

Instruction for Business Process Release: Supplier Complaint Management

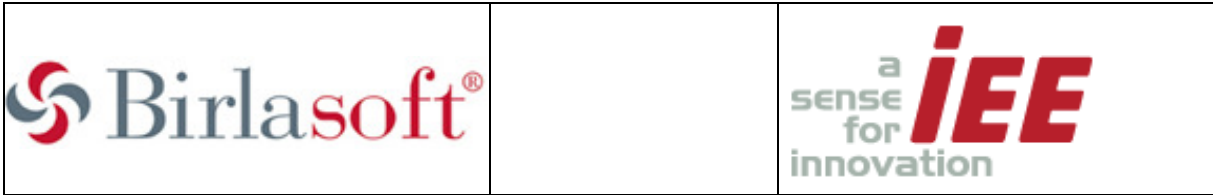
System: SAP ECC 6.0
Module: Quality Management
Document No. : IM_QM_001

Title: **Complaint Management**

Subtitle: Business Process

Created by : Vivek Sharma
Date : 26.12.2011

Last Updated by : Vivek Sharma
Date of change : 27.04.2012



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1 Background

In IEE SAP system, Quality notifications would be used to manage the existing complaint management system. Currently IEE follow following three business processes.

1. Customer Complaint Management System
2. Supplier Complaint Management System
3. Internal Complaint Management System

Quality notifications would help IEE in managing their complaint management system from initiating the complaints to finally closing the complaints with complete analysis and reporting which would be further used for communicating with both internal and external customer and suppliers.


This document highlights the various steps involved in completing a Supplier Complaint in SAP successfully so that the subsequent reporting systems can be used.

2 Supplier Complaint Management

2.1 QM01: Create Supplier Complaint

Create Notification: Initial Screen

Notification

Notification type 

Notification


Initial Screen once QM01 transaction is entered.

Reference

Notification

Create Notification: Initial Screen

Notification

Notification type 

Notification

Reference

Notification

Selection of Appropriate Notification Type: Z2

Notification 200007401 saved

SAP

QM01 r3cr1 INS

Create Notification: Initial Screen

Notification

Notification type ☒

Notification

Reference

Notification

Initial Screen once QM01 transaction is entered.

Notification type (1) 11 Entries found

Restrictions


T... Notification type

- F1 Customer error
- F2 Vendor error
- F3 Material error
- Q1 Customer Complaint
- Q2 Vendor fault list
- Q3 InternalProbNotif.
- Y2 Supplier-Complaint-A
- Y3 Intrnal Complaints-A
- Z1 Customer Complaint
- Z2 Supplier-Complaint-M
- Z3 Internal Complaint

11 Entries found

Create Notification: Initial Screen

Notification

Notification type 

Notification

Reference

Notification

Initial Screen once QM01 transaction is entered.

Create Notification: Supplier-Complaint-M

Notification: %00000000001 Z2 Supplier-Complaint-...
 Status: OSNO NOTE INIT
 Description:

Reference Objects Subject Processing Data Complaint Data Customer Related Data IEE Related Data Supplier Related Data

Reference object
 Material: Plant for mat.:

Reference Documents
 Reference notif: Ref. Number:
 Purchasing Doc.:
 Material Doc.:

Action box
 IEE Complaint Report

Reference Object- First TAB of Notification Transaction i.e. QM01

Create Notification: Supplier-Complaint-M

Notification: %00000000001 Z2 Supplier-Complaint-... SUPPLIER COMPLAINT
 Status: OSNO NOTE INIT
 Description:

Reference Objects Subject Processing Data Complaint Data Customer Related Data IEE Related Data Supplier Related Data

Reference object
 Material: 01-105868-00-00 Foampad Z15650 VW kiss-cut dim 97,5x10x2
 Plant for mat.: 0001 IEE S.A.

