



**HITACHI**  
Inspire the Next

# SupplyOn Problem Solver (8Dレポート) ユーザーマニュアル

**Astemo**

CONFIDENTIAL

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



\* 8Dとは…

問題の原因を特定して適切な対策を講じ、再発防止策を立てるプロセスを体系的に行うためのツールであり、この手法を適切に実行することでIATF16949の要求事項（特に10.2.3節）を満たすことが出来る。

ここで言う“適切に”とは、書き込み事項に誤りがなく、前述のIS/IS NOT、Ishikawa Analysis、5-Whyを正しく実施して真の原因が抽出されており、恒久対策並びに再発防止策が真の原因の其々に対応しているということ。

また、表記について言うと、8DのDは“Discipline”（日本語で「躰」とか「規律」）のD、8Dの8はStep数である。

以下に、8つのStepとその概要を記す。

D1. チームの編成：問題解決のために適切なメンバーを集め、役割と責任を明確にする。

役割と責任は、この時点ではっきりさせておくことが肝心。

D2. 問題の説明： SupplyOnでは3W1Hで問題を明確化し、その影響をチームで共有する。

3W1Hとは・・・ What：何を、Where：どこで、When：いつ、How many：いくつ のこと

D3. 応急処置：暫定対策を早急に立案・実行して、問題の影響を最小限に抑える。 …顧客在庫品・自社倉庫在庫品の再検査、製造ラインの区切り、疑わしい製品の隔離、他

D4. 根本原因の特定： Ishikawa Analysis、5-Why等を活用して、問題の根本原因を見つけ出す。

D5. 恒久対策：根本原因を解決するための対策を計画する。 …ジャマ板、FP、フェールセーフ他のポカ除けの設置、治工具の見直し、当該工程の作業手順書の改定、等々の直接対策

D6. 対策の実施と検証：計画した対策を実施し、その効果を検証する。

D7. 再発防止策：体系的な予防策を立てる。 …社内品質標準の改定や新規標準の作成、ルール作り

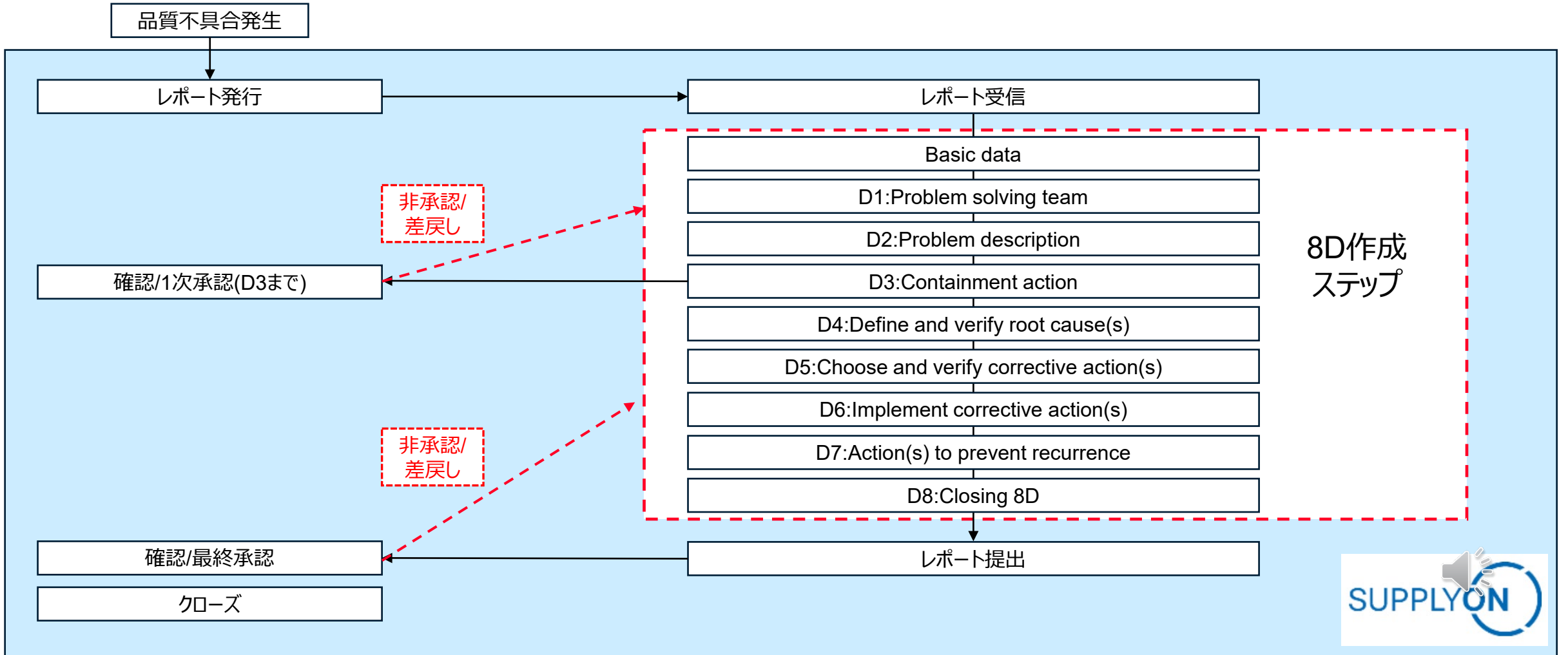
D8. チームの賞賛（顧客承認）：問題解決に成功したチームの努力を讃える。

上司から部下への、「ご苦労さん」の一言がとても大切！



## Astemo

## Supplier



[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	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	PDFファイルをダウンロード
G-3 Reject complaint	レポートの拒否(取り下げ願い)
G-4 Download complaint as XML file	XMLファイルとして不具合レポートをダウンロード
G-5 Download 8D report as XML file	XMLファイルとして8Dレポートをダウンロード
G-6 Upload 8D report as XML file	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 action  
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-Why)	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 Reoccurrence  
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 Problem Solverへのアクセス

## SupplyOnへログインした初期画面

The screenshot shows the SupplyOn dashboard home page for user 'Astemo Test Seller DE'. The dashboard features several widgets: Business Directory, Document Management, Flexible Survey, Performance Management, Problem Solver, and Project Management. The 'Problem Solver' widget is highlighted with a red box and contains the following data:

4	8
Actions due within 24 hours	Actions due within 10 days
133	
New actions	

A callout box with a yellow arrow pointing to the right-pointing arrow icon in the top right corner of the 'Problem Solver' widget contains the text: 右上の矢印をクリックして、Problem Solverを開く

## Problem Solverを開いた画面

SUPPLYON SupplyOn Services News Administration More

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

My SupplyOn > Problem Solver: Complaints

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	Customer corporate	Customer plant	Part number	Status	Last D-step	Date	Changed on	Changed by	Discussions
96142	Hitachi Astemo Ltd.	EU-DE-DEESP1-Espel...		Open, New		4/22/2024	4/22/2024 7:15 PM JST	Aprin, Roman	
96052	Hitachi Astemo Ltd.	EU-DE-DERWP1-Sach...	A1230-000001	Open, Updated	D7	4/19/2024	4/19/2024 2:53 PM JST	User1, Test	
95967	Hitachi Astemo Ltd.	EU-DE-DEESP1-Espel...	A1230-000001	Open, Draft	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

Complaints :  
過去の案件一覧が表示されているタブです。

## Problem Solverを開いた画面

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 comp.	Customer plant	Part number	Status	Last D-step	Date	Sort	Changed on	Changed by	Discussions
96142	Hitachi As...	Test	Hitachi Astemo Ltd.	...	Open, New		4/22/2024		4/22/2024 7:15 PM JST	Aprin, Roman	
96052	Test SC1		Hitachi Astemo Ltd.	EU-DE-DERW...	Open, Updated	D7	4/19/2024		4/19/2024 2:53 PM JST	User1, Test	
95967	Housing		Hitachi Astemo Ltd.	EU-DE-DEESP1-Espel...	Open, Draft	D3	4/1/2024		4/23/2024 12:47 PM JST	ACCEPTANCE01, Aste...	

