do you want to continue?









**Confirm**

By entering the validation data you confirm that the effectiveness of the action has been validated. This action can no longer be changed after submission. Do you want to proceed?

This screen is displayed after entering the actual implementation date and clicking "OK." Next, click "Yes." Data cannot be deleted or changed afterwards.

# E-22 Copy D5 action to D6

## Supplier response tab

D6 - Implementation and Validation of Corrective Actions <span style="float: right;">Collapse </span>						
Title	Status	Root cause	Effect %	Planned	Actual	Validation
 Due date for step set by Customer corporate group: 4/22/2024 8:12 AM CEST	<ul style="list-style-type: none"><li>▶ Copy D5 action to D6</li><li>▶ Add internal D6 action</li><li>▶ Add delivery of correct parts (clean date) - based on D6 actions</li><li>▶ Add cancellation of containment actions</li></ul>					
 Training to Operator 	Draft	Environment of inspection area (Non-Detection)	100	4/4/2024 1:00 PM CEST	4/4/2024 1:00 PM CEST	4/5/2024 1:00 PM CEST
 Optimization of Machining conditions 	Draft	Poor Machining conditions (Occurrence)	100	4/4/2024 1:00 PM CEST	4/4/2024 1:00 PM CEST	4/5/2024 1:00 PM CEST
 Environment of inspection area 	Draft	Poor visual inspection (Non-Detection)	100	4/4/2024 1:00 PM CEST	4/4/2024 1:00 PM CEST	4/5/2024 1:00 PM CEST

Enter D6 validations to all the D5 corrective actions.



# E-23 Add internal D6 action

## Supplier response tab

**D6 - Implementation and Validation of Corrective Actions** Collapse ↑

Due date for step set by Customer corporate group:  
4/22/2024 8:12 AM CEST

- ▶ [Copy D5 action to D6](#)
- ▶ [Add internal D6 action](#)
- ▶ [Add delivery of correct parts \(clean date\) - based on D6 actions](#)
- ▶ [Add cancellation of containment actions](#)

**Add D6 action**

Title\*:

Description\*:

Status: Draft

Root cause\*:

Responsible\*:  Define D1 team member

Planned implementation\*:

Actual implementation:

**Validation**

Date:

Effect:  %

Description:

Attachments: No attachments were uploaded.  
[Upload](#) | [Manage attachments](#)  
*CTRL key for multiple upload.*

Internal action (not visible for customer)

Effect %	Planned	Actual	
100	4/4/2024 1:00 PM CEST	4/4/2024 1:00 PM CEST	4/5/2024 PM CEST
100	4/4/2024 1:00 PM CEST	4/4/2024 1:00 PM CEST	4/5/2024 1 PM CEST
100	4/4/2024 1:00 PM CEST	4/4/2024 1:00 PM CEST	4/5/2024 1:00 PM CEST

The screen for "Add internal D6 action" is displayed only for the supplier side and not for the Astemo side. Details of the actions managed only by the supplier can be recorded.



# E-24 Add delivery of correct parts (clean date)

## Supplier response tab

**D6 - Implementation and Validation of Corrective Actions** Collapse ↑

Due date for step set by Customer corporate group:  
4/22/2024 8:12 AM CEST

- ▶ Copy D5 action to D6
- ▶ Add internal D6 action
- ▶ **Add delivery of correct parts (clean date) - based on D6 actions**
- ▶ Add cancellation of containment actions


Title	Status	Root cause	Effect %	Planned	Actual	Validation
● Training to Operator						024 1:00 EST
● Optimization of Machining condition						024 1:00 EST
● Environment of inspection area						024 E

**Correct parts delivered on** Help and support

Please enter the date by when the first correct parts will be delivered to the customer.

Date:

This screen is shown by clicking "Add delivery of correct parts."  
Enter the date and time the initial products will be delivered to Astemo after permanent measures.



# E-25 Add cancelation of containment action

## Supplier response tab

**D6 - Implementation and Validation of Corrective Actions** Collapse

Due date for step set by Customer corporate group:  
4/22/2024 8:12 AM CEST

- ▶ Copy D5 action to D6
- ▶ Add internal D6 action
- ▶ Add delivery of correct parts (clean date) - based on D6 actions
- ▶ **Add cancellation of containment actions**

Title	Status	Root cause	Effect %	Planned	Actual	
● Training to Operator ▼	Draft	Environment of inspection area (Non-Detection)	100	4/4/2024 1:00 PM CEST	4/4/2024 1:00 PM CEST	4/5/2024 1:00 PM CEST
● Optimization of Machining conditions ▼						4/20/2024 1:00 PM CEST
● Environment of inspection area ▼						4/20/2024 1:00 PM CEST

**Cancellation of containment actions**

[Help and support](#)

Cancelled on:

Responsible:  [Define D1 team member](#)