Reference Documents
 Reference notif: 200007397 Ref. Number: SUPPLIER COMPLAINT
 Purchasing Doc.:
 Material Doc.:

Action box
 IEE Complaint Report

Maintain the following Details:

1. Material Details
2. Plant details
3. Reference Number
4. Reference Notification

Create Notification: Supplier-Complaint-M

Notification: %00000000001 Z2 Supplier-Complaint-... SUPPLIER COMPLAINT
 Status: OSNO NOTE INIT
 Description:

Reference Objects Subject Processing Data Complaint Data Customer Related Data IEE Related Data Supplier Related Data

Subject
 Description: Supplier Complaint
 Supplier Complaint-3.4.12

Linked Documents

| Ty. | Document | D. | Vr | Description |
|-----|----------|----|----|-------------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |

Action box
 IEE Complaint Report

Subject-Second TAB of Notification Transaction i.e. QM01

1. Short Description of the Complaint.
2. Detailed Description of the Complaint

Create Notification: Supplier-Complaint-M

Notification: %0000000001 22 Supplier-Complaint-... SUPPLIER COMPLAINT
 Status: OSNO NOTE INIT
 Description: Supplier Complaint

Reference Objects Subject Processing Data Complaint Data Customer Related Data

| Funct | Partner | Name | Address |
|--------------------|---------|-------------------------------|-------------------------|
| Department Resp. | 10310 | Plant Quality Assurance Lu... | GLQA-PLANTQA, , , |
| Author | LKR | Lenka Krajtl | Krajtl, , , |
| Vendor | 500001 | P & T Luxembourg | P & T Luxembourg, LUXEM |
| Person Responsible | 1082 | KRAJTL Lenka | KRAJTL, , LKR |

Info PartnerAddress PartnerAddress PartnerAddress

Processing Data- Third TAB of Notification Transaction i.e. QM01

1. Partner Functions:
 - i. Department Partner Function
 - ii. Author Partner Function
 - iii. Person Responsible Partner
 - iv. Vendor Partner Function Function

Create Notification: Supplier-Complaint-M

Notification: %0000000001 22 Supplier-Complaint-... SUPPLIER COMPLAINT
 Status: OSNO NOTE INIT
 Description: Supplier Complaint

Reference Objects Subject Processing Data Complaint Data Customer Related Data IEE Related Data Supplier Related Data

Overview Root Cause

| No. | Code ... | D... | Defect type | Code ... | P... | ProblemCode | Text | I.. Assembly | AssemblyDescriptn |
|-----|----------|------|-------------|----------|------|-------------|------|--------------|-------------------|
| | | | | | | | | | |

Entry 1 of 0

Action box: IEE Complaint Report

This is the TAB for the Complaint Data. In the Overview TAB following information is maintained.

- i. Defect Types

Create Notification: Supplier-Complaint-M

Notification: %0000000001 22 Supplier-Complaint-... SUPPLIER COMPLAINT
 Status: OSNO NOTE INIT
 Description: Supplier Complaint

Reference Objects Subject Processing Data Complaint Data Customer Related Data

Overview Root Cause

| No. | Code ... | D... | Defect type | Code ... | P... | ProblemCode | Text |
|-----|----------|------|-------------|----------|------|-------------|------|
| | | | | | | | |

Entry 1 of 0

Catalog Selection

- Defect type Defect types
 - FOAM FOAM Related Defect
 - IEE-CAB Cable
 - IEE-COM conductive textile-Related Defects
 - IEE-ELE Electronics
 - IEE-GEN General Defects for Supplier Complaints
 - IEE-HOT Hotmelt / Potting related Defects
 - IEE-HOU Housing Related Defects
 - IEE-INK INKS Defects for Supplier Complaints
 - IEE-LAB Label related defects
 - IEE-MEC Mechanics
 - IEE-OPT Optics
 - IEE-PU PU Foil Related Defects
 - IEE-SOL Solder Material Related Defect
 - IEE-SFA Spacer Defects for Supplier Complaints
 - IEE-SUB Substrates-related Defect
 - IEE-TAP TAPES Defects for Supplier Complaints
 - IEE-TEX Textiles Related Defect

Action box: IEE Complaint Report

Choose

This is the predefined list of Defect Types in IEE. This data can be updated through system configuration.