Download Excel file

3 Complaints

First Previous | Page 1 of 1 | Next Last

過去案件の検索機能  
ID, 件名、部品番号を入力して検索できる

チェックボックスの機能

- only ongoing complaints : チェックを入れるとクローズしていない案件が表示される
- only complaints of last year : チェックを入れると直近1年の案件が表示される
- only complaints with write permission : チェックを入れると本ユーザーが編集可能な案件(担当案件)が表示される

## Problem Solverを開いた画面

The image shows a screenshot of the 'Problem Solver: Complaints' interface. On the left, a sidebar contains a table of complaints and a red box around the 'Advanced Search' button. A red arrow points from this button to a larger, detailed view of the search interface. This view includes a search bar, filter checkboxes, and a list of search criteria with dropdown menus and 'Delete line' buttons. A red box highlights an 'Add' button at the bottom right of this search interface, with a callout box explaining that clicking it allows for further search condition settings. A second callout box points to a 'Choose search criteria' dialog box, which lists various criteria such as 'CUSTOMER (=Astemo) Plant', 'Manufacturing Plant Address', and 'Accepted defective quantity'. The 'Astemo' logo is in the bottom left, and a 'CONFIDENTIAL' stamp is at the bottom center.

右下のAddをクリックすると、さらなる検索条件の設定が可能

Advanced Searchをクリックすると、詳細な検索が可能  
ステータスの条件や、不具合の日付などから検索できる。

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

## Problem Solverを開いた画面

The screenshot shows the 'Problem Solver: Complaints' page. A 'Download Excel file' dialog box is open, allowing users to select the data 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.' The third option is selected. Below these options is a list of checkboxes for data fields: 'All', 'Complaint data', 'Basic data', 'D1', 'D2', 'D3', 'D4', 'D4 Ishikawa', 'D4 Risk assessment', 'D5', 'D6', 'D7', and 'D7 Drill-Wide'. The 'Download Excel file' button in the dialog is highlighted with a red box. In the background, a table of complaints is visible, with a 'Download Excel file' button highlighted in blue. A callout box points to this button, stating that a file link will be displayed after the download is complete.

ID	Title	Short to 8D	Supplier	Table profiles	Op
96142	Hitachi Astemo Complaint - Test		Astemo Test Seller DE	SupplyOn default	Op
96052	Test SC1	Short to 8DD7?	Astemo Test Seller DE		Op
95967	Housing ID (Inner Diameter) Scratch	Short to 8D Not closed by supplier	Astemo Test Seller DE		Op

①表示されている案件全ての内容をExcelでダウンロード

②どのステップをダウンロードするかチェックを入れる

③ダウンロードが完了すると、ファイルのリンクが表示されるので、クリックして開く。

## ダウンロードしたExcelファイルの画面

A	B	C	D	E	F	G	H	I	Su
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		D7	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			As
86113			86113	EU-CZ-CZZAP1-Za	Sort confirmation	Open			As
86028			86028	EU-CZ-CZZAP1-Za	aaa	Open			As
86015			86015	EU-CZ-CZZAP1-Za	Test Complaint 031	Open			As
86020			86020	EU-DE-DEESP1-Es	Test Supplier Field	Open			As
86002			86002	EU-DE-DEESP1-Es	Test Listbox	Op			As
85993			85993	EU-DE-DEESP1-Es	Test				As
85949			85949	EU-CZ-CZZAP1-Za	Cracked conden	Open			As

各ステップ毎にシートで分けられ、  
全案件の情報がまとめられている。



# B-6 表示件数の選択

## Problem Solverを開いた画面

SUPPLYON SupplyOn Services News 99 Administration More

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

My SupplyOn > Problem Solver: Complaints

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	Last step	Date	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

Table profiles: SupplyOn default

Rows per page 10

10  
20  
30  
50  
100

First Previous | Page 1 of 1 | Next Last

表示件数を変更できる



## Problem Solverを開いた画面

SUPPLYON SupplyOn Services News 99 Administration More

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

My SupplyOn > Problem Solver: Complaints

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 corporate	Customer plant	Part number	Status	Last D-step	Date	Sort	Changed on	Changed by	Discussions
96142	Hitachi Astemo Comp...	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	How...		DEESP1-Espel...	A1230-000001	Open, Draft		2024		4/23/2024 12:47 PM JST	ACCEPTANCE01, Aste...	

Download Excel file

3 Complaints

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一覧**

- Draft : ドラフト(下書き)
- Open, New : 新規案件作成
- Open, updated : Astemo側から更新があった状態
- Open : サプライヤ側で更新した状態
- Completed by supplier : サプライヤ側で入力完了した状態
- Closed by supplier : サプライヤ側で入力完了し、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)

## Problem Solverを開いた画面

**Help and support : SupplyOnの外部ページを開く**  
**Print : Problem Solver初期画面を印刷**  
**Message to support : SupplyOnの外部ページを開く**

Help and support | Print | Message to support

Help and support : SupplyOn使用方法のサポート画面

Help and support : トピックス毎のFAQの一覧を確認できます

ID	Title	Customer corporate	Customer plant	Part number	Status	Last D-step	Date	Sort	Changed on	Changed by	Discussions
96142	Hitachi Astemo Complaint - Test	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	D7	4/19/2024		4/19/2024 2:53 PM JST	User1, Test	
95967	Housing			0001	Open		4/19/2024		4/19/2024 12:13 PM JST	LOGEST/ROSE/...	

## Problem Solverを開いた画面

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

Taskタブ：全てのタスクが一覧になっており、タスク管理が可能。

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

[Act as substitute](#)

各項目の説明については、B1～B10と同様のため、そちらを参照



# D-1 Customer Complaint

## Problem Solver初期画面

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	Sort	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

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

Table profiles: SupplyOn default

Astemoからレポートが送信されると Statusが "Open, New"と表示される

Title青字をクリックしてレポートを開く

# D-1 Customer Complaint

## Customer complaintタブ

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

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

**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"

**Details** Collapse


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

Customer complaintタブで、顧客(Astemo)から送信された情報を確認できる。  
(サプライヤー側では入力や変更は不可)

## Customer complaintタブ

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.

Astemoが入力した不具合内容を確認できる



## Customer complaintタブ

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:

Astemoが入力した不具合内容の詳細を確認できる



## Customer complaintタブ

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:

Attachmentsの青字をクリックすると添付ファイルがダウンロードできる。  
Astemo側が添付したファイルなので確認要





## Customer complaintタブ

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	

本レポートのAstemo側の対応者の氏名、メールアドレスが記載されています。



# E-1 Supplier response

## Supplier responseタブ

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"

スピーカーアイコン

サプライヤーからの回答、8Dレポートを作成するタブ

## Supplier responseタブ

基本データの入力

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

---

**Basic data** Collapse

8D reference:

Production date (supplier):

Accepted defective quantity:

Production date (Astemo.):

Complaint quantity:

Comment to customer:

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

Supplier's part number:

Manufacture name:

Manufacturing site Name:

Manufacture DUNS#:

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"



## Supplier responseタブ

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

8D reference:

過去に同様の案件で提出した参考のレポートがある場合  
Searchから検索して、レポートを引用することができます。

②参考にしたいレポートを選択し、OKをクリック  
※参照できるレポートはD4ステップまで進んでいるレポートのみ

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:

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 20 | Page 1 of 1 | Next Last

①Searchをクリック

## Supplier responseタブ

Basic data	
8D reference:	<input type="text" value="test_H2 (86159)"/> <a href="#">Delete 8D reference</a>
Production date (supplier):	<input type="text" value="3/20/2024"/>
Accepted defective quantity:	<input type="text" value="35"/> <span>Complaint quantity: 35 each</span>
Comment to customer:	<input type="text" value="We will investigate this complaint and implement countmesures"/>
Attachments:	No attachments were uploaded. <a href="#">Upload</a>   <a href="#">Manage attachments</a> <i>CTRL key for multiple upload.</i>
Supplier's part number:	<input type="text" value="XXXX-XXXXXX"/>
Manufacture name:	<input type="text" value="Supplier manufacture, Ltd."/>
Manufacturing site Name:	<input type="text" value="XXXX site"/>

