

## STARC Documentation

Supplier: Forwarding a Defect to the Supplier by Daimler Responsible

Jun 17 2020 12:36



---

## Table of contents

Please right-click and choose "Update Field" to initialize this field.

## Supplier: Forwarding a Defect to the Supplier by Daimler Responsible

## Description

This usecase describes how the Daimler Responsible forwards a Defect to Supplier.

## Process

Defect status transition from **"Open"** to **"In Progress"** triggers the forwarding of a Defect to the Supplier, in this case some preconditions have to be set by the "Daimler Responsible" before sending a Defect to a Supplier.

## Preconditions

**A:** The field **Sync Allowed\***-Flag is set to **Supplier External Tool**. This flag is used to allow the sync of the Defect to a supplier.

**Tracker:** Defects

**Status:** OPEN **Defect Category:** -- **Related Issue:** test

**Severity:** VoCA Prio 1 **Occurrence:** --

**Priority:** -- **Top Ten:** No

**Platform:** -- **Model:** BR214 **Affected Models:** BR214

**System:** -- **System Responsible:** -- **EE-System Cluster:** --

**Function:** -- **Function Responsible:** -- **FROP ID:** --

**Device:** BC\_F **Device Responsible:** -- **Domain:** Body

**Market:** -- **Bus Type:** --

**Assigned To:** [Redacted] Jan 31 12:45 **Detected By:** -- **Original Submitter:** [Redacted]

**Supplier:** Supplier\_Bosch **DAI Representative:** -- **Supplier Status:** Supplier Assigned

**Supplier Defect ID:** -- **Supplier Defect Category:** -- **Sync Allowed:** Supplier External Tool

**Test Setup:** eee **Test Event:** --

**Verification By Test Group:** No **Test Group:** [Test Group - Cluster HIL]

**Detected On Date:** Jan 31 2020 09:28 **Created On Date:** Jan 31 2020 09:28 **Fixed Date:** Jan 31 14:37

**HW Part Number:** -- **HW Version:** --

**SW Part Number:** -- **SW Version:** -- **E-Stand:** --

**Detected In Release:** -- **Planned Release:** -- **Fixed In Release:** ff

**Detected In EE Release:** -- **Planned EE Release:** -- **Fixed In EE Release:** --






**Requested Fix Release:** -- **Planned Fix Release:** --

**Closing Reason:** Fixed **Reject Reason:** Not in Scope **DanTe ID:** --







**Solution Description:** ff

\* if the value "No" is selected following attributes will be hidden: Supplier Status / Supplier Defect Category / Supplier Defect ID / Supplier

**B:** Supplier group has to be filled in the **Supplier** field (mandatory) → the Supplier will be able to see the Defect.

Tags: not added yet



Tracker: Defects		
Status: <b>OPEN</b>	Defect Category: --	Related Issue:  test
Severity: VoCA Prio 1	Occurrence: --	
Priority: --	Top Ten: No	
Platform: --	Model:  BR214	Affected Models:  BR214
System: --	System Responsible: --	EE-System Cluster: --
Function: --	Function Responsible: --	FROP ID: --
Device:  BC_F	Device Responsible: --	Domain: Body
Market: --	Bus Type: --	
Assigned To:  Jan 31 12:45	Detected By: --	Original Submitter: 
<b>Supplier: <u>Supplier_Bosch</u></b>	DAI Representative: --	Supplier Status: Supplier Assigned
Supplier Defect ID: --	Supplier Defect Category: --	Sync Allowed: Supplier External Tool
Test Setup: 000	Test Event: --	
Verification By Test Group: No	Test Group: [Test Group - Cluster HIL]	
Detected On Date: Jan 31 2020 09:28	Created On Date: Jan 31 2020 09:28	Fixed Date: Jan 31 14:37
HW Part Number: --	HW Version: --	
SW Part Number: --	SW Version: --	E-Stand: --
Detected In Release: --	Planned Release: --	Fixed In Release: ff
Detected In EE Release: --	Planned EE Release: --	Fixed In EE Release: --
Requested Fix Release: --	Planned Fix Release: --	
Closing Reason: Fixed	Reject Reason: Not in Scope	DanTe ID: --
Solution Description: ff		

In later versions it is planned that the Supplier will be set automatically (according to the mapping information in Master Data), if the "Sync Allowed"-flag is set to "Supplier External Tool".