Create Notification: Supplier-Complaint-M

Notification: %00000000001 Z2 Supplier-Complaint-... SUPPLIER COMPLAINT
 Status: OSNO NOTE INIT
 Description: Supplier Complaint

Reference Objects Subject Processing Data Complaint Data Customer Related Data IEE Related Data Supplier Related Data

Overview Root Cause

| No. | Code ... | D... | Defect type | Code ... | P... | ProblemCode | Text | I.. | Assembly | AssemblyDescriptn |
|-----|----------|------|-----------------------|----------|------|-------------|------|-----|----------|-------------------|
| 1 | FOAM | 0002 | dimension out of spec | | | | | | | |
| 2 | IEE-ELE | 0001 | wrong label | | | | | | | |

Entry 1 of 2

Overview Data View

Create Notification: Supplier-Complaint-M

Notification: %00000000001 Z2 Supplier-Complaint-... SUPPLIER COMPLAINT
 Status: OSNO NOTE INIT
 Description: Supplier Complaint

Reference Objects Subject Processing Data Complaint Data Customer Related Data IEE Related Data Supplier Related Data

Overview Root Cause

| No. | Code ... | D... | Defect type | Code ... | P... | ProblemCode | Text | I.. | Assembly | AssemblyDescriptn |
|-----|----------|------|-----------------------|----------|------|-------------|------|-----|----------|-------------------|
| 1 | FOAM | 0002 | dimension out of spec | | | | | | | |
| 2 | IEE-ELE | 0001 | wrong label | | | | | | | |

Long Text is maintained for the selected Defect Type. This data reflects in the supplier complaint report

Change Long text on item: %000000000010001 Language EN

Parag. Formats: *Left Justified Char. Formats:

dimension out of spec

Long Text Details

Create Notification: Supplier-Complaint-M

Notification: %00000000001 Z2 Supplier-Complaint-... SUPPLIER COMPLAINT
 Status: OSNO NOTE INIT
 Description: Supplier Complaint

Reference Objects Subject Processing Data Complaint Data Customer Related Data IEE Related Data Supplier Related Data

Overview Root Cause

For item 1
 Defect type FOAM 0002 dimension out of spec
 Text

Causes for Item

| No. | Code ... | C... | Cause code text | Cause text | C.. | Created by | Created on | Cr... | Changed by | Changed... | Ti... | C... | I... |
|-----|----------|------|-----------------|------------|-----|------------|------------|---------|------------|------------|---------|------|------|
| | | | | | | | | 00:0... | | | 00:0... | 0 | 0 |
| | | | | | | | | 00:0... | | | 00:0... | 0 | 0 |
| | | | | | | | | 00:0... | | | 00:0... | 0 | 0 |
| | | | | | | | | 00:0... | | | 00:0... | 0 | 0 |
| | | | | | | | | 00:0... | | | 00:0... | 0 | 0 |
| | | | | | | | | 00:0... | | | 00:0... | 0 | 0 |

Entry 1 from 0

This is the SUBTAB screen for Root Cause.

This is the TAB for the Complaint Data. In the Root Cause TAB following information is maintained.

SUBTAB screen for Rootcause data

Create Notification: Initial Screen

Notification

Notification type
Notification

Reference

Notification

On saving the transaction
Notification is created for
Supplier Process.

Notification 200007401 saved

SAP

QM01 r3cr1 INS

Change Notification: Supplier-Complaint-M

Partner Object Notification Order Action Log Document Flow

Notification 200007401 22 Supplier-Complaint-... SUPPLIER COMPLAINT

Status OSNO NOTE INIT

Description Supplier Complaint

Reference Objects Subject Processing Data Complaint Data Customer Related Data IEE Related Data Supplier Related Data

Additional Data 101

OEM Part Number
OEM VW
Customer
Customer Part Number
Defect Type
Vehicle Mileage 01 0 KM
Vehicle Model 02 Field Complaint
Business Type 03 Logistics Complaint
Customer Complaint Date

Action box
IEE Complaint Report

Change Notification: Supplier-Complaint-M

Partner Object Notification Order Action Log Document Flow

Notification 200007401 22 Supplier-Complaint-... SUPPLIER COMPLAINT

Status OSNO NOTE INIT

Description Supplier Complaint

Reference Objects Subject Processing Data Complaint Data Customer Related Data IEE Related Data Supplier Related Data