③参照するレポートが反映されている。  
この後で入力するD1以降も参照するレポートの内容が反映されている。

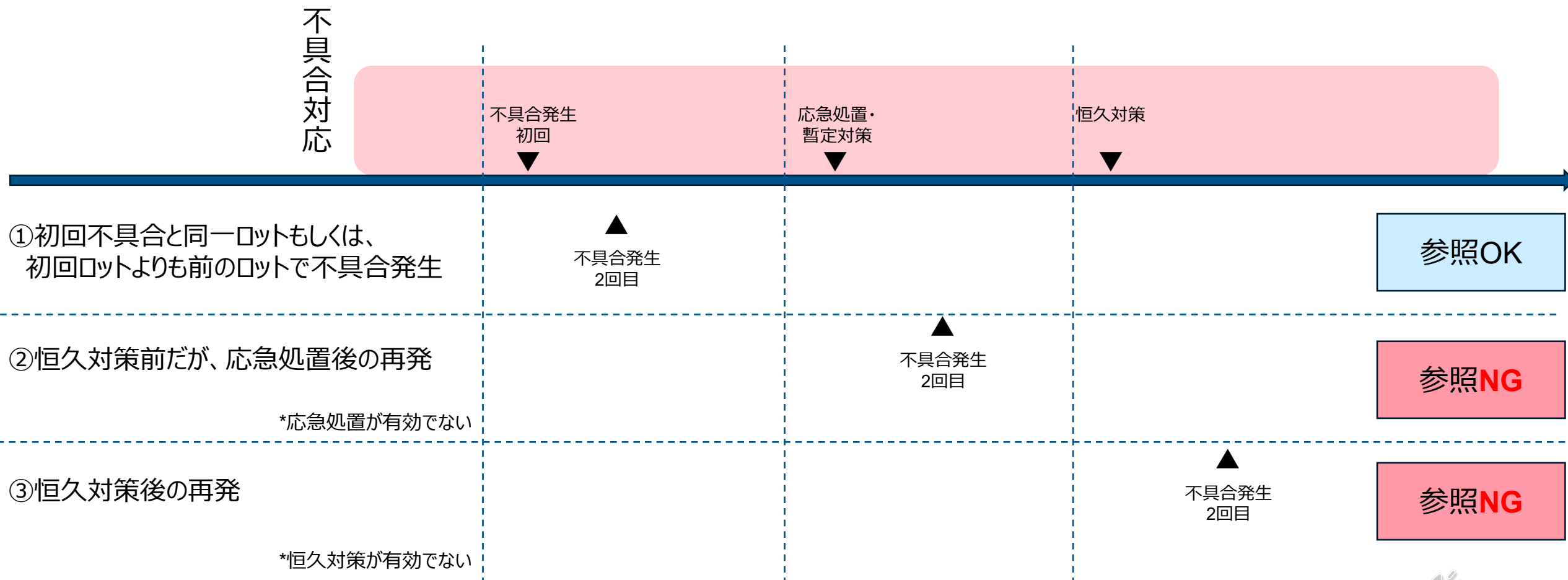
参照する条件については、次ページを確認してください。

Closeしていないレポートを参照する場合、参照したレポートが進んでいるステップまでが反映され、残りのステップの編集は不可になる。

参照された側のレポートを更新すると、参照する側も同内容が自動で更新されます。  
参照された側のレポート(最初に作成したレポート)をCloseさせる必要がある。



# 過去レポートを参照する場合の条件表



## Supplier responseタブ

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

各ステップの納期の項目がある場合は、サプライヤー側で  
対応する納期の日時を入力する。  
(Astemo側で納期を指定している場合は、この項目は表示されま  
せん : Status and timelineタブで納期を確認する)

# E-4 Attachment ファイルの添付

## Supplier responseタブ

Customer complaint **Supplier response** Status and timeline

**Basic data**

8D reference:

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

Accepted defective quantity:  Complaint quantity:

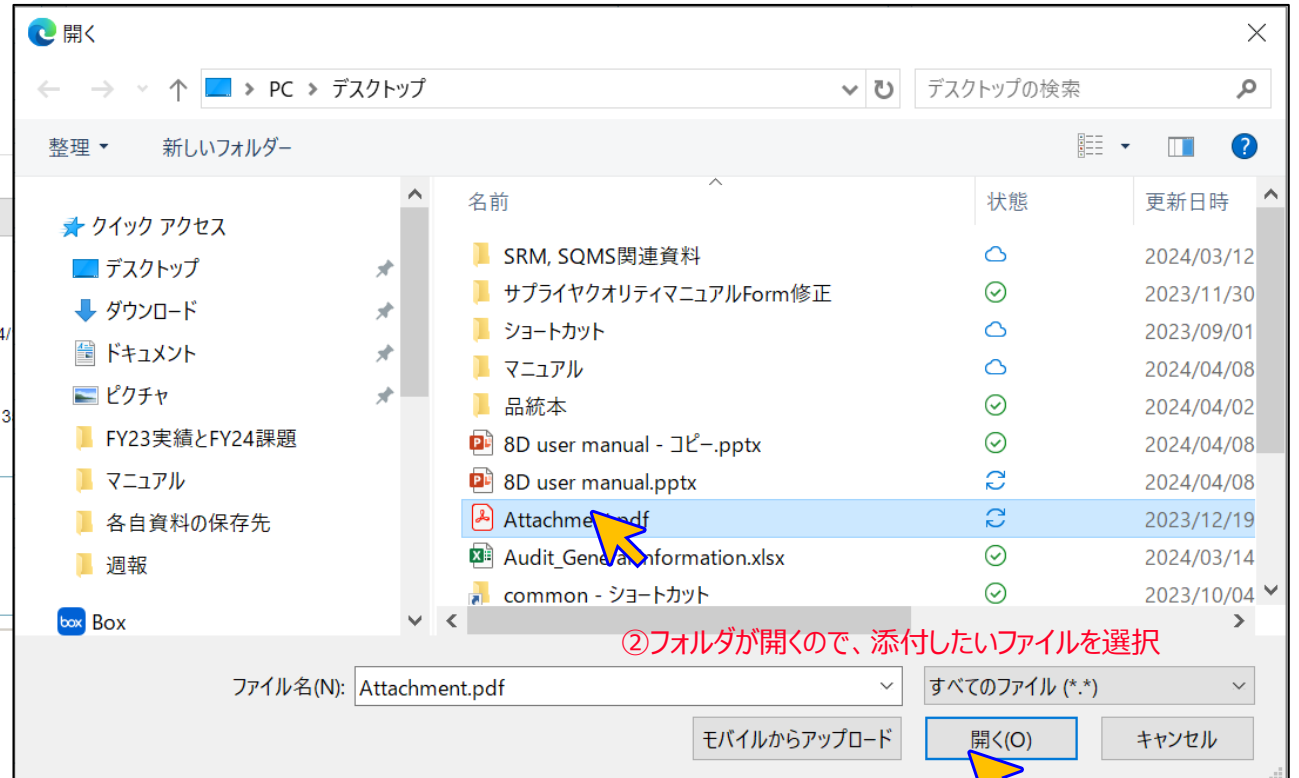
Comment to customer:

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.*





## Supplier responseタブ

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

添付したファイルを削除したい場合は、  
"Manage attachment"をクリック

Supplier's part number: XXXX-XXXXXX

Manufacture name: Supplier manufacture Ltd

Manufacture DUNS#: XXXXXXXXX

Manufacturing site Name: XX

Manage attachments

OK Cancel

Structure	Attachments								
<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	<div style="text-align: right;"><b>Upload</b></div> <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

削除したいファイルにチェックを入れて、Deleteをクリックで削除できる。  
追加で添付したい場合は、uploadをクリックする。

## Supplier responseタブ

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:

.....

.....

Basic dataの入力が完了したら、画面をスクロールダウンして、Supplier-internal dataの入力に移行



## Supplier responseタブ

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は、Astemo側には表示されず、サプライヤー側だけで使用できるフィールドです。サプライヤー側だけで管理したい情報等の共有/保存に使用できます。

Supplier-internal dataの入力が完了したら、画面をスクロールダウンして、D1-Problem solving team(チームの編成)の入力に移行

## Supplier responseタブ

D1 - Problem Solving Team <span style="float: right;">Collapse [T]</span>					
<a href="#">Add team member</a>					
Name	Position	E-mail	Authorization	Team leader	Sponsor

D2 - Problem Description <span style="float: right;">Collapse [T]</span>	
<a href="#">Add is/is not analysis</a>	
<div style="border: 1px solid black; border-radius: 15px; padding: 10px; display: inline-block;">問題解決のメンバーを決定する</div>	

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

Comment on recurring error:



# E-7 Add team member

## Supplier responseタブ

D1 - Problem Solving Team 問題解決の部門横断的チームのメンバーを選択する。 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: Please enter the information on a recurring error here - in case there is one.

