

PUBLIC



CAQ COLLABORATION PLATFORM

(BabtecQube)

Handout for Business Partners

Version 0.00 – March 2022



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0 Abbreviations

Abbreviation	Explanation of the abbreviation
CAQ	Computer Aided Quality
Babtec	PREH's CAQ system service Provider
BabtecQube	Browser based platform for direct collaboration and data exchange between PREH's CAQ system and external Business Partners

1 Purpose of this Handout

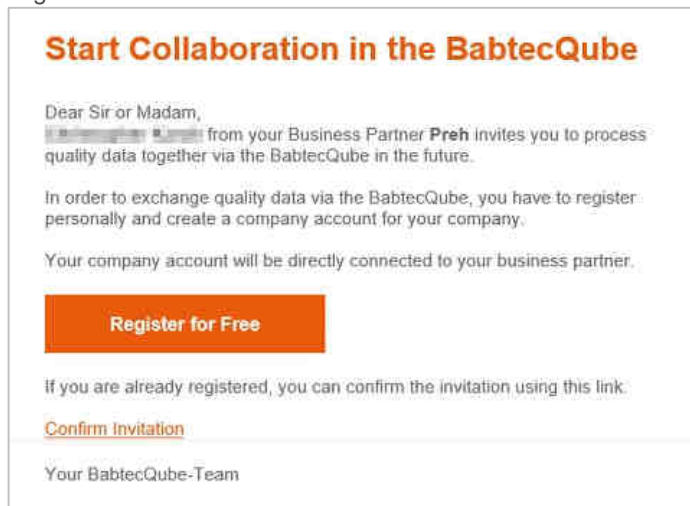
The purpose of this handout is to support Business Partner of PREH and share information regarding the CAQ system Babtec in use at PREH – mainly regarding the browser based communication & collaboration platform BabtecQube.

2 General topics

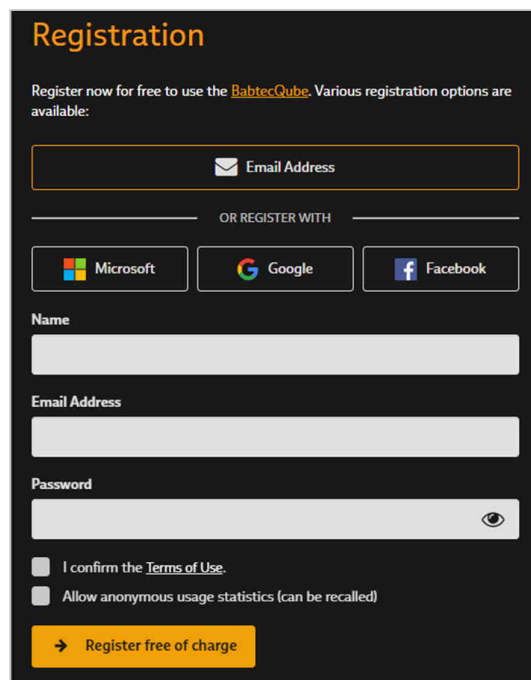
2.1 Registration procedure

Basically there are two possible procedures to get registered and connected to PREH:

- self-registration via <https://login.babtecqube.com/Account/Register?lang=en> and additionally 2.2 Establish Connection to P
- or
- via invitation by PREH (see screenshot on the right)



In both cases you will be directed to the registration page – chose your preferred way of registration and 'Register free of charge'.



The screenshot shows the "Registration" page with the following elements:

Registration

Register now for free to use the **BabtecQube**. Various registration options are available:

OR REGISTER WITH

Name

Email Address

Password

☐ I confirm the [Terms of Use](#).

☐ Allow anonymous usage statistics (can be recalled)

After registration a confirmation of the email address is required.