Additional Data 101

OEM Part Number
OEM VW
Customer
Customer Part Number
Defect Type
Vehicle Mileage
Vehicle Model
Business Type 01 AUTOMOTIVE
Customer Complaint Date 02 NON-AUTOMOTIVE

Action box
IEE Complaint Report

Change Notification: Supplier-Complaint-M

Notification: 200007401 | 22 Supplier-Complaint-... | SUPPLIER COMPLAINT

Status: OSNO NOTE | INIT

Description: Supplier Complaint

Reference Objects | Subject | Processing Data | Complaint Data | Customer Related Data | IEE Related Data | Supplier Related Data

Additional Data 101

OEM Part Number:

OEM: VM

Customer:

Customer Part Number:

Defect Type: 02 Field Complaint

Vehicle Mileage: 12345

Vehicle Model: Ferrar

Business Type: B2 NON-AUTOMOTIVE

Customer Complaint Date:

Action box: IEE Complaint Report

Change Notification: Supplier-Complaint-M

Notification: 200007401 | 22 Supplier-Complaint-... | SUPPLIER COMPLAINT

Status: OSNO NOTE | INIT

Description: Supplier Complaint

Reference Objects | Subject | Processing Data | Complaint Data | Customer Related Data | IEE Related Data | Supplier Related Data

Customer tab

Production order No: 425901

Date of Production: 16.11.2011

IEE Material Number: 01-726527-00-00

IEE Mat Test Serial No: IEE Mat Test Serial No

IEE End Test Serial No: IEE End Test Serial No

Additional Labour Time: 00:10:00

Production Down Time: 00:10:00

Failure Type: REPEATED FAILURE

3D Completion Date: SERIAL FAILURE

8D Completion Date: SERIAL FAILURE

Complaint Closure status:

IEE Ext No: 5455

Complaint Qty: 100

Qty. Accepted: 10

Qty. Returned: 10

Product Return Date: 1.1.13

CS12 CS15

Action box: IEE Complaint Report

Change Notification: Supplier-Complaint-M

Notification: 200007401 | 22 Supplier-Complaint-... | SUPPLIER COMPLAINT

Status: OSNO NOTE | INIT

Description: Supplier Complaint

Reference Objects | Subject | Processing Data | Complaint Data | Customer Related Data | IEE Related Data | Supplier Related Data

Customer tab

Production order No: 425901

Date of Production: 16.11.2011

IEE Material Number: 01-726527-00-00

IEE Mat Test Serial No: IEE Mat Test Serial No

IEE End Test Serial No: IEE End Test Serial No

Additional Labour Time: 00:10:00

Production Down Time: 00:10:00

Failure Type: REPEATED FAILURE

3D Completion Date: SERIAL FAILURE

8D Completion Date: SERIAL FAILURE

Complaint Closure status:

IEE Ext No:

Complaint Qty:

Qty. Accepted:

Qty. Returned:

Product Return Date:

CS12 CS15

Action box: IEE Complaint Report

Change Notification: Supplier-Complaint-M

Notification: 200007401 | 22 Supplier-Complaint-... | SUPPLIER COMPLAINT

Status: OSNO NOTE | INIT

Description: Supplier Complaint

Reference Objects | Subject | Processing Data | Complaint Data | Customer Related Data | IEE Related Data | Supplier Related Data

Customer tab

Production order No: 425901

Date of Production: 16.11.2011

IEE Material Number: 01-726527-00-00

IEE Mat Test Serial No: IEE Mat Test Serial No

IEE End Test Serial No: IEE End Test Serial No

Additional Labour Time: 00:10:00

Production Down Time: 00:10:00

Failure Type: REPEATED FAILURE

3D Completion Date:

8D Completion Date:

Complaint Closure status: TECHNICALLY CLOSED

IEE Ext No:

Complaint Qty:

Qty. Accepted: 10

Qty. Returned: 10

Product Return Date: 1.1.13

CS12 CS15

Action box: IEE Complaint Report

Change Notification: Supplier-Complaint-M

Notification: 200007401 | 22 Supplier-Complaint-... | SUPPLIER COMPLAINT

Status: OSNO NOTE | INIT

Description: Supplier Complaint

Reference Objects | Subject | Processing Data | Complaint Data | Customer Related Data | IEE Related Data | Supplier Related Data