Add team memberをクリック



# E-7 Add team member

## Supplier responseタブ

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

名前やメールアドレスを  
直接入力して検索も可

追加したいメンバーにチェックを入れて、  
OKをクリック。

# E-7 Add team member

## Supplier responseタブ

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

SupplyOnに登録していないユーザーを追加することができます  
ただし、追加してもそのメンバーはSupplyOnにはアクセスできません

OK Cancel

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

OK Cancel

①Add unregistered team memberをクリック

SupplyOnに登録していない自社メンバーや、協力会社のメンバーを追加する。  
※ Add unregistered team memberで追加されたメンバーはSupplyOnにはアクセスできません。



# E-7 Add team member

## Supplier responseタブ

### 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

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  |  Rows per page 10

③追加したメンバーがリストに表示され、自動的にチェックが入ります。

②メンバー追加の登録画面が表示されるので、追加メンバーの情報を入力してOKをクリック

④メンバーを選択したら、OKをクリック



# E-7 Add team member

## Supplier responseタブ

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](#)

選択したメンバーが D1 Problem solving teamに反映されている

Team leaderとSponsorをそれぞれ一人選択する。  
※Sponsorは、必要であれば選択する。

Add unregistered team memberで追加したメンバーは、No accessとなっている。(SupplyOnにアクセスできない)

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.

## Supplier responseタブ

D1 - Problem Solving Team Collapse ⓘ

[▶ 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 ⓘ

[▶ Add is/is not analysis](#)

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

Comment on recurring error:

D1 Problem solving teamの入力が完了したら、画面をスクロールダウンして、D2 Problem Description(問題の説明)の入力に移行



# E-9 Add Is/Is Not analysis

## Supplier responseタブ

**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.

Add is/is not analysisをクリック

**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タブ – 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 "/>

Is / is not analysisを入力したら、OKをクリック

\* 製品の問題なのか、或いは工程・工法の問題なのか或いはその他にあるのかを整理するためのステップ

	IS	IS NOT
WHAT	Which product/process is affected by the problem? IS : 同じ工場、製造ラインで同様の問題（可能な限り具体的に）が発生した製品、工程または工法を書き出す	Are there similar products/processes that were not affected by the problem? IS NOT : 同じ工場、製造ラインで生産しているが問題が発生していない製品と各工程・各工法の有無などの違いを具体的に書き出す
WHERE	Where was the product/process when the problem occurred for the first time? IS : 最初に問題が発生したのはどこかを記す 例) ①市場、②出荷倉庫 また、問題が発生した部分はどこかを具体的に書き出す	Where could the deviation also occur? IS NOT : 問題が発生してもよさそうなのに、発生していない場所を書き出す 例) 左記①に対しては顧客ラインや社内、②に対しては工程内、受入倉庫
WHEN	When did the deviation initially occur? IS : 最初に問題が発生したのは何時、どのような時が具体的に書き出す 例) 気温や天候、生産状況（忙しかった、応援者、...）、天災があった、他	Could the problem have already occurred at an earlier stage? IS NOT : 前工程や同一条件と考えらる過去に問題が発生していないことを確認できるのであれば書き出す
HOW MANY	How many deviations are there (amount & PPM)? IS : 発生数を記す（個数と発生割合（母数は弊社品証部門と調整のこと））	How many future deviations can be expected? IS NOT : まだ発生していない、或いは発見されていない対象製品の予想数量を根拠と共に記す

OK Cancel

\* IS/IS NOTとは・・・

「合理的な問題解決・意思決定の手法（ケプナー・トリゴー法：KT法）」の問題分析（PA）において、“問題の明細化”、“想定原因の絞り込み”に用いられる手法である。

（下記原因確定フローの二重枠のステップ）

IS/IS NOTは、原因そのものを抽出するのではなく、原因が何かを探り出すために調査の過程で入手した多くの情報に対して、余分なものを排除し、整理するためのものである。

言い換えるならば、正しい情報を選び出し、現状を正しく観察し、起きている（または、起きていた）事象を正しく把握して、原因究明に結び付ける手法である。

ここで言う“正しい”とは、“推測や推定ではなく、事実が検証出来る”ということである。



## Supplier responseタブ – 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).

問題の定義/明確化について説明を記入

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.

今回の不具合が、別のラインや製品等で同様の不具合が発生しているかについてのコメントを記入



**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	Actual implementation
-------	--------	--------------------	--------	------------------------	-----------------------

**D4 - Root Cause Analysis**

D2 Problem Descriptionの入力が完了したら、画面をスクロールダウンして、D3 Containment Actions(応急処置・暫定対策)の入力に移行

## Supplier responseタブ

**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

**Add actionをクリック**

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

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



## Supplier responseタブ

**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)

暫定対策のタイトルを記入する。  
タイトルは、基本的には右表の1～5から選択して直接入力する。

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

責任者をD1で決定したメンバーから選択。  
メンバーを追加する場合は、Define D1 team memberをクリックして、メンバーを追加する。

Planned implementation: 開始日時の計画を入力  
Actual implementation: 実際の開始日時の入力  
実施がまだの場合はActualの日時を入れずに進み、後から入力する。





## Supplier responseタブ

**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)

Internal actionにチェックを入れると  
Astemo側には表示されず、サプライ  
ヤー側だけに表示される。

Internal actionの活用法  
サプライヤー側だけで管理/実施する対応については、  
Internal actionにチェックを入れて管理してください。

例)

- ・選別方法の検討、選別を実施することによる  
二次不具合が無いかの検討(FMEA)の実施。
- ・選別に使用する検査機器の見極め結果
- ・選別の作業手順書の管理 等

## Supplier responseタブ

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)

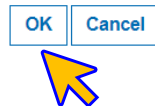
**Confirm**

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?

Yes No

②Actual implementationを入力した状態でOKをクリックすると表示されるのでYesをクリック。その後、入力した内容の訂正や削除はできません。

①入力が完了したら、OKをクリック。



## Supplier responseタブ

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](#)

Actual implementation 実際の実施日を入力してAstemoに送信した後は、訂正や削除はできません。  
追加の項目や訂正がある場合は、Add actionから作成し直す必要がある。

**D3 - Containment Actions**

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
<b>D4 - Root Cause Analysis</b>				
① The customer requests an extended root cause analysis (Ishikawa, 5-Why). <span style="float: right;">▶ Add extended r</span>				
① Due date for step set by Customer corporate group: 4/15/2024 8:12 AM CEST <span style="float: right;">▶ Add failure repr</span>				
<span style="float: right;">▶ Add risk assess</span>				
<span style="float: right;">▶ Add root cause</span>				
Title	Status	5-Why		
<b>D5 - Selection and Verification of Corrective Actions</b>				

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

## 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](#)  
[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 PM	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

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

Actionの実施が完了すると、“Show delivery correct parts”が表示される

ここまでの入力が完了したら、画面最上部(最下部)にある”Save and submit to customer”をクリックして、Astemo側へ提出する。



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

## Supplier responseタブ

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 History

8D reference:

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

Accepted defective quantity:  Complaint quantity: 35 each

Comment to customer:

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

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

🔊

• Save and send to customerをクリック。  
入力内容はAstemoに送信されます。

• Save as draftをクリック。  
Astemo側へは送信されず、保存されます。

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

## Supplier responseタブ

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...	

Save and send to customerをクリックした後  
Status : OpenはAstemo側へは送信されている状態。

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...	

Save as draftをクリックした後  
Status : Open, DraftはAstemo側へは送信されていない状態で保存されている。

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

## Supplier responseタブ

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-step	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

Astemo側でD3ステップまでを確認し、次のステップに進んでもOKという状況。  
(Provisionally acceptedになっていなくても、次ステップへ移行し、  
納期通りの推進をお願いします。)



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

## Supplier responseタブ

**D3 - Containment Actions** Collapse

① 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

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 (Ishikawa, 5-Why) - (mandatory)
- ▶ Add failure mode

Title	Status	Contribution %
-------	--------	----------------

Save and send to customerをクリックすると、“Show delivery correct parts”と表示されていた箇所が、“Add delivery correct parts”と表示されます。

**Correct parts delivered on** Help and support

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

Date:

”Add delivery correct parts”をクリックすると開く  
暫定対策の初品がAstemoに納入される日時を入力する。



# 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 %
-------	--------	----------------	----------------

初品納入の日付を入力すると、"Change delivery correct parts" と表示される。

D3 Containment Actionsの入力が完了したら、画面をスクロールダウンして、D4 Root Cause Analysis(根本原因の特定)の入力に移行

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

## Supplier responseタブ

**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 (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 [↑]

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

Add extended root cause analysisはAstemo側で、必須/任意の選択をします。語尾に(mandatory)と表示がある場合は、Astemo側からの要求がありますので、入力が必要です。



## Supplier responseタブ

Non-Detection   Occurrence

Non-Detection(流出)タブとOccurrence(発生)タブ、それぞれでIshikawa-analysis(フィッシュボーン)を作成する。

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>				

Ishikawa-analysis(フィッシュボーン)で抽出した要因系に対して、Relevant(関連する)、Not relevant(関連しない)を選択する。Relevantを選択すると、"Add 5-why"が表示されるので、それぞれの"Add 5 why"をクリックして、なぜなぜの作成に進む。

# Ishikawa Analysis (フィッシュボーン図)とは

\* Ishikawa Analysisとは...