① "Add cancellation of containment actions"をクリックし、D3 応急処置・暫定対策の取りやめを行う。

② 取りやめ日と責任者を選択して、OKをクリック。



# E-26 D7-Prevention of Reoccurrence

## Supplier response tab

D6 - Implementation and Validation of Corrective Actions <span style="float: right;">Collapse [T]</span>						
ⓘ Due date for step set by Customer corporate group: 4/22/2024 8:12 AM CEST				<ul style="list-style-type: none"> <li>▶ Copy D5 action to D6</li> <li>▶ Add internal D6 action</li> <li>▶ Change delivery date of correct parts (clean date) - based on D6 actions</li> <li>▶ Add cancellation of containment actions</li> </ul>		
Title	Status	Root cause	Effect %	Planned	Actual	Validation
● Training to Operator ▼	Draft	Environment of inspection area (Non-Detection)	100	4/4/2024 1:00 PM CEST	4/4/2024 1:00 PM CEST	4/5/2024 1:00 PM CEST
● Optimization of Machining conditions ▼	Draft	Poor Machining conditions (Occurrence)	100	4/4/2024 1:00 PM CEST	4/4/2024 1:00 PM CEST	4/5/2024 1:00 PM CEST
● Environment of inspection area ▼	Draft	Poor visual inspection (Non-Detection)	100	4/4/2024 1:00 PM CEST	4/4/2024 1:00 PM CEST	4/5/2024 1:00 PM CEST
D7 - Prevention of Reoccurrence <span style="float: right;">Collapse [T]</span>						
ⓘ Due date for step set by Customer corporate group: 5/8/2024 8:12 AM CEST				<ul style="list-style-type: none"> <li>▶ Add independent evaluator</li> <li>▶ Add action</li> <li>▶ Add Drill-Wide analysis (mandatory)</li> </ul>		
Title	Status	Planned implementation	Actual implementation			



After the completion of “D6-Implementation and Validation of Corrective Actions” entry, scroll down the screen to the “D7-Prevention of Recurrence” entry.

# E-27 Add independent evaluator

## Supplier response tab

**D7 - Prevention of Reoccurrence** Collapse

Due date for step set by Customer corporate group: 5/8/2024 8:12 AM CEST

- ▶ Add independent evaluator
- ▶ Add action
- ▶ Add Drill-Wide analysis (mandatory)

**D8 - Conclusion and Appreciation of the Team's Success** Collapse

Independent evaluation performed   
No 8D report evaluation exists.

▶ 8D report evaluation (mandatory)

Select final evaluator/approver from the members except those set in D1.  
※Members set in D1 cannot be selected.

Click "Add independent evaluator."

Evaluator's name, e-mail    [Add unregistered independent evaluator](#)


Name	Sort	Position	Department	E-mail	Company
<input type="radio"/> Fiedler, Florian				slm-migration@suppl...	Astemo Test Seller DE
<input type="radio"/> Ham, Yasu				yasushi.hamada.	
<input type="radio"/> Krauss, Gabriel				gabriel.krauss@s...	
<input type="radio"/> Taro, Supplier			Quality	XXXXXX@suppli...	
<input type="radio"/> User DE, Dear Astemo Test Seller				kyoko.kishi.vd@h...	
<input checked="" type="radio"/> User DE, Dear Astemo Test Seller				slm-migration@s...	
<input type="radio"/> User DE, QAS Astemo Test Seller				Sandra.warthmar...	
<input type="radio"/> Warthmann, Sandra			Consulting	Sandra.Warthma...	
<input type="radio"/> fsf, DSAFa					


9 Total users Rows per page 10

The person selected as the final evaluator/approver will receive an email. This report can be opened as read-only and confirmed through the link in the email. The final evaluator will confirm the report and insert a check in the D8 checkbox if there are no problems.

# E-28 Add action

## Supplier response tab

**D7 - Prevention of Reoccurrence** Collapse 

 Due date for step set by Customer corporate group: 5/8/2024 8:12 AM CEST

- ▶ Add independent evaluator
- ▶ **Add action**
- ▶ Add Drill-Wide analysis (mandatory)

Title	Status	Planned implementation	Actual implementation
Overview of independent evaluator			
<b>Name</b>		<b>Position</b>	<b>E-mail</b>
Warthmann, Sandra ▼			Sandra.Warthmann@supplyon.com

Click "Add action."



# E-28 Add action

## Supplier response tab

**Add D7 action**

Title\*:

Description\*:

Status: Draft

Responsible\*:  [Define D1 team member](#)

Planned implementation\*:

Actual implementation:

Attachments: No attachments were uploaded.  
[Upload](#) | [Manage attachments](#)  
*CTRL key for multiple upload.*

Internal action (not visible for customer)

Enter measures to prevent recurrence.

If you check "Internal action,"  
It will not be displayed on the  
Astemo side, but only on the  
supplier side.



# E-28 Add action

## Supplier response tab

**Add D7 action**

Title\*:

Description\*:

Status: Draft

Responsible\*:  [Define D1 team member](#)


Planned implementation\*:

Actual implementation:

Attachments: No attachments were uploaded.  
[Upload](#) | [Manage attachments](#)  
*CTRL key for multiple upload.*

Internal action (not visible for customer)

**Confirm**

 By entering the actual implementation date you confirm that the action has been implemented. This action can no longer be changed after submission. Do you want to continue?

This screen will be displayed when you click "OK" after entering "Actual implementation." Next, click "Yes." After that, it cannot be deleted or corrected.