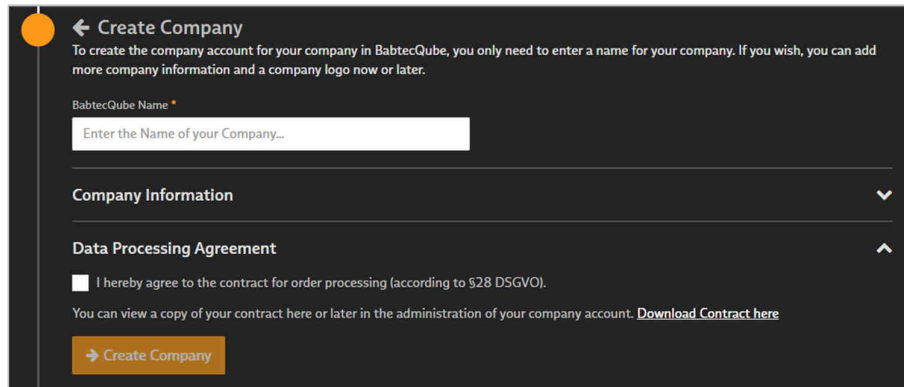
Select reason / intention for registration (e.g. 1st or 3rd option).

You can now decide if you want to

- create a new company
- or
- join an existing company.

(details below)

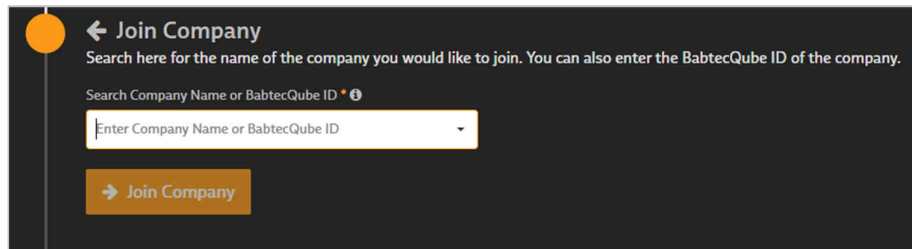
Use 'Create company' if you are the first employee of your company creating an account on the BabtecQube platform.



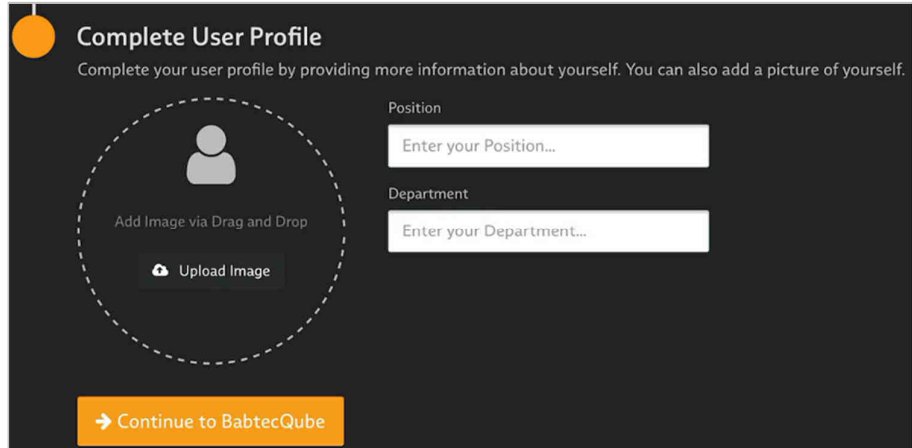
Use 'Join company' if your company is already existing on the BabtecQube platform.

Attention: Do not select 'Preh' !

Information: In such case you could also be directly invited by the BabtecQube administrator of your company.



Optional – complete your user profile (can also be done/adjusted later on).