QC 7つ道具の一つである特性要因図のことであり、問題・不具合・何らかの結果を“特性”とし、この特性に関係していると考えらる“要因”を書き出し、分野別（本システムでは、Man、Material、Machine、Method、Environment、Managementを主要分野としている）に関連付けて、知識や課題の整理、思考の統一、知識の共有、おもて化を図り、原因究明につなげる手法である。

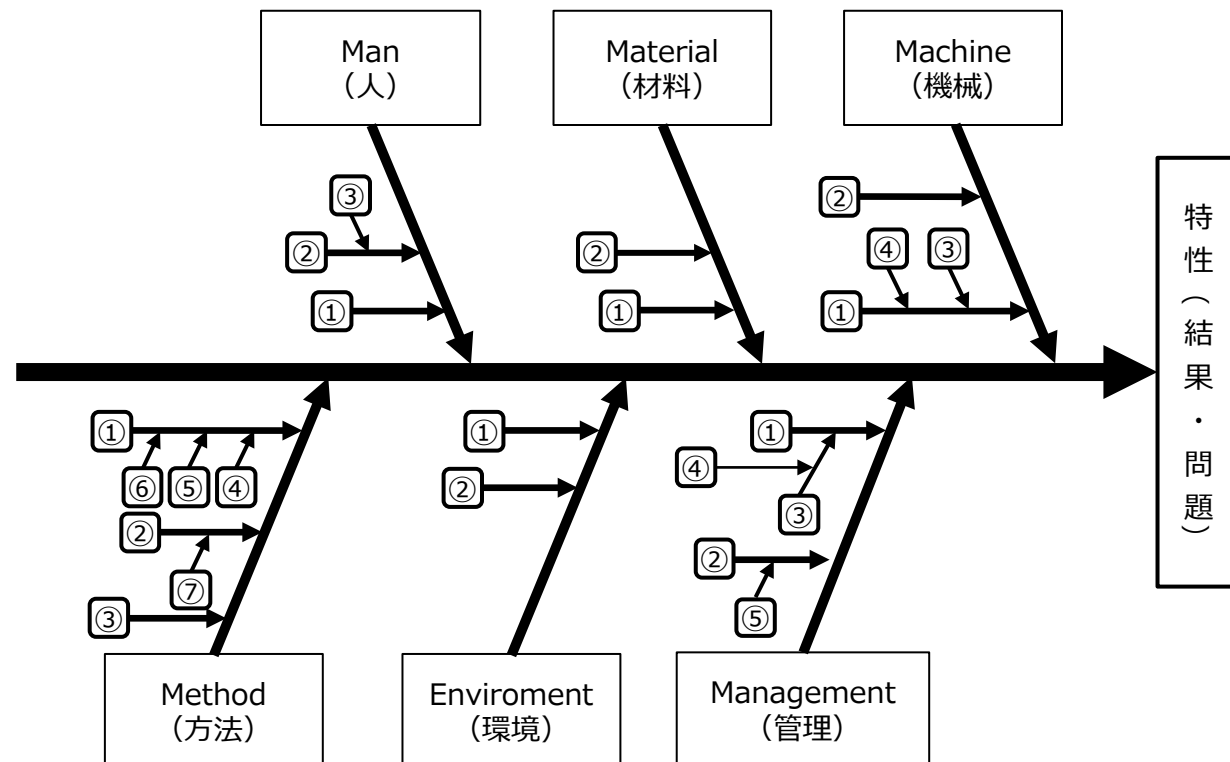
工程管理や工法について詳しいメンバー（少数精鋭）を招集し、特性に影響したと思われる事実に基づく要因を列挙し、主要分野別に分類して関連付けていく。

気を付けるべきは、憶測が紛れ込むと特性要因図作成後の要因検証等で無駄な時間を要するため、討議するメンバーを絞り込みブレインストーミングにならないように注意が必要である。

また、類似した要因（時々あることとたまにあること、要因Aの言葉違い、要因AとBの主語が不明確（情報が不確か？）、他）を統合をするか分けるかについては慎重に選択すること。

時には、誰も気にしていなかった要因、或いは、誰も気が付かなかった要因が、原因究明に大きな影響を及ぼす場合もあるので、たとえ小さな気付きであっても発言し、取り上げることが重要である。

本システムの入力にあたっては、下記の特性要因図を作成し、重要となる（骨が太い）要因から記入していく。



- 手順1) “特性”が何かを明確に定める  
 手順2) 書き出した要因を、主要分野別に分ける  
 例) Manの①、②・・・、Materialの①、②・・・、Machineの①、②、③、・・・  
 手順3) 要因が単独であるものと、要因同士に関連しているものに分ける  
 例) Methodの①と④⑤⑥、②と⑦  
 手順4) 更に、要因同士が関連しているものについて一次、二次、・・・と分ける  
 例) Managementの①の一次は③、二次は④  
 手順5) 現場・現実（2S、設備稼働状況、チョコ有無、等々）、不具合状況（不具合箇所、色や形、発生数量、他）、原理、原則に照らして疑わしい要因を抽出する  
 手順6) 対策を決める  
 a) 疑わしい要因と判断した時点で直接対策を施す  
 b) 疑わしい要因に対して検証を行い、原因を絞り込んで対策を施す  
 \* a) は、片っ端から手を打って、発生が確認されなかったらそれが原因であるとする手法であるため、原因の特定までに時間が掛かってしまう場合がある  
 一方、b) は検証方法を誤ると原因となる要因を見逃してしまう危険がある  
 よって、それぞれの長所短所を理解して、状況に応じて選択することが重要となる  
 但し、本システムでは、Verified（検証方法）という入力欄があることからb) が望ましいとしている

## Supplier responseタブ

### Create 5-Why analysis

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

Failure cause category (level 1)\*:

Failure cause category (level 2)\*:

なぜなぜを作成する。  
作成が完了したら、スクロールダウンしてCreate Root causeに進む。

# 5-Why (なぜなぜ)とは

\* 5-Why (なぜなぜ) とは...

先のIS/IS NotやIshikawa Analysisによって絞り込まれた問題に対する要因について、“なぜ”を5回繰り返して（深掘りして）“真の原因”を導き出すための手法である。

どうして“なぜ”を5回（またはそれ以上）も繰り返さなければならないのかと言うと、要因とはある現象を捉えたもので、この要因に対する1回～4回の“なぜ”で導き出されたものも多くが現象である。・・・経験的であるがたいいてい当てはまる。

そして、多くの場合、5回目の“なぜ”で導き出された要因が“真の原因”である。

よって、この5回目の“なぜ”の欄に記された事柄に対して是正することで、再発防止が図れると言えるのである。

但し、5回目の“なぜ”で導き出された要因が、明らかに現象である場合は、6回目以降の“なぜ”を繰り返すこと。

また、当然のことであり、かつ大変なことではあるが、抽出された要因の一つ一つに対して“なぜなぜ”を行い、工程管理、品質標準、生産技術、設備メンテナンス、他の関連する全ての分野に潜む“真の原因”を導き出して是正することが重要である。

## 【注意点】

(1) 5-Why (なぜなぜ) は大人数で論議するのではなく、少数精鋭で行うことが肝心である。

理由の一つ目は、先の特性要因図と同様に憶測や想定が紛れ込んでしまい、收拾がつかなくなるということである。

理由の二つ目は、多くの意見が出て冷静さが失われ、“なぜ”で掘り下げたつもりが同じことを繰り返していたり、前項の言い換えや説明だったり、或いは本流から逸脱して真の原因が“社長が悪い！”となったりする。・・・本当に社長が悪いのならば仕方がないが、その前にすべきことが在るはずである。