Customer tab

| | | | |
|------------------------|------------------------|--------------------------|------------------|
| Production order No | 425901 | Failure Type | REPEATED FAILURE |
| Date of Production | 16.11.2011 | 3D Completion Date | SERIAL FAILURE |
| IEE Material Number | 01-726527-00-00 | 8D Completion Date | |
| IEE Mat Test Serial No | IEE Mat Test Serial No | Complaint Closure status | |
| IEE End Test Serial No | IEE End Test Serial No | IEE Ext No. | |
| Additional Labour Time | 00:10:00 | Complaint Qty. | |
| Production Down Time | 00:10:00 | Qty. Accepted | |
| | | Qty. Returned | |
| | | Product Return Date | |

CS12 CS15

Action box: IEE Complaint Report

Change Notification: Supplier-Complaint-M

Notification: 200007401 | 22 Supplier-Complaint-... | SUPPLIER COMPLAINT

Status: OSNO NOTE | INIT

Description: Supplier Complaint

Reference Objects | Subject | Processing Data | Complaint Data | Customer Related Data | IEE Related Data | Supplier Related Data

| | | | |
|---------------------------|------------------------------------|--------------------------------|----------------------------|
| PA No (E-Lab) | LABORATORY-Prototyping | Material Send To Supplier | 22.03.2012 |
| Supplier Batch Number | supp-batch | Implemented Corr Actions-1 | Implemented Corr Actions-1 |
| IEE Internal Batch Number | iee-batch | Implemented Corr Actions-2 | Implemented Corr Actions-2 |
| Place Of Failure | warehouse | ICA Date-1 | 12.12.12 |
| Current Location Of Parts | shopfloor | ICA Date-2 | 12.12.12 |
| Decision Text1 | Sorting of all IEE and Supplier... | Supplier Production Date | 10.01.2014 |
| Decision Text2 | Send samples for your investigat | Price | |
| Decision Text3 | Provide RMA No. (material will be | Additional Costs | 10 |
| Complaint Outlay | 00:10:00 | Efficiency 8D Report | |
| Sensor Type | bosefo | Date of 1st Response | 18.3.12 |
| SQA Responsible | | Complaint Accepted By Supplier | 1 |
| | | Last Update From Supplier | 29.03.2013 |
| | | Remarks | In-Process |

Action box: IEE Complaint Report

Change Notification: Supplier-Complaint-M

Notification: 200007401 | 22 Supplier-Complaint-... | SUPPLIER COMPLAINT

Status: OSNO NOTE | INIT

Description: Supplier Complaint

Reference Objects | Subject | Processing Data | Complaint Data | Customer Related Data | IEE Related Data | Supplier Related Data

Reference object

Material: 01-105868-00-00 | oampad Z15650 VW kiss-cut dim 97.5x10x2

Plant for mat.: 0001 IEE S.A.

Reference Documents

Reference notif: 200007397 | Ref. Number: SUPPLIER COMPLAINT

Purchasing Doc.:

Material Doc.:

Action box: IEE Complaint Report

Change Notification: Supplier-Complaint-M

Partner Object Notification Order Action Log Document Flow

Notification: 200007401 22 Supplier-Complaint-... SUPPLIER COMPLAINT
 Status: OSNO NOTE INIT
 Description: Supplier Complaint

Reference Objects Subject Processing Data Con

Reference object
 Material: 01-105868-00-00 Foampad Z15650
 Plant for mat.

Reference Documents
 Reference notif: 200007397 Ref. Number
 Purchasing Doc.
 Material Doc.

Print

OutputDevice: IT02
 Page selection

Spool Request
 Name: SMART BS_PPQM
 Title
 Authorization

Spool Control
☐ Print immediately
☐ Delete After Output
☐ New Spool Request
☐ Close Spool Request
 Spool retention pd: 8 Day(s)
 Storage Mode: Print only

Number of Copies
 Number: 1
☐ Group (1-1-1,2-2-2,3-3-3,...)