# E-29 Add Drill-Wide analysis (mandatory)

## Supplier response tab

**D7 - Prevention of Reoccurrence** Collapse ↑

Due date for step set by Customer corporate group: 5/8/2024 8:12 AM CEST

- ▶ Add independent evaluator
- ▶ Add action
- ▶ **Add Drill-Wide analysis (mandatory)**

Title	Status	Planned implementation	Actual implementation
● Training ▼	Draft	4/4/2024 2:00 PM CEST	4/4/2024 4:00 AM CEST
● Machining condition ▼	Draft	4/4/2024 2:00 PM CEST	4/4/2024 2:00 PM CEST

Overview of independent evaluator

Name	Position	E-mail
Warthmann, Sandra ▼		Sandra.Warthmann@supplyon.com

Click "Add Drill-Wide analysis (mandatory)."



# E-29 Add Drill-Wide analysis (mandatory)

## Supplier response tab

**Add Drill-Wide analysis**

Following considered actions: Plants, Lines, Products and / or Projects

Plants / Lines / Products / Projects	Status
<input type="checkbox"/> Line B /C	Completed and verified
<input type="text" value="Part No. : B1230-123456"/>	<b>Select status</b>

[Add line](#)

Comment (if not applicable):

Attachments: No attachments were uploaded. [Upload](#) | [Manage attachments](#)

Select status dropdown menu:

- Select status
- Not applicable
- Completed and verified
- Implemented, but not validated
- In progress, not implemented

Enter the details of horizontal deployment to other products/lines, etc.

Select the current status of horizontal deployment from the dropdown.

- Not applicable
- Completed and verified
- Implemented, but not validated
- In progress, not implemented

## Supplier response tab

**D7 - Prevention of Reoccurrence** Collapse [T]

Due date for step set by Customer corporate group: 5/8/2024 8:12 AM CEST

- ▶ Add independent evaluator
- ▶ Add action
- ▶ Change Drill-Wide analysis (mandatory)

Title	Status	Planned implementation	Actual implementation
● Training ▼	Draft	4/4/2024 2:00 PM CEST	4/4/2024 4:00 AM CEST
● Machining condition ▼	Draft	4/4/2024 2:00 PM CEST	4/4/2024 2:00 PM CEST

Overview of independent evaluator

Name	Position	E-mail
Warthmann, Sandra ▼		Sandra.Warthmann@supplyon.com

**D8 - Conclusion and Appreciation of the Team's Success** Collapse [T]

Independent evaluation performed

No 8D report evaluation exists.

The complaint was re-opened on 4/10/2024 11:40 AM CEST.

- ▶ 8D report evaluation (mandatory)

[Save and submit to customer](#) [Save as draft](#) [Cancel](#) More ▼



After the completion of “D7-Prevention of Recurrence” entry, scroll down the screen to “D8-Conclusion and Appreciation of the Team's Success” entry.





## Supplier response tab

D8 - Conclusion and Appreciation of the Team's Success

Collapse 

▶ 8D report evaluation (mandatory)

Independent evaluation performed

No 8D report evaluation exists.

The complaint was re-opened on 4/10/2024 1:00 AM CEST.

Save and submit to customer

Save as draft

Cancel


More ▼

The final evaluation/approver specified in D7 confirms D1 to D7 and checks this box to approve the report.



# E-31 8D report evaluation (mandatory)

## Supplier response tab – D7-Prevention of Recurrence

D8 - Conclusion and Appreciation of the Team's Success Collapse 

**8D report evaluation (mandatory)**

Independent evaluation performed   
No 8D report evaluation exists.  
The complaint was re-opened on 4/10/2024 11:40 AM CEST.

Save and submit   More 

Click "8D report evaluation (mandatory)."

If there is a request from the Astemo side, it will be displayed as mandatory and must be implemented.  
If it is not marked as mandatory, it is an optional item for the supplier.





# E-31 8D report evaluation (mandatory)

## Supplier response tab – D7-Prevention of Recurrence

Title	Answer	Pts.	Max. pts.
PROBLEM Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum. Lorem ipsum AM	Partly OK	4	5
D2: Problem description	Partly OK	5	7
D3: Containment action	Requirements fulfilled/Bonus	10	10
D4: Define and verify non-detection root cause(s)	Requirements fulfilled/Bonus	10	10
D4: Define and verify occurrence root cause(s)	Requirements fulfilled/Bonus	10	10
D5: Choose and verify non-detection corrective action(s)	Requirements fulfilled/Bonus	10	10
D5: Choose and verify occurrence corrective action(s)	Partly OK	7	10
D6: Implement non-detection corrective action(s)	Requirements fulfilled/Bonus	10	10
D6: Implement occurrence corrective action(s)	Requirements fulfilled/Bonus	10	10
D7: Action(s) to prevent recurrence	Requirements fulfilled/Bonus	10	10
D8: Closing 8D	Requirements fulfilled/Bonus	5	5
Report	Partly OK	1	3
<b>Total score</b>		<b>92</b>	<b>100</b>
<b>Total (%)</b>		<b>92.0%</b>	

8D report evaluation done by (name, dpt):

OK Reset entries Cancel

Click "OK" after the evaluation.

The evaluation result is displayed as 92/100 pts.

# E-32,33,34 Save/Cancel

## Supplier response tab – D7-Prevention of Recurrence

Change 8D-7700 analysis (mandatory)

Title	Status	Planned implementation	Actual implementation
● Training ▼	Draft	4/4/2024 2:00 PM CEST	4/4/2024 4:00 AM CEST
● Machining condition ▼	Draft	4/4/2024 2:00 PM CEST	4/4/2024 2:00 PM CEST

Overview of independent evaluator		
Name	Position	E-mail
Warthmann, Sandra		Sandra.Warthmann@supplyon.com

### D8 - Conclusion and Appreciation of the Team's Success

Collapse

8D report evaluation (mandatory)

Independent evaluation performed  by Warthmann, Sandra, on 4/15/2024 10:03 AM CEST  
The 8D report evaluation is finished. Result: 92.0%  
The complaint was re-opened on 4/10/2024 11:40 AM CEST.