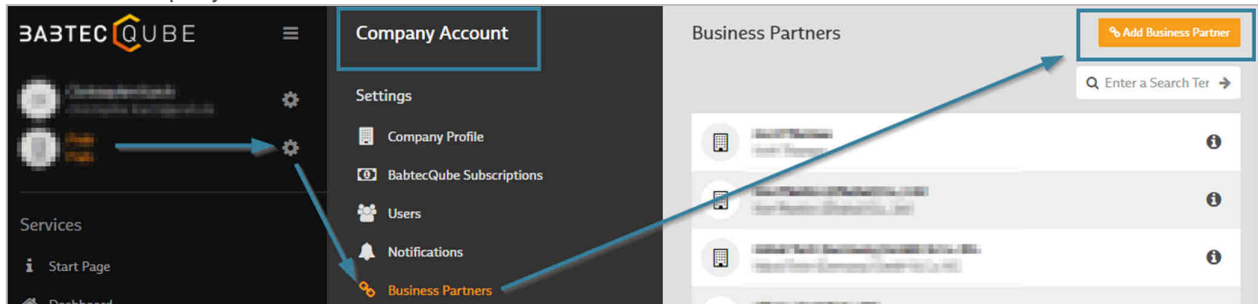
Hereby the registration of your user and/or company account is finished – continue with next section.

2.2 Establish Connection to PREH

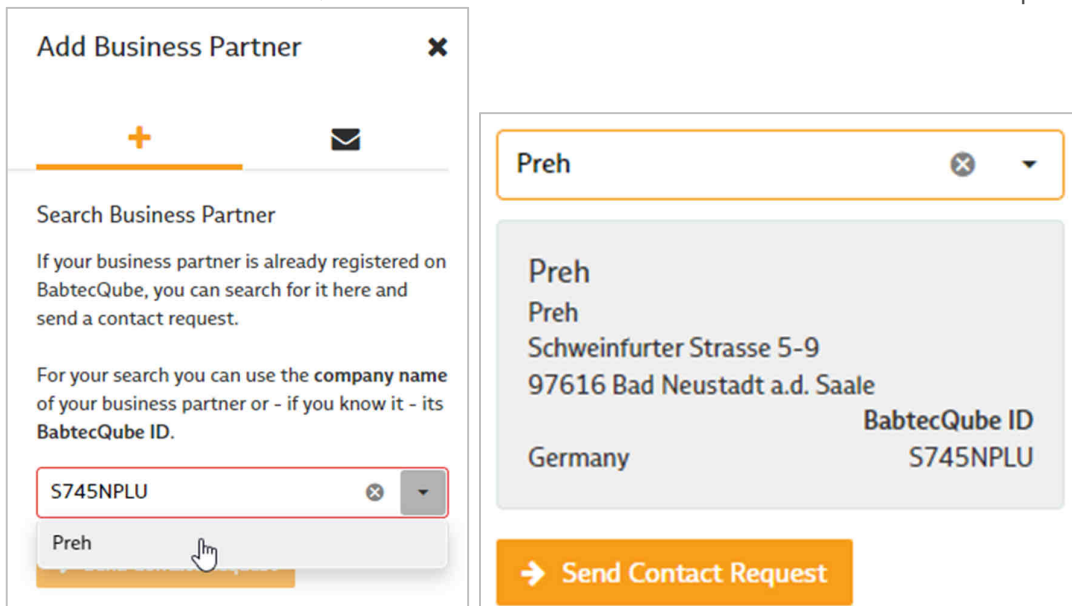
Information: This step is required, in case you have not been invited by PREH (in case of an invitation by PREH, this step is completed automatically).

Attention: This has to be done with your company account – do not use your user account!

Within the company account select 'Business Partners' and click on 'Add Business Partner':



Now search for the **BabtecQube ID of PREH "S745NPLU"** and click on "Send Contact Request":



Information: There is only one BabtecQube ID valid for all PREH locations.

As soon as PREH accepts the request, the Business Partner connection is successfully established.