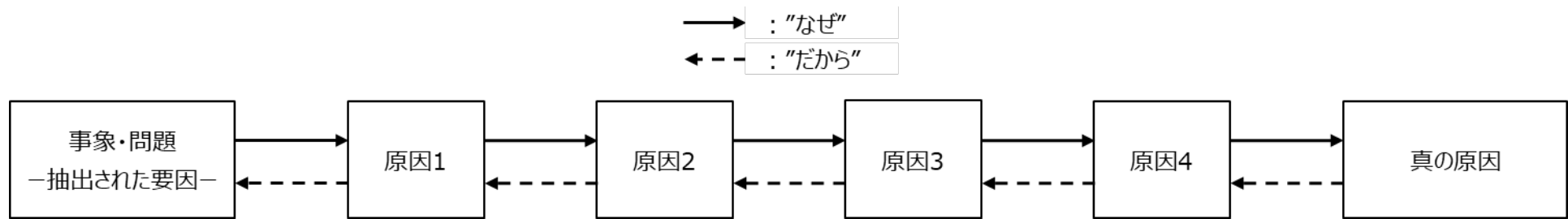
(2) 必ず、要因分析して抽出された要因を最初の「事象・問題」にすること。

漠然と不具合そのものを「事象・問題」にすると、“なぜ”の方向を絞れない。

(3) 常に現象と原因を見極めるように心掛けること。・・・聞いた感じ似ているであるが、意味は全く異なる

(4)  $A \Rightarrow B \Rightarrow C \Rightarrow D \Rightarrow E$ と“なぜ”を繰り返したら安心せずに、 $E \Rightarrow D \Rightarrow C \Rightarrow B \Rightarrow A$ の各段階を“だから”で遡れるか否かを確認すること。

遡れなければ、“なぜ”がおかしいということになるので見直すこと。



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

## Supplier responseタブ

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)\*: 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.*

Descriptionは、なぜなぜの最終Whyの内容が自動的に反映される。追加/修正が必要な場合は、直接入力する。

Create Root causeの入力が完了したら、OKをクリック。



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

## Supplier responseタブ

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>	<a href="#">Poor visual inspection</a>
<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>				
	<input type="button" value="Delete"/>				

Root Cause analysisの入力が完了すると、作成した原因のタイトルが青字で表示される。

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







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

## Supplier responseタブ

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"/>	Manitence	Production Enginior	Not relevant		
<input type="checkbox"/>	Machining condition	Production Enginior	Relevant	Change 5-Why	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.

Occurrenceタブも同様に入力完了したら、OKをクリック。

# E-16 Add failure reproduction

## Supplier responseタブ

**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:

“Add failure reproduction”をクリック。

今回の不具合の再現試験について、入力する。  
入力が完了したら、OKをクリック。

# E-17 Add risk assessment

## Supplier responseタブ

### 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

“Add risk assessment”をクリック。

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.

OK Cancel

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	

Add line Delete

OK Cancel

今回の不具合品の製造日範囲、納入日範囲と数量を入力。  
必要に応じて、コメントも入力可。  
入力が完了したら、OKをクリック。

## Supplier responseタブ

### D4 - Root Cause Analysis

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 condition	100
Poor visual inspection	Draft	Operation Proficiency	100
Environment of inspection area	Draft	brightness of inspection area	100

### 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.

Ishikawa/5whyを経由しなくても、Add root causeから原因作成ができる。  
但し、Ishikawa / 5-Whyがmandatoryの場合は、Ishikawa / 5-Whyを作成しなければなりません。



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

## Supplier responseタブ

### 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
-------	--------	------------	----------	------------------------

D4 Root Cause Analysisの入力が完了したら、画面をスクロールダウンして、D5 Selection and Verification of Corrective Actions(恒久対策)の入力に移行

## Supplier responseタブ

**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

“Add action”をクリック。

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



## Supplier responseタブ – D5 Selection and Verification of Corrective Actions

**Add D5 action**

Title\*: Training to Operator

Description\*: Conduct training to operators.

Status: Draft

Root cause\*: Environment of inspection i

Effect\*: 100 %

Effectiveness assessment:

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

Negative impact:

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

OK Cancel

D4で作成した原因の中で、どの原因に対しての対策を作成するかを選択。  
ドロップダウンにD4で特定した原因が表示されるので一つを選択。

対策内容を入力したら、OKをクリック。



## Supplier responseタブ

**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



D5 Selection and Verification of Corrective Actionの入力が完了したら、画面をスクロールダウンして、D6 implementation and Verification of Corrective Actions(対策の実施と検証)の入力に移行

# E-22 Copy D5 action to D6

## Supplier responseタブ

**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
-------	--------	------------------------

“Copy D5 action to D6”をクリック。

**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
-------	--------	------------	--------	------------

D5の対策内容が表示されるので、一つを選択。

# E-22 Copy D5 action to D6

## Supplier responseタブ

**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.*

D5で入力した内容がコピーされる。

責任者をD1で決定したメンバーから選択。  
メンバーを追加する場合は、Define D1 team memberをクリックして、メンバーを追加する。

対策に対しての検証結果を入力。

OK Cancel

## Supplier responseタブ

**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?

Actual implementation(実施日)を入力した状態でOKをクリックすると表示されるのでYesをクリック。その後は、削除や訂正はできません。



# E-22 Copy D5 action to D6

## Supplier responseタブ

D6 - Implementation and Validation of Corrective Actions <span style="float: right;">Collapse </span>						
Title	Status	Root cause	Effect %	Planned	Actual	Validation
<p> Due date for step set by Customer corporate group: 4/22/2024 8:12 AM CEST</p> <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

D5の対策内容全てに対して、D6(検証)を入力する。



# E-23 Add internal D6 action

## Supplier responseタブ

**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 1:00 PM CEST
100	4/4/2024 1:00 PM CEST	4/4/2024 1:00 PM CEST	4/5/2024 1:00 PM CEST
100	4/4/2024 1:00 PM CEST	4/4/2024 1:00 PM CEST	4/5/2024 1:00 PM CEST

“Add internal D6 action”で、Astemo側には表示されず、サプライヤー側だけに表示される。サプライヤー側のみで管理する対策内容を記録できる。



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

## Supplier responseタブ

**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 ▼	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 inspection						

**Correct parts delivered on**

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

Date:

[Help and support](#)

”Add delivery of correct parts”をクリックすると開く  
恒久対策の初品がAstemoに納入される日時を入力する。



# E-25 Add cancelation of containment action

## Supplier responseタブ

**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**

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タブ

D6 - Implementation and Validation of Corrective Actions <span style="float: right;">Collapse [i]</span>						
① 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 [i]</span>						
① 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			



D6 implementation and Verification of Corrective Actionsの入力が完了したら、画面をスクロールダウンして、D7 Prevention of Recurrence(再発防止策)の入力に移行

# E-27 Add independent evaluator

## Supplier responseタブ

**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)

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

**Callout 1:** Add independent evaluatorをクリック。

**Callout 2:** D1で設定したメンバー以外の人(最終評価/承認者)を選択する。  
※D1で設定したメンバーは選択できない。

**Callout 3:** 最終評価/承認者に設定された方は、メールを受け取ります。メール内リンクより読み取り専用で本レポートを開き、レポートを確認することができます。

**Callout 4:** 最終評価者はレポート確認し、問題無ければD8のチェックボックスにチェックを入れます。

# E-28 Add action

## Supplier responseタブ

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

“Add action”をクリック。



## Supplier responseタブ

**Add D7 action**

Title\*: Training

Description\*:  
Improve training of visual inspection to operators  
Provide continuous training to operators.