Save and submit to customer

Save as draft

Cancel

More ▼

“Save and submit to customer” is executed when each step is completed and reported to Astemo.

- Once all information has been entered and confirmed, Click “Save and submit to customer.” This information will be sent to Astemo.
- If you do not want to send the information to Astemo, click “Save as draft.”



## Supplier response tab – D7-Prevention of Recurrence

This screen is displayed if you click “Save and submit to customer.”

**Submit options**

[Help and support](#)

Only selected steps are sent to the customer.

- Basic data (incl. D1)
- D3 - Containment Actions (incl. D2)
- D4 - Root Cause Analysis
- D5 - Selection and Verification of Corrective Actions
- D6 - Implementation and Validation of Corrective Actions
- D7 - Prevention of Reoccurrence (with 8D report evaluation)

**Set status**

- Completed by supplier
- Closed by supplier

Check the items you want to submit to Astemo.

\*Only items that have been entered can be checked.



# E-32,33,34 Save/Cancel

## Supplier response tab – D7 Prevention-Recurrence

D6 - Implementation and Validation of Corrective Actions			
Due date for step set by Customer corporate group: 4/22/2024 8:12 AM CEST			
Title	Status	Root cause	
● Training to Operator	Draft	Environment of inspection area (Non-Detection)	
● Optimization of Machining conditions	Draft	Poor Machining conditions (Occurrence)	
● Environment of inspection area	Draft	Poor visual inspection (Non-Detection)	

D7 - Prevention of Reoccurrence	
Due date for step set by Customer corporate group: 5/8/2024 8:12 AM CEST	
Title	Status
● Training	Submitted
● Machining condition	Submitted

Once the submission to Astemo is completed, the signal will turn green. (Green signal indicates submission)

D6 - Implementation and Validation of Corrective Actions		
Due date for step set by Customer corporate group: 4/22/2024 8:12 AM CEST		
Title	Status	Root cause
● Training to Operator	Submitted	Environment of inspection area (Non-Detection)
● Optimization of Machining conditions	Submitted	Poor Machining conditions (Occurrence)
● Environment of inspection area	Submitted	Poor visual inspection (Non-Detection)

D7 - Prevention of Reoccurrence	
Due date for step set by Customer corporate group: 5/8/2024 8:12 AM CEST	
Title	Status
● Training	Submitted
● Machining condition	Submitted

Name	Position	E-1
Warthmann, Sandra		Sa

# E-32,33,34 Save/Cancel

Supplier response tab – D7-Prevention of Recurrence



SupplyOn Services ▾

News

Administration ▾

More ▾

My SupplyOn > **Problem Solver: Complaints** > Housing ID(Inner Diameter) Scratch (86187): Supplier response > 8D report evaluation

Housing ID(Inner Diameter) Scratch (86187) (Draft)

Click "Problem Solver: Complaints" at the top to return to the complaint list.

Cancel

More ▾

Customer complaint

**Supplier response**

Status and timeline

## Basic data

8D reference:

Complaint ID, title

Search

Production date (supplier):

3/20/2024

Production date (Astemo.):

4/1/2024





# E-32,33,34 Save/Cancel

## Complaints tab

My SupplyOn > Problem Solver: Complaints Help and support | Print | Message to support

Complaints Tasks Act as substitute

ID, title, description, part number

only ongoing complaints  only complaints of last year  only complaints with write permission

Advanced Search Table profiles: SupplyOn default

ID	Title	Customer corpor	Customer plant	Part number	Status	Last D-step	Date	Changed on	Sort	Changed by	Discussions
86187	Housing ID(Inner Diameter) Scratch	Hitachi Astemo Ltd.	EU-DE-DEESP1-...	A1230-000001	Open, Draft	D3	4/1/2024	4/17/2024 6:49 A...		User DE, Dear Ast...	
86232	SC_Clearance measurement NG	Hitachi Astemo Ltd.	EU-CZ-CZZAP1-Z...	A1230-000001	Closed by supplier		4/15/2024	4/15/2024 8:39 A...		User DE, Dear Ast...	
86111	Short to 8D without closed by supplier	Hitachi Astemo Ltd.	EU-DE-DEESP1-...		Open	D6	3/27/2024	4/12/2024 3:56 A...		User DE, Dear Ast...	
86141	test_H1	Hitachi Astemo Ltd.	EU-DE-DERWP1-...	不要	Completed by supplier	D7	4/1/2024	4/12/2024 3:50 A...		User DE, Dear Ast...	

When saved with "Save as draft" (not submitted to Astemo), the status will be "Open, Draft."