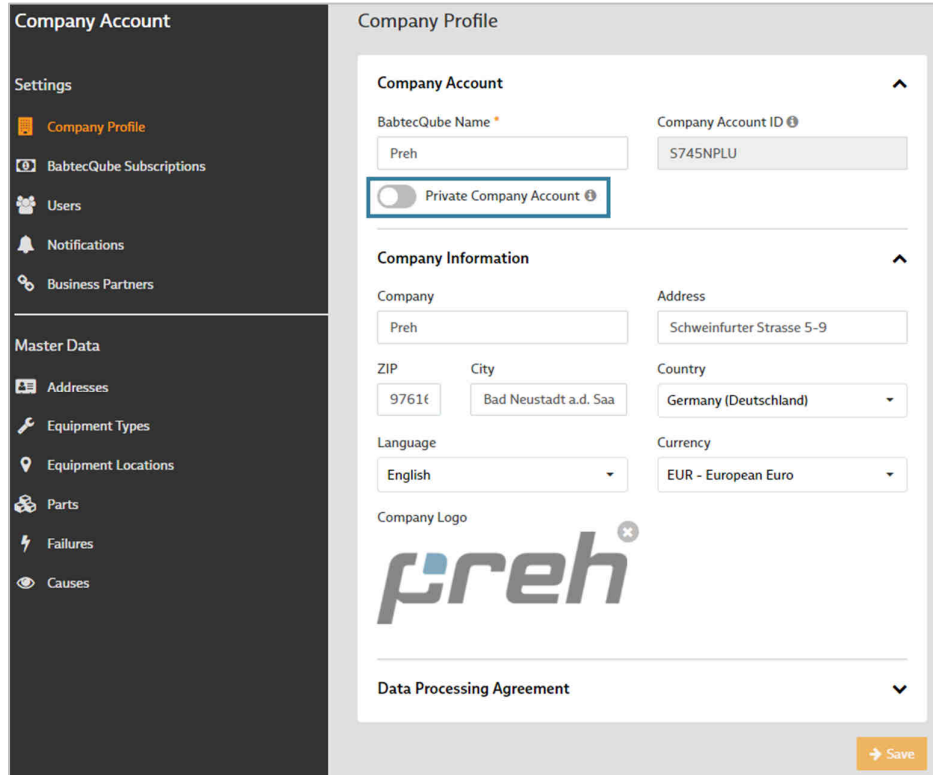
2.3 Account management / configuration

This section provides general information regarding the management of your company account.

2.3.1 Company Profile

Update / complete your company profile (e.g. address / logo, ...).

Attention: Activating the 'Private Company Account' options limits the visibility of your company within BabtecQube – therefore it is not recommended.



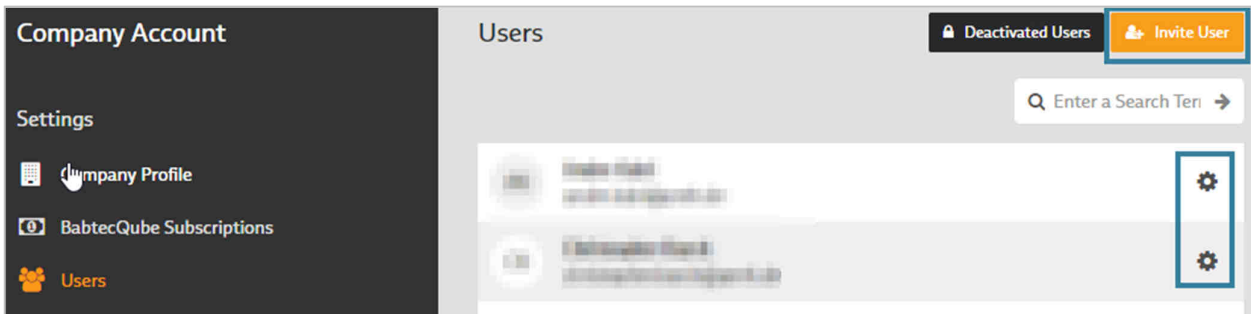
The screenshot shows the 'Company Account' settings page. On the left is a dark sidebar with a menu. The main area is titled 'Company Profile' and contains several sections:

- Settings:** Includes 'Company Profile' (highlighted), 'BabtecQube Subscriptions', 'Users', 'Notifications', and 'Business Partners'.
- Master Data:** Includes 'Addresses', 'Equipment Types', 'Equipment Locations', 'Parts', 'Failures', and 'Causes'.
- Company Account:** Contains 'BabtecQube Name' (Preh) and 'Company Account ID' (S745NPLU). A toggle for 'Private Company Account' is highlighted with a blue box.
- Company Information:** Includes 'Company' (Preh), 'Address' (Schweinfurter Strasse 5-9), 'ZIP' (9761€), 'City' (Bad Neustadt a.d. Saa), 'Country' (Germany (Deutschland)), 'Language' (English), and 'Currency' (EUR - European Euro).
- Company Logo:** Displays the 'preh' logo with a star icon.
- Data Processing Agreement:** A section at the bottom with a dropdown arrow.

A 'Save' button is located at the bottom right of the main content area.

2.3.2 Users


In the 'Users' section you can invite additional users from your company and/or manage the rights of existing users.



The screenshot shows the 'Users' management page. On the left is a dark sidebar with a menu. The main area is titled 'Users' and contains:

- Buttons:** 'Deactivated Users' and 'Invite User' (highlighted with a blue box).
- Search:** A search bar with the placeholder 'Enter a Search Term'.
- User List:** A table of users with a blue box highlighting the settings gear icon for each user.

User Info




[Redacted Name]

E-Mail
[Redacted Email Address]

User Account

[Redacted Username] [Redacted Password]

 Deactivate

License ⓘ

☒ Activate Premium License

☆ 0 of 0 Licenses available

General

- ☒ **Administrator**
Enables the administration of the own Company Account.
- ☒ **Edit Masterdata**
Enables the creation, editing and deletion of master data, as well as import and export (only for users with premium license).

Spots (Dialogues, Tasks, Actions)

- ☒ **Create Spots**
Enables the creation of Dialogs, Tasks and Actions.
- ☒ **Edit Spots**
Enables editing of Dialogs, Tasks and Actions.
- ☐ **Spot Supervisor**
Enables the processing of all Dialogs, Tasks and Actions in the own Company Account.

Complaints & Deviations

- ☒ **Edit Failure Analysis (8D Report)**
Enables the processing of Failure Analyses (8D Reports) in received Customer Complaints.

Goods Inspections & Checklists

Equipment and Gages

Inspections

Supplier Assessments

Support Tickets

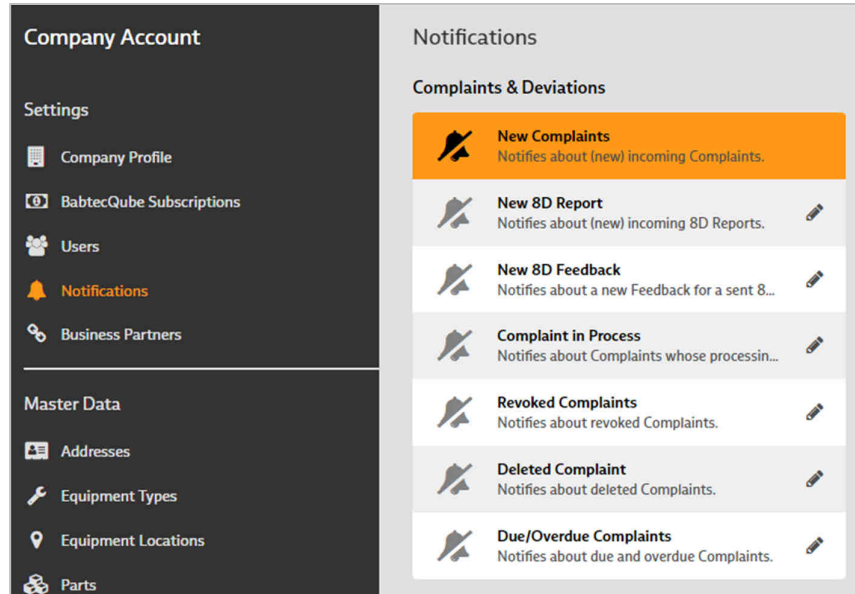
- ☒ **Ticket Editor**
Enables the creation and processing of Support Tickets.