## Supplier workflow status information

The Supplier receives the Defect and must "drive" it through the Suppliers Defect workflow till fixing the Defect. → Status feedback from the Supplier is given via **Supplier Status** field.

The **Supplier Status** field is a choice list → see [DM: Supplier](#) for allowed values.



Reject Defect
Provide Fix

Tags: not added yet

Tracker: Defects		
Status: <b>IN PROGRESS</b>	Defect Category: --	Related Issue:  test
Severity: VoCA Prio 1	Occurrence: --	
Priority: --	Top Ten: No	
Platform: --	Model:  BR214	Affected Models:  BR214
System: --	System Responsible: --	EE-System Cluster: --
Function: --	Function Responsible: --	FROP ID: --
Device:  BC_F	Device Responsible: --	Domain: Body
Market: --	Bus Type: --	
Assigned To: [redacted] Jan 31 12:45	Detected By: --	Original Submitter: [redacted]
Supplier: <a href="#">Supplier_Bosch</a>	DAI Representative: --	<b>Supplier Status: Supplier Assigned</b>
Supplier Defect ID: --	Supplier Defect Category: --	Sync Allowed: Supplier External Tool
Test Setup: eee	Test Event: --	
Verification By Test Group: No	Test Group: [Test Group - Cluster HiL]	
Detected On Date: Jan 31 2020 09:28	Created On Date: Jan 31 2020 09:28	Fixed Date: Jan 31 14:37
HW Part Number: --	HW Version: --	
SW Part Number: --	SW Version: --	E-Stand: --
Detected In Release: --	Planned Release: --	Fixed In Release: ff
Detected In EE Release: --	Planned EE Release: --	Fixed In EE Release: --
Requested Fix Release: --	Planned Fix Release: --	
Closing Reason: Fixed	Reject Reason: Not in Scope	DanTe ID: --
Solution Description: ff		

## Additional Information

ID	UC_Supplier_ForwardingADefectToSupplierByDaimlerResponsible
Actors	<a href="#">Responsible</a>
Trigger	"Start Progress" - Status Transition
Preconditions	Defect in status "Open" Field "Sync Allowed" = "Supplier External Tool" Field "Supplier" set
Postconditions	Defect in status "In Progress"

Supplier: Defect is fixed by Supplier

## Description

This usecase describes how the Supplier follows the "happy path" fixing the Defect after receiving it from the Daimler Responsible.

Defect status transition from "Open" to "In Progress" triggers the forwarding of a Defect to the Supplier.

See [Supplier: Forwarding a Defect to the Supplier by Daimler Responsible](#)