My SupplyOn > Problem Solver: Complaints Help and support | Print | Message to support

Complaints Tasks Act as substitute

ID, title, description, part number

only ongoing complaints  only complaints of last year  only complaints with write permission

Advanced Search Table profiles: SupplyOn default

ID	Title	Customer corpor	Customer plant	Part number	Status	Last D-step	Date	Changed on	Sort	Changed by	Discussions
86232	SC_Clearance measurement NG	Hitachi Astemo Ltd.	EU-CZ-CZZAP1-Z...	A1230-000001	Open, Updated		4/15/2024	4/17/2024 7:52 A...		Buyer, Astemo01	
86187	Housing ID(Inner Diameter) Scratch	Hitachi Astemo Ltd.	EU-DE-DEESP1-...	A1230-000001	Closed by supplier	D7	4/1/2024	4/17/2024 7:34 A...		User DE, Dear Ast...	
86111	Short to 8D without closed by supplier	Hitachi Astemo Ltd.	EU-DE-DEESP1-...		Open	D6	3/27/2024	4/12/2024 3:56 A...		User DE, Dear Ast...	
86141	test_H1	Hitachi Astemo Ltd.	EU-DE-DERWP1-...	不要	Completed by supplier	D7	4/1/2024	4/12/2024 3:50 A...		User DE, Dear Ast...	
86128	SET Small ID (Inner Diameter)	Hitachi Astemo Ltd.	EU-DE-DEESP1-...	不要	Open	D3	4/1/2024	4/2/2024 8:40 AM		User DE, Dear Ast...	

When saved with "Save and send to customer" (Sent to Astemo)

# F-1/2/3 Status and timeline

## Status and timeline tab

SUPPLYON QAS/PrePRD SupplyOn Services News Administration More Astemo Test Seller DE - User DE Dear Astemo Test Seller Log Out

My SupplyOn > Problem Solver: Complaints > Housing ID(Inner Diameter) Scratch (86187): Status and timeline Help and support | Print | Message to support

Housing ID(Inner Diameter) Scratch (86187) Hitachi Astemo Ltd.

Save and submit to customer Save as draft Cancel More

Customer complaint Supplier response **Status and timeline** Discussions

**Status** Collapse

Status: Open, New  
Last customer status change: No status change yet  
Last change by supplier: -  
Last change by customer: 4/10/2024 8:45 AM CEST, Astemo01 Buyer, Saved and submitted

**Dates for responses** Collapse


Step	Due date	Submitted on	Submitted by
Basic data (incl. D1)	4/9/2024 8:12 AM CEST	Not yet sent	
D3 - Containment Actions (incl. D2)	4/10/2024 8:12 AM CEST	Not yet sent	
D4 - Root Cause Analysis	4/15/2024 8:12 AM CEST	Not yet sent	
D5 - Selection and Verification of Corrective Actions	4/15/2024 8:12 AM CEST	Not yet sent	
D6 - Implementation and Validation of Corrective Actions	4/22/2024 8:12 AM CEST	Not yet sent	
D7 - Prevention of Reoccurrence	5/8/2024 8:12 AM CEST	Not yet sent	
Status "Completed by supplier"		Not yet set	
Status "Closed by supplier"		Not yet set	

Save and submit to customer Save as draft Cancel More

**History**

Customer corporate group (4/10/2024 8:45 AM CEST): Sent with status "Open"  
Customer corporate group (4/10/2024 8:19 AM CEST): Sent with status "Open"

A deadline is set for each step of the 8D report. Response (submission) is required by this deadline



# G-1,2,3,4,5,6 More - Download/Report rejection

## Supplier response screen

My SupplyOn > [Problem Solver: Complaints](#) > Housing ID(Inner Diameter) Scratch (95967): Supplier response

Housing ID(Inner Diameter) Scratch (95967)

Save and submit to customer Save as draft Cancel More ▾

Customer complaint **Supplier response** Status and timeline

Basic data

8D reference:

Production date (supplier):

Production date (Astemo.): 4/1/2024

Download PDF file  
Reject complaint  
Download complaint as XML file  
Download 8D report as XML file  
Upload 8D report as XML file

- Download PDF file
- Reject complaint
- Download complaint as XML file
- Download 8D report as XML file
- Upload 8D report as XML file

# G-2 Download PDF file

## Supplier response screen

My SupplyOn > [Problem Solver: Complaints](#) > Housing ID(Inner Diameter) Scratch (95967): Supplier response

Housing ID(Inner Diameter) Scratch (95967)

Save and submit to customer Save as draft Cancel More ▾

Customer complaint **Supplier response** Status and timeline

Basic data Collapse [T]

8D reference:

Production date (supplier demo.): 4/1/2024

**Download PDF file**

- Customer complaint
- Status and timeline
- Supplier response
- 8D report evaluation

**Additional options**

- Print out images

Download PDF file  
Reject complaint  
Download complaint as XML file  
Download 8D report as XML file  
Upload 8D report as XML file


① Click "Download PDF file."

② Check required fields and click "Download PDF file" to download the PDF file.

If you check "Print out images," the attached file image will be displayed as an image of the PDF. (Image quality is low)  
\*Only the following file formats can be printed as images.  
File format: jpg, png, gif, jfif, bmp

## Supplier response screen

Complaint: Housing ID(Inner Diameter) Scratch (95967)

Details	
Attachments	Attachment.pdf;
	

Images are also displayed in the report.