Analyses

2.3.3 Notifications

In the notification section BabtecQube offers an easy and flexible approach, to configure which users from your company shall be notified in which cases.

Of course the notifications for complaint related topics are the most important ones at the moment.

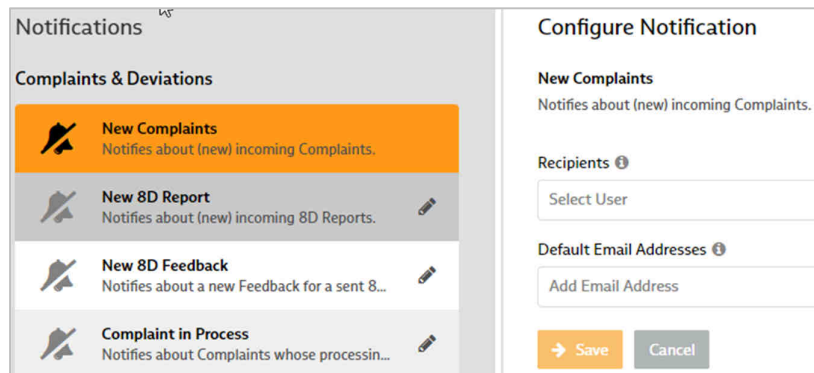


Selecting a specific entry allows you to even further configure who shall be informed.

Information:

'Recipients' – select from users which are already members of your company (with BabtecQube account).

'Default Email Addresses' – with this function you can also notify further persons (without BabtecQube account).