Status: Draft

Responsible\*: User DE, Dear Astemo Tes Define D1 team member

Planned implementation\*: 4/4/2024 2:00 PM

Actual implementation: 4/4/2024 4:00 AM

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

Internal action (not visible for customer)

OK Cancel

再発防止策を入力する。

Internal actionにチェックを入れるとAstemo側には表示されず、サプライヤー側だけに表示される。



## Supplier responseタブ

**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?

Actual implementationを入力した状態でOKをクリックすると表示されるのでYesをクリック。  
その後は、削除や訂正はできません。



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

## Supplier responseタブ

**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

“Add Drill-wide analysis(mandatory)”  
をクリック。



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

## Supplier responseタブ

### Add Drill-Wide analysis

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

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

[Add line](#)

Comment (if not applicable):

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

他製品/他ライン等への水平展開の内容を入力する。

Select status dropdown menu:

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

水平展開の現在の状況をドロップダウンから選択する。

- Not applicable : 対象外
- Completed and verified: 完了し、検証済み
- Implemented, but not validated : 実施したが、未検証
- In progress, not implemented : 推進中

## Supplier responseタブ

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

① 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 [↑]

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



D7 Prevention of Recurrenceの入力が完了したら、画面をスクロールダウンして、D8 Conclusion and Appreciation of the Team's Successの入力に移行





## Supplier responseタブ

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 ▼

D7で指定した最終評価/承認者がD1～D7を確認し、  
本レポートを承認する場合にチェックを入れる。



# E-31 8D report evaluation(mandatory)

## Supplier responseタブ – D7 Prevention Recurrence

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

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)

submit to customer Save as d More

“8D report evaluation(mandatory)”をクリック。

Astemo側からの要求がある場合は、mandatoryと表示されていますので、実施が必要。  
Mandatoryと表示がない場合は、サプライヤーでの任意の項目。



# E-31 8D report evaluation(mandatory)

## Supplier responseタブ – D7 Prevention 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

評価が完了したらOKをクリック。

評価結果 92点/100点が表示される。

## Supplier responseタブ – D7 Prevention Recurrence

Change 8D-77100 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”は、各ステップが完了する毎に実施し、Astemo側へ報告する。

- 全ての内容の入力が完了し、確認し終わったら Save and submit to customer をクリック。この内容はAstemoに提出されます。
- Astemoに送信せずに保存する場合は、“Save as draft” をクリック。



## Supplier responseタブ – D7 Prevention Recurrence

“Save and submit to customer”をクリックすると表示される。

**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

**Send** **Cancel**

Astemo側に提出したい項目にチェックを入れる。  
※入力が完了している項目しかチェックできない



## Supplier responseタブ – 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

Astemo側に提出が完了すると、シグナルがグリーンに点灯する。(提出済みを意味するシグナル)

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	
		Overview of i
Name	Position	E-I
Warthmann, Sandra		Sa

# E-32,33,34 Save/Cancel

## Supplier responseタブ – D7 Prevention 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)

最上部の"Problem Solver: Complaints"をクリックして案件一覧に戻る

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タブ

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	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...	

Save as Draftで保存した場合  
(Astemo側には提出されていない)  
Statusは、"open, Draft"になる。

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	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 8:49 AM		User DE, Dear Ast...	

Save and send to customerで保存した場合  
(Astemo側に送信された状態)

# F-1/2/3 Status and timeline

## Status and timelineタブ

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**

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**

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 sent	
Status "Closed by supplier"		Not yet sent	

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"

8Dレポートの各ステップで納期が設定されている。  
この納期までに回答(提出)が必要

## Supplier response画面

SUPPLYON SupplyOn Services News Administration More TRG\_Astemo Tes

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

8D reference: Complaint ID, title Search

Production date (supplier): 3/20/2024 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

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

## Supplier response画面

The screenshot shows the 'Supplier response' page for a complaint. The 'More' dropdown menu is open, showing 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 'Download PDF file' dialog box is also open, with the following content:

**Download PDF file**

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

**Additional options**

- Print out images

Buttons: Download PDF file, Cancel

Background page details: 'Housing ID(Inner Diameter) Scratch (95967)', 'Supplier response' tab selected, 'Production date: 4/1/2024'.

Print out imagesにチェックを入れると、添付ファイルの画像がイメージとしてPDF上に表示される。(画質は低い)

※イメージとして印刷できるファイル形式は下記のみ。  
ファイル形式 : jpg,png,gif,jfif,bmp

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

①Download PDF fileをクリック

②必要な項目にチェックを入れてDownload PDF fileをクリックするとダウンロードされる。

## Supplier response画面

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

Details	
Attachments	Attachment.pdf;
	

イメージとして画像もレポート内に表示される。



# G-3 Reject complaint 取り下げ願

## Supplier response画面

The screenshot shows the 'Supplier response' page 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' dropdown menu is open, showing 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 text '①Reject complaintをクリック'. Below the 'More' menu, there is a 'Reject complaint' dialog box. It contains the text: 'Please enter a reason for rejecting a complaint. The rejection is saved as a D3 containment action for documentation.' followed by a text input field. Below the input field is a note: 'Note: New or changed data of already submitted steps will also be sent to the customer.' and two buttons: 'Save and reject complaint' and 'Cancel'. A callout box points to the 'Save and reject complaint' button with the text '②レポートを拒否(取り下げ)の理由を記述して、“Save and reject complaint”をクリック。'. There is also a speaker icon in the bottom right of the callout area.

## Problem Solverを開いた画面 (サプライヤ側)

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 > SC\_Clearance measurement NG (86232): Customer complaint Help and support | Print | Message to support

SC\_Clearance measurement NG (86232) Hitachi Astemo Ltd.

Save and submit to customer Save as draft Cancel More

Customer complaint Supplier response Status and timeline

Discussions

Complaint Collapse

Customer corporate group: Hitachi Astemo Ltd.  
Customer plant: EU-CZ-CZZAP1-Zatec  
Supplier: Astemo Test Seller DE  
Title: SC\_Clearance measurement NG

History

Customer corporate group (4/17/2024 7:52 AM CEST): Sent with status "Open"  
Dear Astemo Test Seller User DE (4/15/2024 8:39 AM CEST): Sent with status "Closed by supplier"  
Customer corporate group (4/15/2024 7:42 AM CEST): Complaint created with status "Open"

画面右上の封筒マークをクリックすることで、チャット会話が可能。Astemo、サプライヤーのどちらから始めてもOK。

## Problem Solverを開いた画面 (Astemo側)

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

My SupplyOn > Problem Solver: Complaints > SC\_Clearance measurement NG (86232): Customer complaint Help and support | Print | Message to support

SC\_Clearance measurement NG (86232) Hitachi Astemo Ltd.

Save and send to supplier Save as draft Cancel More

Customer complaint Supplier response Status and timeline

Discussions

Complaint Collapse

Supplier: Astemo Test Seller DE  
Customer corporate group: Hitachi Astemo Ltd.  
Customer plant: EU-CZ-CZZAP1-Zatec  
Response type: Short confirmation  Request 8D Plus  Request 8D report evaluation  
Title: SC\_Clearance measurement NG  
Description: Clearance measurement after assembly in Astem production line resulted in NG.

History

Astemo01 Buyer (4/17/2024 7:52 AM CEST): Sent with status "Open"  
Supplier (4/15/2024 8:39 AM CEST): Sent with status "Closed by supplier"  
Astemo01 Buyer (4/15/2024 7:42 AM CEST): Complaint created with status "Open"

## 封筒を押して開いた画面 (サプライヤ側)

The screenshot shows a web-based chat interface titled "Discussions". At the top right, there is a link for "Help and support". Below this, a message box contains the text "No discussions or notifications were found." with an information icon. The main section is titled "Your message" and features a recipient selection field with "Hitachi Astemo Ltd." and a search prompt "Recipients (company, name, e-". Below the recipient field is a text input area containing the message "Would you share the technical specification?". A character count "1956 characters left" is visible at the bottom right of the input area. Below the input area are two buttons: "Attach file" and "Capture screen", with a note "Multiple files can be selected by holding CTRL". At the bottom of the message composition area are "Send" and "Cancel" buttons. A "Close" button is located at the bottom center of the entire interface.

この例ではサプライヤから  
Astemoへのメッセージを  
入力しています。





## 一覧の画面 (Astemo側)

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	

画面右上の封筒マークが未開封になっているので新規メッセージが届いていることがわかる。

## 封筒を押して開いた画面 (Astemo側)

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 all 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