# G-3 Reject complaint

## Supplier response screen

The screenshot shows the 'Supplier response' screen for a complaint. The breadcrumb path is 'My SupplyOn > Problem Solver: Complaints > Housing ID(Inner Diameter) Scratch (95967): Supplier response'. The page title is 'Housing ID(Inner Diameter) Scratch (95967)'. There are buttons for 'Save and submit to customer', 'Save as draft', 'Cancel', and 'More'. The 'More' button is highlighted with a red box, and a dropdown menu is shown with options: 'Download PDF file', 'Reject complaint', 'Download complaint as XML file', 'Download 8D report as XML file', and 'Upload 8D report as XML file'. A callout box points to the 'Reject complaint' option with the instruction: '① Click "Reject complaint."'. Below the 'More' button, there are tabs for 'Customer complaint', 'Supplier response', and 'Status and timeline'. The 'Supplier response' tab is active, and a 'Reject complaint' dialog box is open. The dialog box contains the text: 'Please enter a reason for rejecting a complaint. The rejection is saved as a D3 containment action for documentation.' Below this is a large text input field. A note at the bottom of the dialog says: 'Note: New or changed data of already submitted steps will also be sent to the customer.' At the bottom of the dialog are buttons for 'Save and reject complaint' and 'Cancel'. A callout box points to the 'Save and reject complaint' button with the instruction: '② Enter the reason for rejecting (withdrawing) the report and click "Save and reject complaint."'.

## Complaint screen (Supplier side)

Supplier side of the Complaint screen. The page shows a complaint for "SC\_Clearance measurement NG (86232)". The "Discussions" button is highlighted in a red box, and a yellow arrow points to it.

Discussion (chat) is possible by clicking on the envelope in the upper right of the screen. The chat can start from either the supplier or Astemo.

## Complaint screen (Astemo side)

Astemo side of the Complaint screen. The page shows a complaint for "SC\_Clearance measurement NG (86232)". The "Discussions" button is highlighted in a red box, and a yellow arrow points to it.

## Popup screen after clicking on the envelope (Supplier side)

The screenshot shows a 'Discussions' popup window with a 'Help and support' link in the top right. A message status bar at the top indicates 'No discussions or notifications were found.' Below this is the 'Your message' section, which includes a recipient field containing 'Hitachi Astemo Ltd.' and a text input area with the message 'Would you share the technical specification?'. A character count shows '1956 characters left'. There are 'Attach file' and 'Capture screen' options, with a note that 'Multiple files can be selected by holding CTRL'. At the bottom of the message area are 'Send' and 'Cancel' buttons. A 'Close' button is located at the bottom center of the popup window.

In this example, the supplier enters a message to Astemo.





## Complaint list screen (Astemo side)

My SupplyOn > Problem Solver: Complaints

Help and support | Print | Message to support

Act as substitute

Complaints Tasks

ID, title, description, part number Search Reset search Create complaint

only ongoing complaints  only complaints of last year  only complaints with write permission

Advanced Search Table profiles: SupplyOn default

ID	Title	Supplier	Customer plant	Part number	Status	Last D-step	Date	Sort	Changed on	Changed by	Discussions
86232	SC_Clearance measurement NG	Astemo Test Seller DE	EU-CZ-CZZAP1...	A1230-000001	Open		4/15/2024		4/17/2024 7:52 A...	Buyer, Astemo01	
86162	test	Astemo Test Seller DE			Draft		4/5/2024		4/5/2024 8:46 A...	Buyer, Astemo01	

The envelope color turns blue, meaning a new message has arrived.

## Popup screen after clicking on the envelope (Astemo side)

Discussions Help and support

Enter your message here 2000 characters left

Created at: April 23, 2024 8:46:52 AM

Complaint from Hitachi Astemo Ltd. for Astemo Test Seller DE  
Complaint title: SC\_Clearance measurement NG, Complaint ID: 86232  
Part number: A1230-000001, Part name: Housing, Status: Open  
Recipients: Hitachi Astemo Ltd. (show users) Dear Astemo Test Seller User DE

Reply Add recipient Mark as read

Created at: April 23, 2024 8:46:52 AM

Comment from Dear Astemo Test Seller User DE, Astemo Test Seller DE  
Would you share the technical specification?