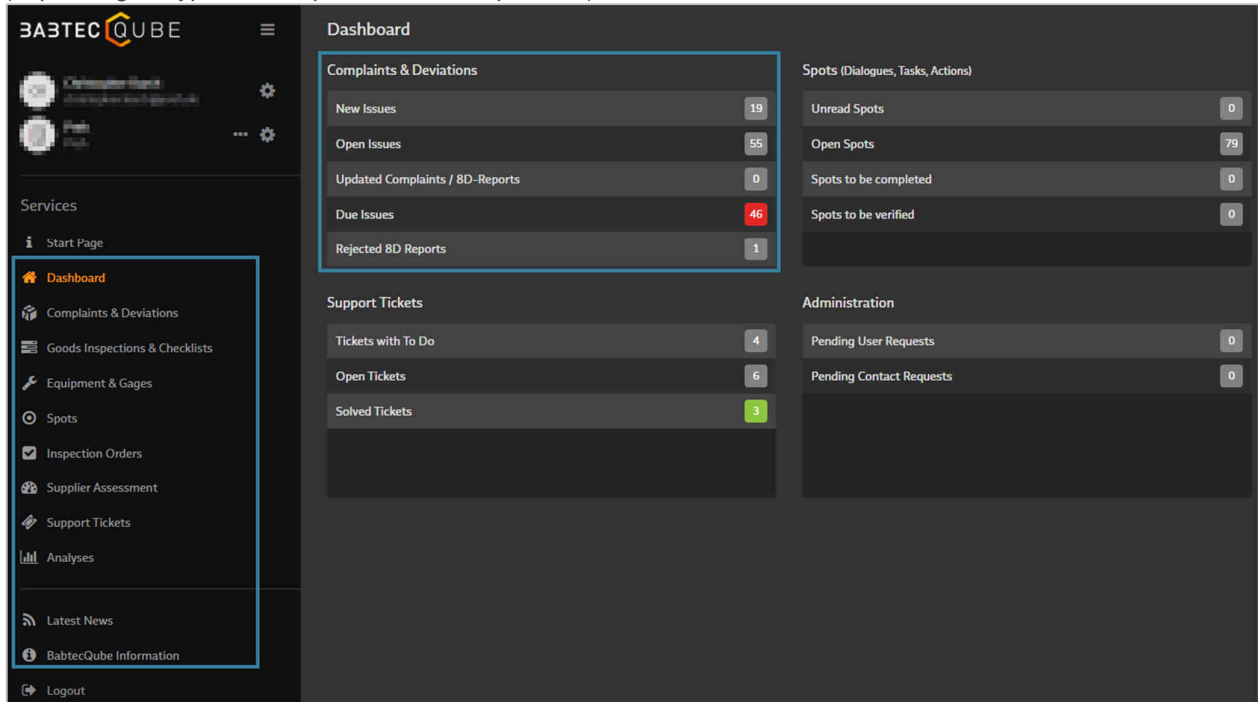
2.3.4 Business Partners

View/Manage your existing Business Partner connections and new requests / invitations.
See also 2.2 Establish Connection to P.

3 Specific topics

3.1 Dashboard

Via the dashboard all BabtecQube users have an overview about the current status of different topics (depending on type and scope of use of this platform):



The dashboard provides a comprehensive overview of various system components. On the left, a sidebar menu lists categories such as Dashboard, Complaints & Deviations, Goods Inspections & Checklists, Equipment & Gages, Spots, Inspection Orders, Supplier Assessment, Support Tickets, Analyses, Latest News, and BabtecQube Information. The main content area is divided into several sections: 'Complaints & Deviations' showing counts for New Issues (19), Open Issues (55), Updated Complaints / 8D-Reports (0), Due Issues (46), and Rejected 8D Reports (1); 'Support Tickets' showing Tickets with To Do (4), Open Tickets (6), and Solved Tickets (3); 'Spots (Dialogues, Tasks, Actions)' showing Unread Spots (0), Open Spots (79), Spots to be completed (0), and Spots to be verified (0); and 'Administration' showing Pending User Requests (0) and Pending Contact Requests (0).

You can directly select specific items / status from the dashboard, or select the specific category via the menu on the left – e.g. for complaints & deviations:

Complaint Number	Kind	Status	Due Date	Next 8D Due Date	8D Feedback
99990000	Customer Complaint	Completed	03/11/2021 11:02 AM		Accepted
775533	Customer Complaint	Completed	03/16/2021 2:54 PM		Accepted
2021-30201	Customer Complaint	Completed	07/29/2021 1:42 PM		Accepted
2021-30265	Customer Complaint	Completed	08/04/2021 1:15 PM		Accepted
2022-30974	Customer Complaint	Completed	03/16/2022 4:05 PM		Accepted
2022-30978	Customer Complaint	New	03/16/2022 4:05 PM	D8 12 days ago	
2022-30986	Customer Complaint	Completed	03/16/2022 5:19 PM	D8 12 days ago	

3.2 Complaint Management

3.2.1 Receipt of a complaint

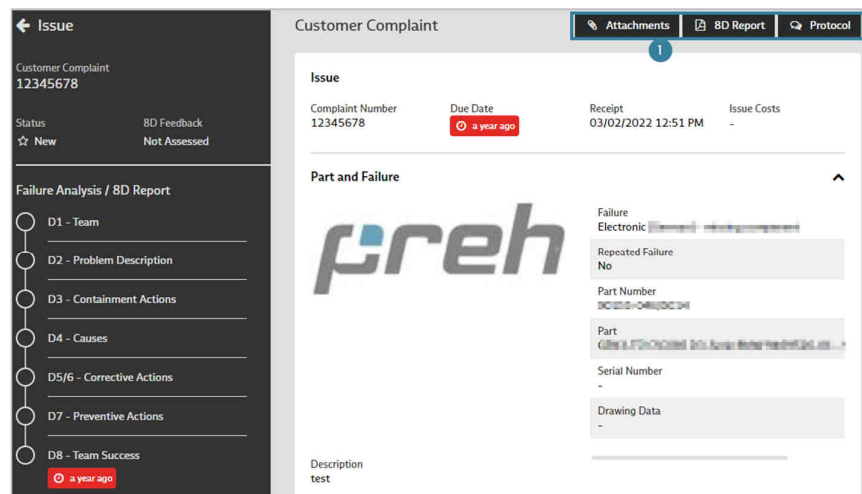
Depending on the notification settings (see 2.3.3 Notifications), employee(s) of your company will get a notification if a new issue occurred which resulted in a complaint notification – otherwise a frequent check of the dashboard/ the complaints & deviations menu is required.