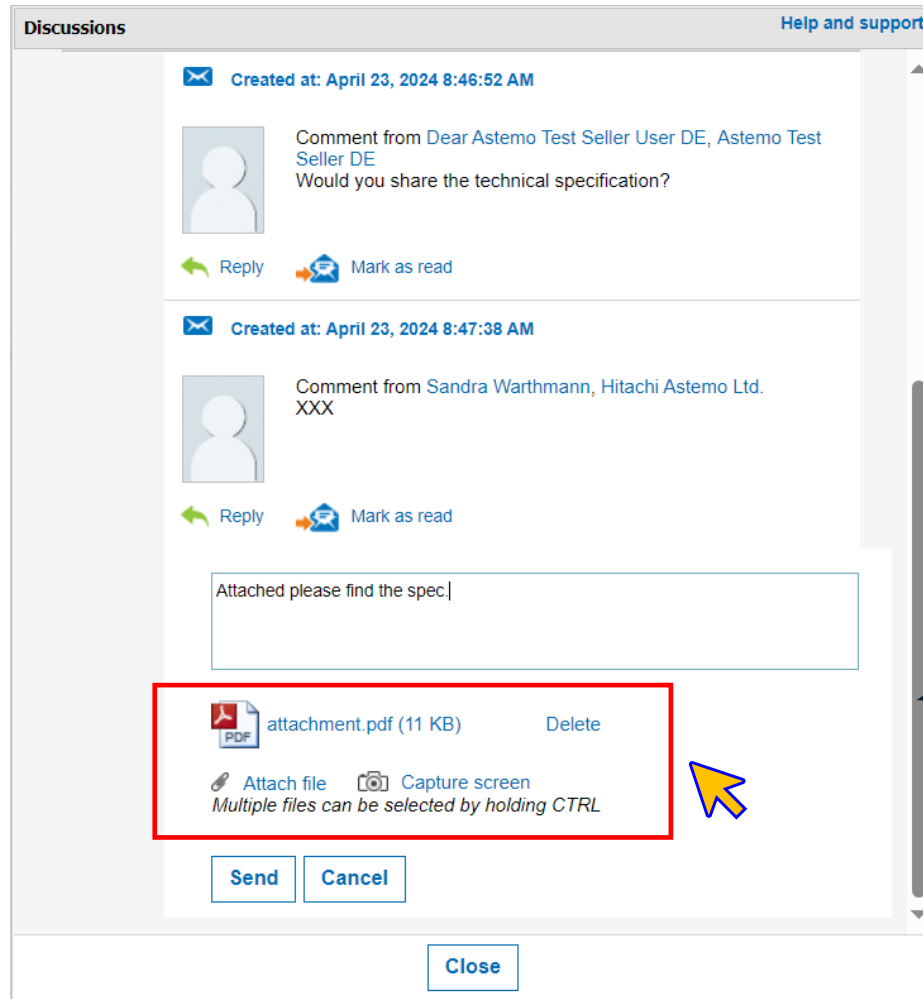
Comment from Sandra Warthmann, Hitachi Astemo Ltd.

XXX

Reply Mark as read

Close

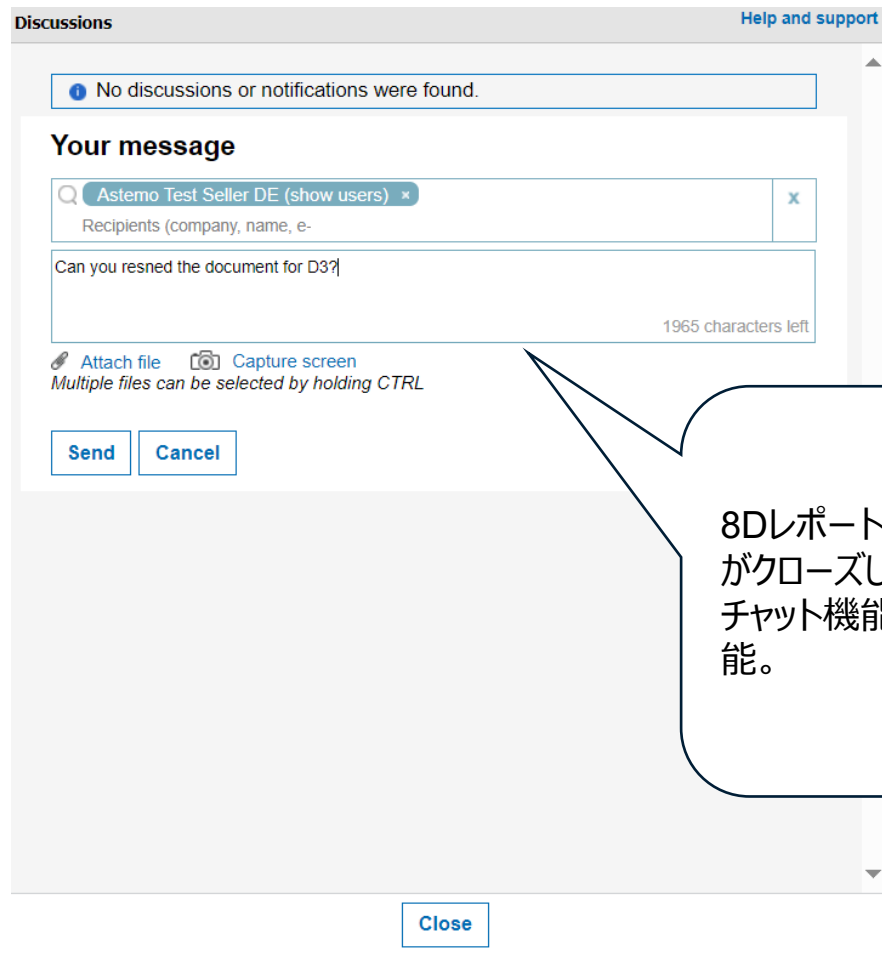
## 封筒を押して開いた画面 (Astemo側)



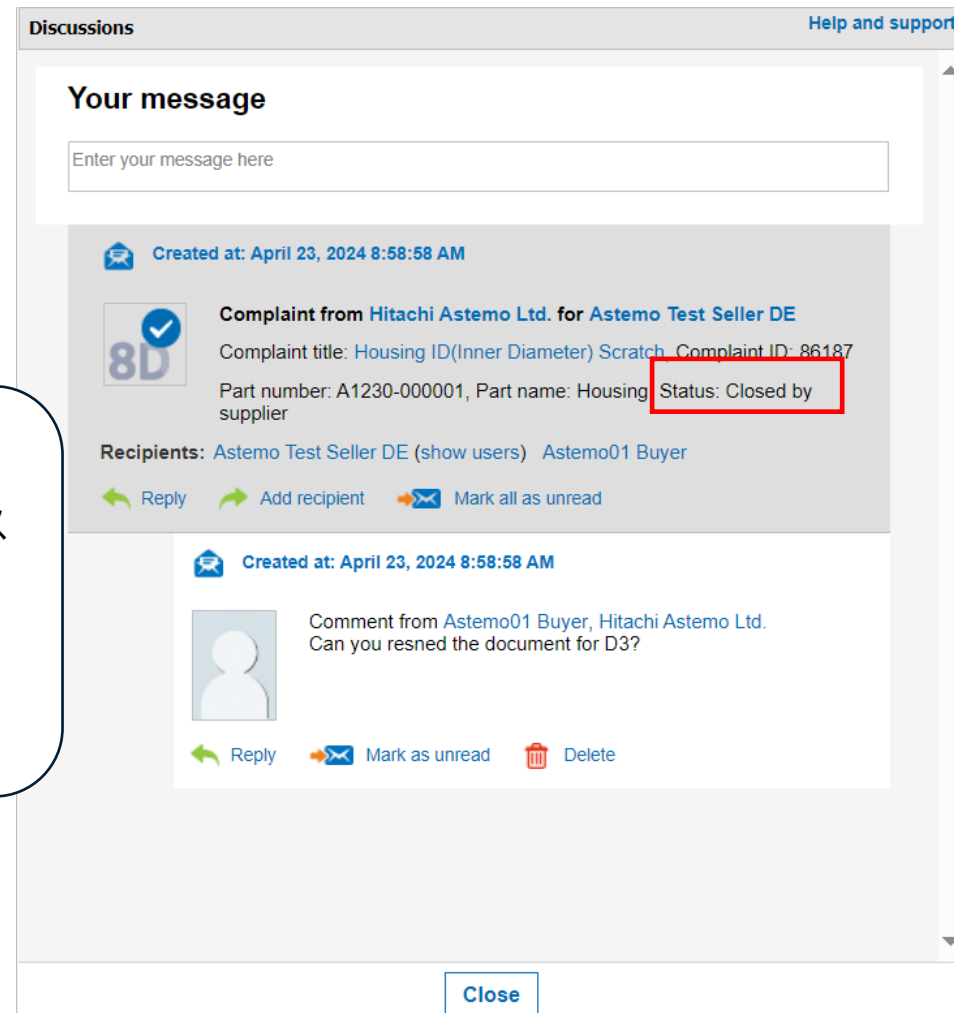
Fileの添付送信も可能。

ただし、チャットで添付したファイルはFile Managementには表示されない。8 Dのレポートとして、必要なファイルは各セクションに添付してください。

## 封筒を押して開いた画面 (Astemo側)



8Dレポートのステータスがクローズした後も、チャット機能は使用可能。



## Supplier responseタブ

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 Help and support | Print | Message to support

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 countmeasures.

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"

画面右側に「History」が表示されている。  
今までの更新履歴を確認できる。



# Astemo