## Process

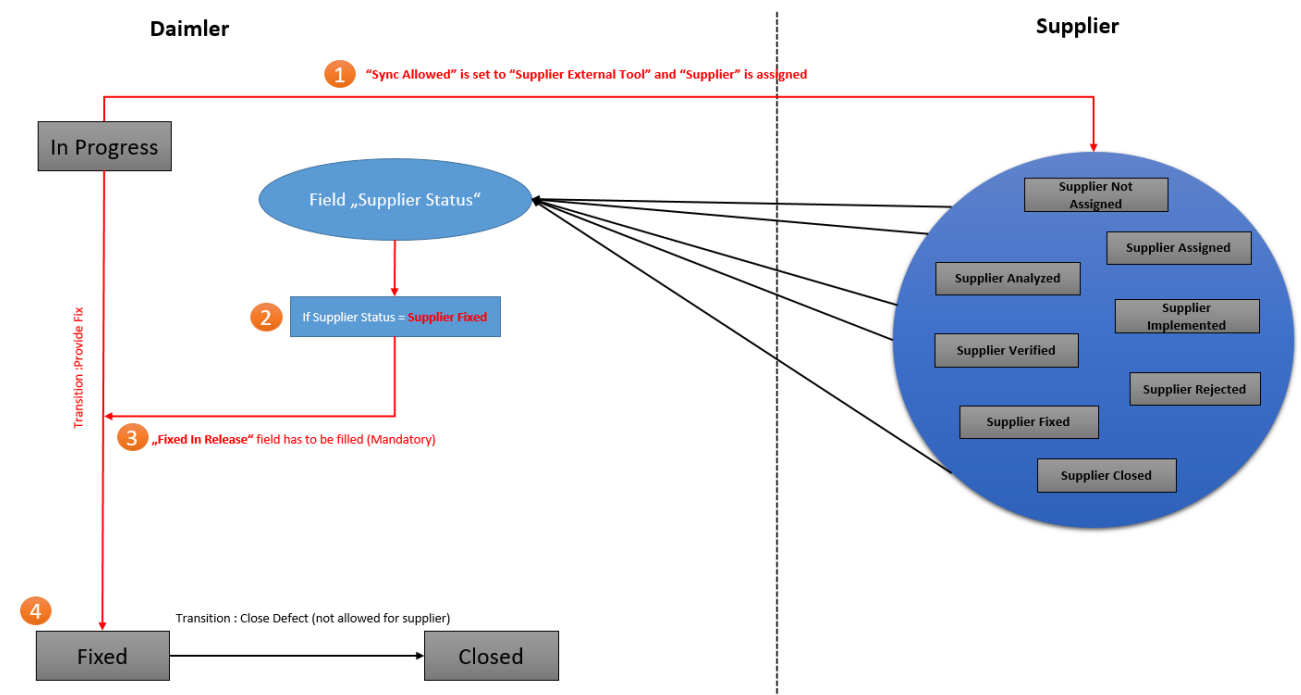
To enable the transition "Provide Fix" the Supplier has to set the **Supplier Status** field to "Supplier Fixed",

the **Fixed In Release** field has to be filled (mandatory).

At the end the Supplier has to change manually the state transition setting of the Defect status to "Fixed".

Supplier Status field is described here: [DM: Supplier](#)

It is absolutely necessary that the Supplier takes the status "Supplier Fixed" during the Defect Solution Process and not immediately "Supplier Closed". It is technically not prevented!



## Additional Information

ID	UC_Supplier_DefectIsFixedBySupplier
Actors	<a href="#">Supplier</a>
Trigger	Supplier set "Supplier Status" to "Supplier Fixed" or Transition "Provide Fix" is processed
Preconditions	Defect in status "In Progress" "Supplier" set
Postconditions	Defect in status "Fixed"

Supplier: Defect is rejected by Supplier

## Description

This usecase describes how the Supplier rejects a Defect after receiving it from the Daimler Responsible.

Defect status transition from "**Open**" to "**In Progress**" triggers the forwarding of a Defect to the Supplier.

See [Supplier: Forwarding a Defect to the Supplier by Daimler Responsible](#) <sup>1</sup>

## Process

If a Defect has the status "In Progress" and the Supplier want to reject the Defect:

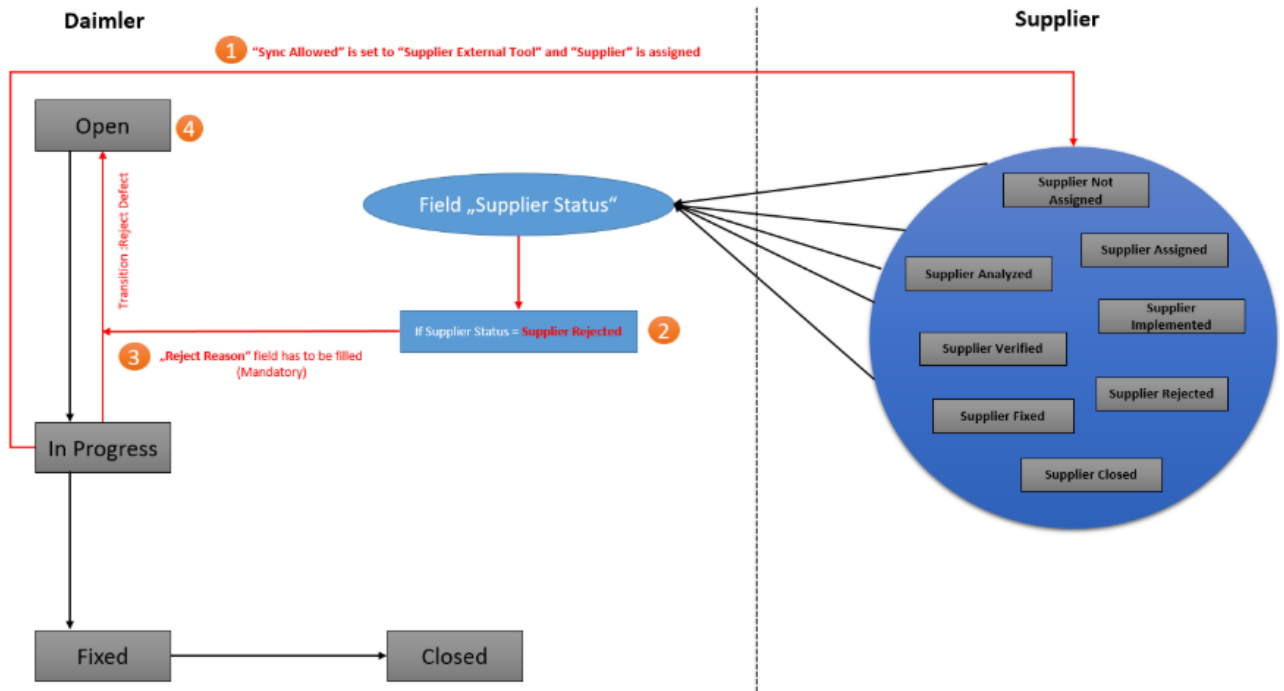
- The **Supplier Status** field ([Status in defect management](#)) in STARC has to be updated to "Supplier Rejected" <sup>2</sup>
- The **Reject Reason** field has to be filled (mandatory). <sup>3</sup>

If these conditions are met the transition "Reject Defect" has to be done manually by the Supplier so that the Defect status will change from "In Progress" to "Open". <sup>4</sup>

Supplier Status field is described here: [DM: Supplier](#)

**Important:**

- In case of value change in the field **Supplier**, the field **Supplier Status** will be automatically set to "Supplier Not Assigned" → automated through an action.
- In case of an empty Supplier field, the field **Supplier Status** will be cleared too → automated through an action.
- In case the Defect is send back to "Open", e.g. after a "Supplier Rejected" - **Supplier** and **Supplier Status** field must not be changed → now if the Daimler Responsible or Supplier want to start the Defect Solution Process again by setting the status of Defect "In Progress", the **Supplier Status** (Supplier Rejected) and the **Reject Reason** fields will be cleared.

**Additional Information**

ID	UC_Supplier_DefectsIsRejectedBySupplier
Actors	<a href="#">Supplier</a>
Trigger	"Supplier Status" is set to "Supplier Rejected" or Transition "Reject Defect" processed
Preconditions	Defect in status "In Progress" and "Supplier" set
Postconditions	Defect in status "Open" and "Reject Reason" set