Cover Page Settings
 SAP cover page: Do Not Print
 Recipient
 Department

Print Print preview

Action box
 IEE Complaint Report



Complaint Report



| | | |
|---------------------------------------|--|---------------------|
| Complaint Report No. 20007401 | IEE Contact: Lenka Krajtl | Supplier : |
| KR No. (QA) SUPPLIER COMPLAINT | Department QA | Supplier No. |
| FA No. (E-Lab) LABORATORY | Phone No.: | Address ... |
| IEE Ext No. 000005455 | E-Mail incoming.inspection@iee.lu | Phone No |
| Issue Date 03.04.2012 | | |
| Changed On Date 03.04.2012 | | |

| Claimed / Delivery Details | | | | | | | | | | |
|----------------------------|-----------------|-----------------|---|-----------------------------|---------------|----------------|---------------|-----------|-------------|-----------|
| No. | Sensor R3 No. | Raw Mat R3 No. | Name Of Raw Material | Supplier Raw Mat Serial No. | IEE Batch No. | Supplier Batch | Delivery Note | Del. Date | Deliver Qty | Claim Qty |
| 1. | 01-726527-00-00 | 01-105868-00-00 | Foampad Z15650 VW kiss-cut dim 97.5x10x2 | | IEE-BATCH | SUPP-BATCH | | | 0.000 | 100 |

| | | | | | | | |
|-------------------------------------|--------------------------------------|-------------------------|-------------------------------------|-------------------------|-------------------------------------|------------------------|----------|
| Short Failure Description | Dimension out of spec wrong label | Place Of Failure | WAREHOUSE | Zero KM | <input checked="" type="checkbox"/> | Field Complaint | 00012345 |
| Detailed Failure Description | dimension out of spec | Serial Failure | <input checked="" type="checkbox"/> | Repeated Failure | | | |
| Wrong Label | | | | | | | |

| Sensor Details & Additional Information, refer to claimed position number | | | | | | | |
|---|------------------------|------------------------|-------------------|-------------|------------------------|---------------|--------------------------------------|
| No | IEE Mat Test Serial No | IEE End Test Serial No | IEE Prod Order No | Sensor Type | Production Finish Date | Vehicle Model | Current Location Of The Claimed Part |
| 1. | IEE MAT TEST SERIAL NO | IEE END TEST SERIAL NO | #25901 | BOSEFO | #6.11.2011 | FERRAI | SHOPFLOOR |

| Decision | | Additional Expenses | |
|-------------------------------------|---|-------------------------------------|---|
| <input checked="" type="checkbox"/> | Sorting of all IEE and Supplier stock, replace affected material | <input checked="" type="checkbox"/> | Complaint Outlay 00:10:00 Minutes |
| <input checked="" type="checkbox"/> | Send samples for your investigation | <input checked="" type="checkbox"/> | Additional Labour Time 00:10:00 Minutes |
| <input checked="" type="checkbox"/> | Provide RMA No. (material will be shipped back without Return Material Authorization No.) | <input checked="" type="checkbox"/> | Production Down Time 00:10:00 Minutes |

Please send the 3-D report within 48 hours after receipt of this complaint and the 8-D report within 14 days to incoming.inspection@iee.lu.
Response shall always be in English and refer to IEE complaint number.

| | | |
|---------------------|--------------|----|
| Best Regards | Lenka Krajtl | QA |
|---------------------|--------------|----|

File Name: IEE_Complaint_Report22_1228.A. XAR: Hs:argemom 11, Bus:Edmond Bouter L-6326 Contact: Telephone +352 24641 Fax +352 2464 3200
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3 Supplier Complaint Management: Status Definitions

3.2 Complaint Management: Status







Status in Complaint management would be independent of the Respective Complaint Process and would have the same interpretation across the release. Following is the definition of various statuses which would in usage.