Reply Mark as read

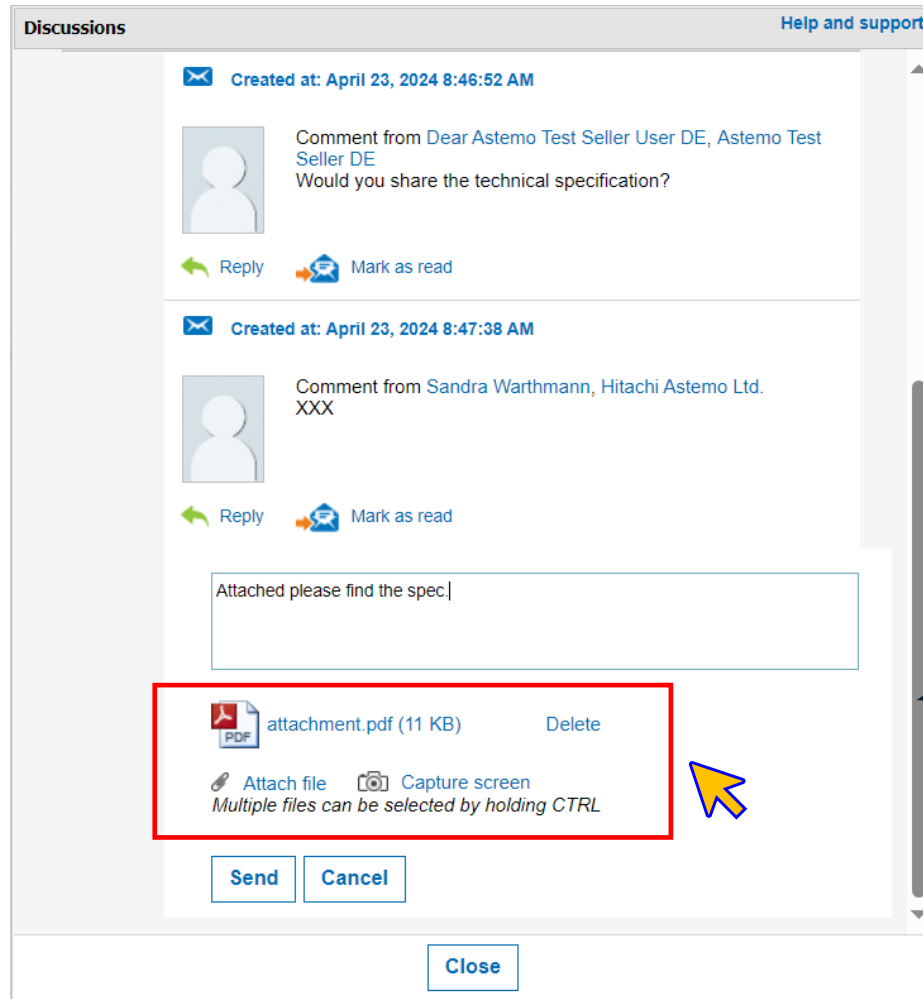
Created at: April 23, 2024 8:47:38 AM

Comment from Sandra Warthmann, Hitachi Astemo Ltd.  
XXX

Reply Mark as read

Close

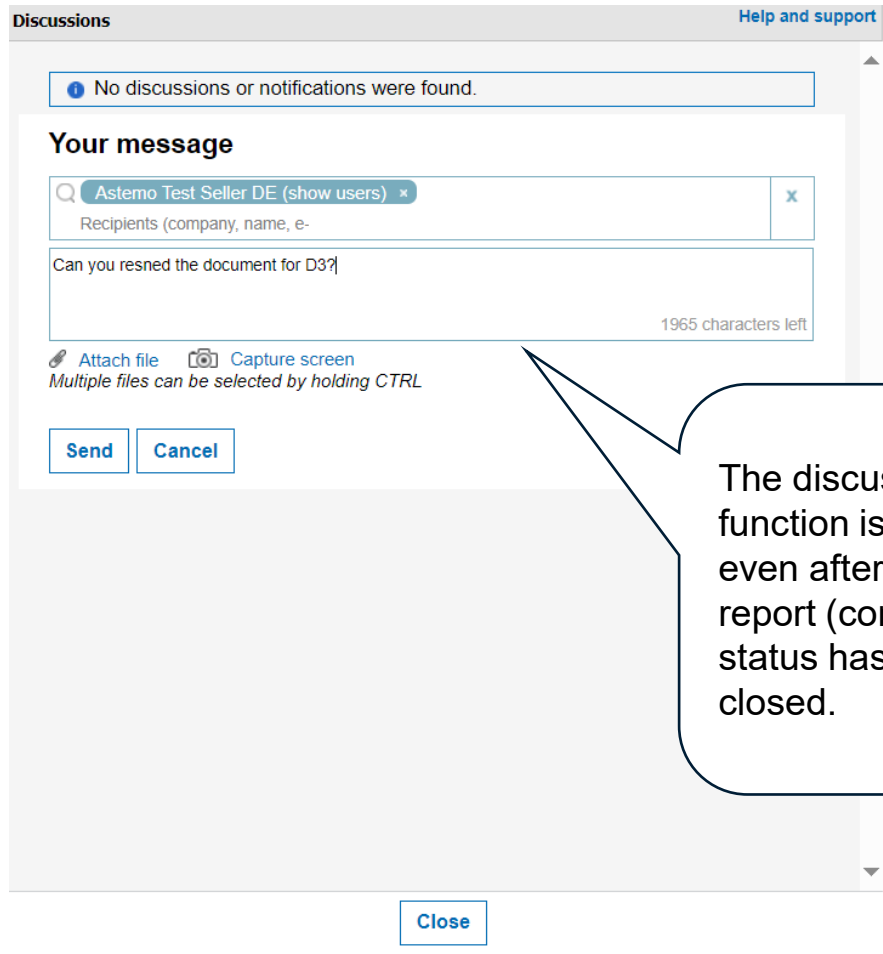
## Popup screen after clicking on the envelope (Astemo side)