Supplier: Adding a new Issue - Defect to STARC by Supplier

## Description

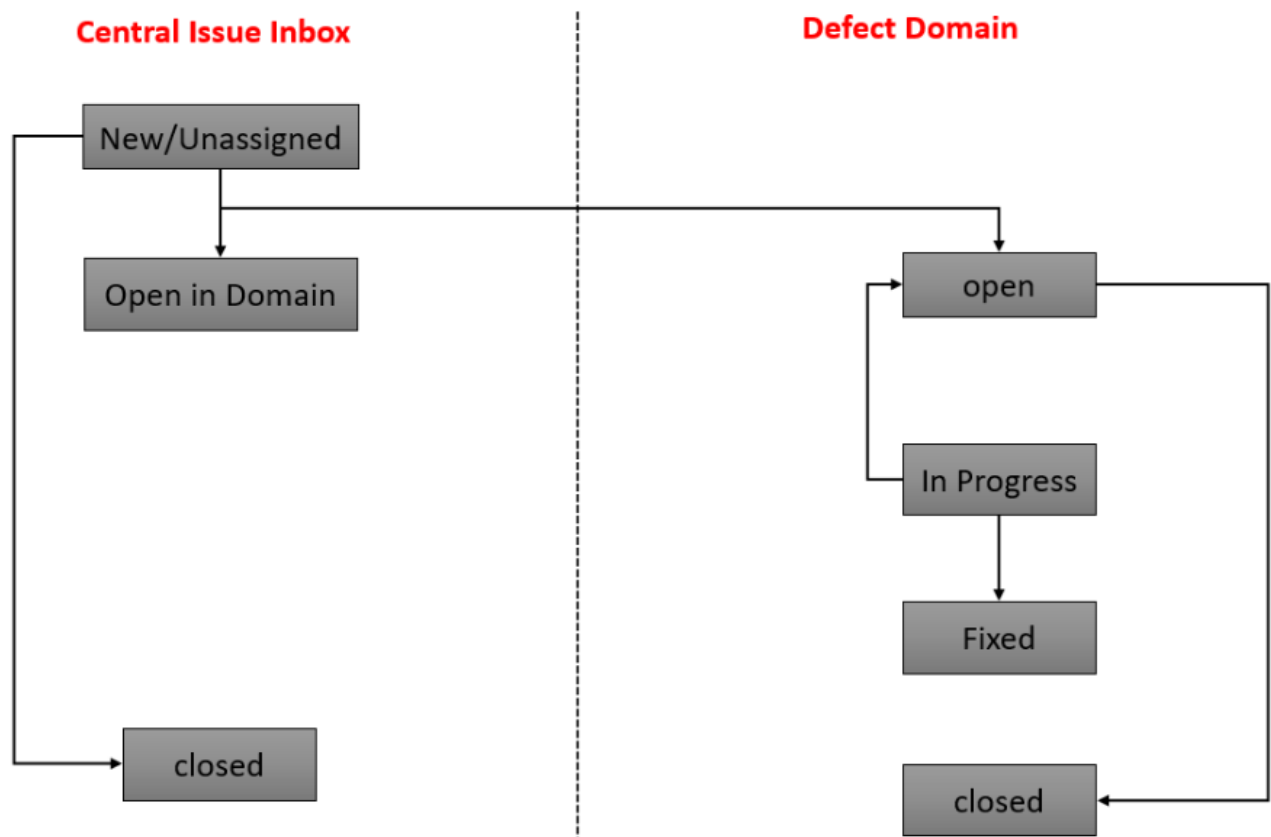
This usecase describes how a Supplier creates a new Issue / Defect in STARC (whereby the Issue is processed as part of the normal [DM: Defect Solution Process \(DSP\)](#))

## Process

The Supplier can directly enter his own non-Daimler-managed Issue / Defect in STARC. This makes it possible to inform Daimler about already known problems. Details on how to generate an Issue in STARC can be found in the following usecase: [Defect: Creating a Defect - Happy Path](#)

The Supplier has overall responsibility for Defect solving in STARC, therefore the Supplier has the following permissions: [Supplier](#)

Following are the allowed transitions in STARC for a Supplier user (role: Supplier) for Issues and Defects created by the Supplier:



The transitions from "Open" to "In Progress" and "Fixed" to "Closed" can only be executed by the role Responsible.

## Additional Information

ID	UC_Supplier_AddingANewIssueDefectBySupplier
Actors	<a href="#">Supplier</a>
Trigger	Supplier creates Issue
Preconditions	Mandatory fields for Issue is set
Postconditions	New Issue has been created