1. OSNO: Outstanding notification
2. NOTE: Notification (external)
3. NOPR: Notification in process
4. OSTs: Outstanding task(s) exist(s)
5. NOCO: Notification Completed
6. ATCO: All Tasks Completed
7. TSOS: Task Outstanding
8. NOTI: Notification (internal)
9. TSRL: Task Released
10. TSCO: Task Completed
11. TSSC: Task Successful

4 Supplier Complaint Management- Historical Data Monitoring

4.3 Detailing for Historical Data Tracking :

Display Notification: Supplier-Complaint-M


 Partner  Object  Notification  Order  Action Log  Document Flow

Notification: 200007448 Z2 Supplier-Complaint-...
 Status: OSNO NOTE OSTS RLS\$D
 Description: Housing not correct assembled

Reference Objects | Subject | Processing Data | Complaint Data | Customer Related Data | IEE Related Data | Supplier Related Data

Reference object
 Material: 01-104706-02-40 Cable SBR PSA A51 / A58 / A7
 Plant for mat.: 5000 IEE Slovakia

Reference Documents
 Reference notif: Ref. Number:
 Purchasing Doc.:
 Material Doc.:

Dummy Internal Complaint-200007448

Display Notification: Supplier-Complaint-M

Notification: Supplier-Complaint-...

Status:

Description:

Reference Objects | Subject | Processing Data | Complaint Data | Customer Related Data | IEE Related Data | Supplier Related Data

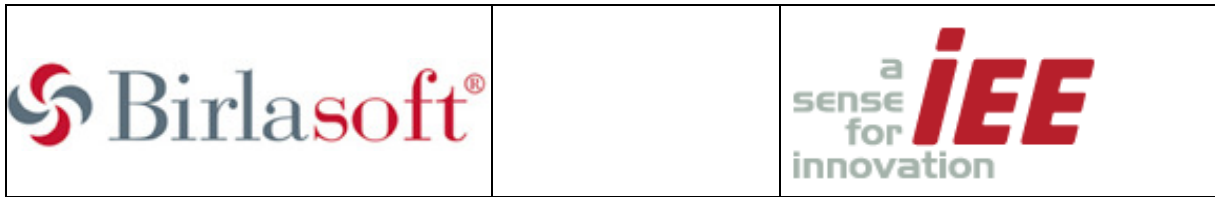
Reference object
 Material: Cable SBR PSA A51 / A58 / A7
 Plant for mat.: IEE Slovakia

Reference Documents
 Reference notif: Ref. Number:
 Purchasing Doc.:
 Material Doc.:

Action Log for Historical data monitoring for an Internal Complaint

4.4 Detailing for Historical Data Tracking : Action Log

| Action Log | | | | | |
|--|----------|------------------|-----------|---------------|--|
| <div> <div> Message number: 200007448 Created by: WSA Malfunction start: 00.00.0000 00:00:00 Malfunction end: 00.00.0000 00:00:00 </div> <div> Created on: 25.04.2012 14:59:44 Desired start: 25.04.2012 14:06:31 Desired end: 00.00.0000 00:00:00 </div> </div> | | | | | |
| Action Log captures all the historical changes for Notification in SAP | | | | | |
| Date | Time | Changed By | Subobject | Changed Field | Field contents (new)/(old) |
| 25.04.2012 | 14:59:44 | Wolfram Schaefer | Task 0003 | Status | Task Released |
| | | | Task 0002 | | Reset: Task Outstanding Task Released |
| | | | Task 0001 | | Reset: Task Outstanding Task Released |
| | | | Notif. | | Reset: Task Outstanding Notification (external) Outstanding notification Outstanding task(s) exist(s) Released for processing Reset: Notification initialized |



5 Signoff:

| Name | Role | Status (Ap- proved/Rejected) | Signature | Date |
|-----------------------|------------------------------------|------------------------------------|-----------|------|
| Olivier Gasche | Project Sponsor | | | |
| Georg Thome | IT SPOC. | | | |
| Joerg Reicherz | Key User | | | |
| Kai Windel | Substitute Key User | | | |
| Jolanta Viskere-Apine | Local Key User IEE Lux- embourg | | | |
| Rena Yang | Local Key User IEE China | | | |
| Martin Martinko | Local Key User IEE Slovakia | | | |
| Sang-Jun KIM | Local Key User IEE Korea | | | |
| Jaret JARDINE | Local Key User IEE USA | | | |