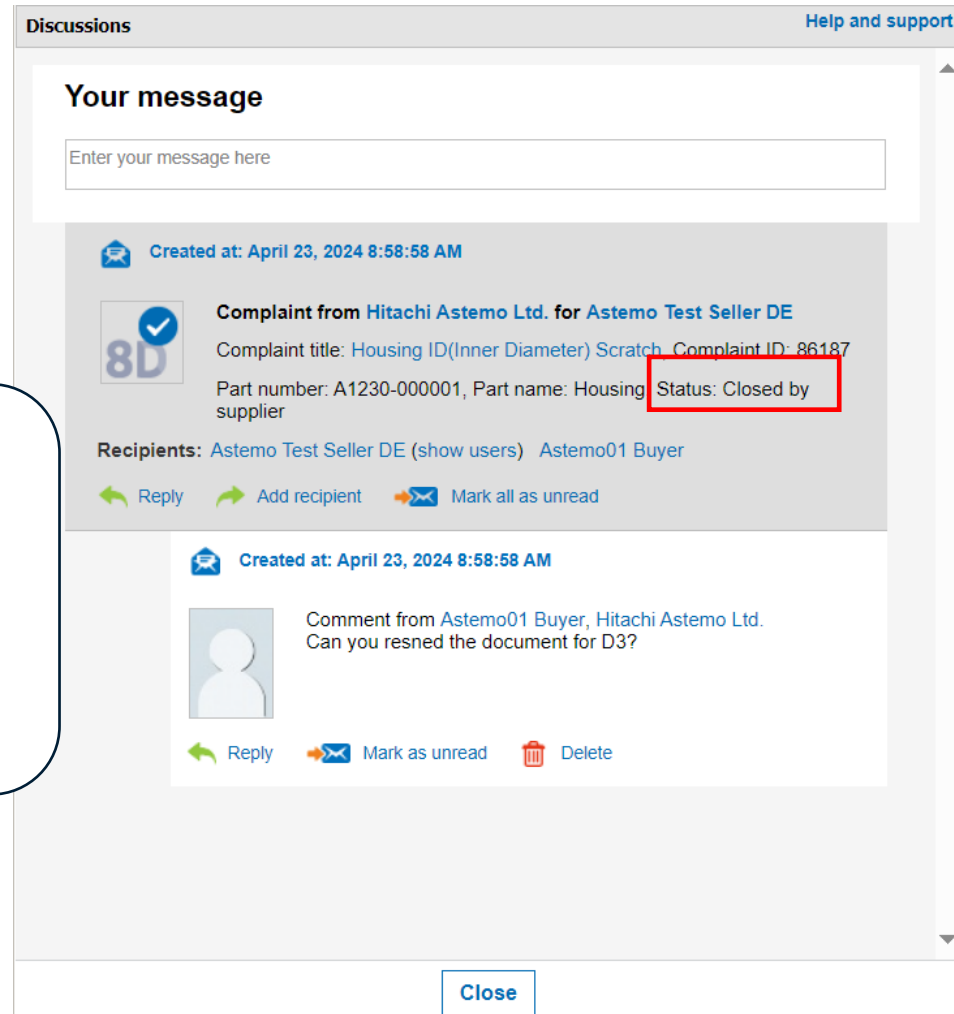
Files can be attached to the message.

The file attached in the discussion will not be displayed in File Management. Files needed for the 8D report should be attached in each section.

## Popup screen after clicking on the envelope (Astemo side)



The discussion function is available even after the 8D report (complaint) status has been closed.



## Supplier response tab

SUPPLYON SupplyOn Services News Administration More TRG\_Astemo Test Seller JP - ACCEPTANCE01 Astemo Test Seller Log Out

My SupplyOn > Problem Solver: Complaints > Housing ID(Inner Diameter) Scratch (95967): Supplier response

Housing ID(Inner Diameter) Scratch (95967) Hitachi Astemo Ltd.

Save and submit to customer Save as draft Cancel More

Customer complaint **Supplier response** Status and timeline Discussions

**Basic data** Collapse

8D reference:  Search

Production date (supplier):  Production date (Astemo.): 4/1/2024

Due date for submission of Basic Inf.:  5:00 PM

Due date for submission of D3:  6:00 PM

Due date for submission of D4:  5:00 PM

Due date for submission of D5:  3:00 PM

Accepted defective quantity:  Complaint quantity: 35 each

Comment to customer: We will investigate this complaint and implement countmesures.

Attachments: Attachment(Basic information).pdf (16 KB); Upload | Manage attachments CTRL key for multiple upload.

Supplier's part number:  Manufacture name:  Manufacture DUNS#:  Manufacturing site:  Manufacturing site:

**History**

- Customer corporate group (5/10/2024 12:45 PM JST): Sent with status "Open"
- Astemo Test Seller ACCEPTANCE01 (5/10/2024 12:40 PM JST): Sent with status "Closed by supplier"
- Customer corporate group (5/10/2024 12:38 PM JST): Sent with status "Open"
- Customer corporate group (5/10/2024 12:37 PM JST): Sent with status "Open"
- Astemo Test Seller ACCEPTANCE01 (5/10/2024 12:32 PM JST): Sent with status "Closed by supplier"
- Astemo Test Seller ACCEPTANCE01 (4/19/2024 1:58 PM JST): Sent with status "Open"
- Astemo Test Seller ACCEPTANCE01 (4/19/2024 1:20 PM JST): Sent with status "Open"
- Customer corporate group (4/19/2024 1:17 PM JST): Sent with status "Closed by customer"
- Customer corporate group (4/19/2024 11:24 AM JST): Sent with status "Open"
- Customer corporate group (4/19/2024 11:22 AM JST): Sent with status "Canceled"
- Astemo Test Seller ACCEPTANCE01 (4/18/2024 4:05 PM JST): Sent with status "Open"
- Customer corporate group (4/18/2024 1:58 PM JST): Sent with status "Provisionally accepted"

“History” is displayed on the right side of the screen. You can check the history of the updates.

# Astemo