The same is valid for all kinds of updates during the complaint procedure until closure.

3.2.2 Start complaint procedure

When a complaint by PREH is send to a Business Partner, the Business Partner will receive following standard information.

(1) check for potential attachments / comments send by PREH



Customer Complaint

Issue

Complaint Number: 12345678

Due Date: a year ago

Receipt: 03/02/2022 12:51 PM

Issue Costs: -

Part and Failure

Failure: Electronic

Repeated Failure: No

Part Number: 12345678

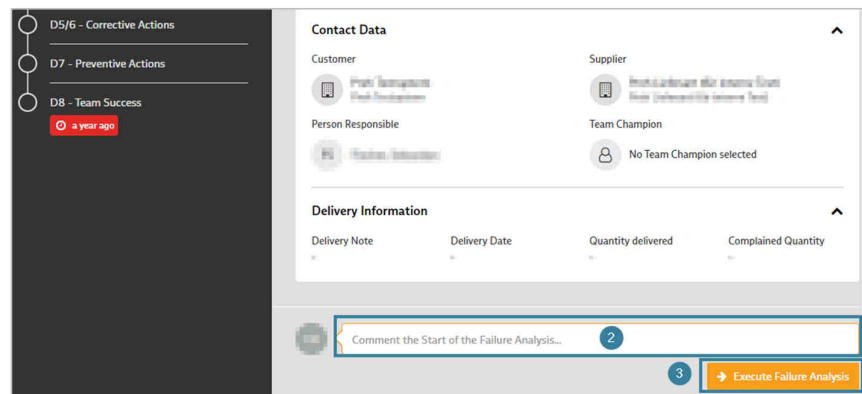
Part: 12345678

Serial Number: -

Drawing Data: -

Description: test

(2) Use this section to send any kind of comments/remarks/questions/ ... to PREH.



Contact Data

Customer: 12345678

Supplier: 12345678

Person Responsible: 12345678

Team Champion: No Team Champion selected

Delivery Information

Delivery Note: -

Delivery Date: -

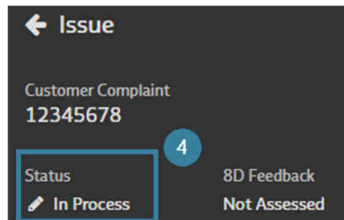
Quantity delivered: -

Complained Quantity: -

Comment the Start of the Failure Analysis...

Execute Failure Analysis

(4) Hereby the newly received complaint is not set to 'in process'.



Issue

Customer Complaint: 12345678

Status: In Process

8D Feedback: Not Assessed

3.2.3 Complaint processing

(1) BabtecQube offers a guided procedure for processing of failure analysis (8D-Report).

(2) Start with the definition of the team.

Failure Analysis / 8D Report

- ✓ D1 - Team
- D2 - Problem Description
- D3 - Containment Actions
- D4 - Causes
- D5/6 - Corrective Actions
- D7 - Preventive Actions
- D8 - Team Success

8D Report

D1 - Team

Team Champion

Additional Team Members

+ Add Team Member

D2 - Problem Description

Attention:

Do not forget, that for any update/comment you want to share with PREH, you have to click on 'Send 8D Report' Button.

Comment the 8D Report...

Send 8D Report

(3) Use this drop-down menu to select the status of the complaint from your point of view.

(4) Use this section to describe the issue from your point of view.

D2 - Problem Description

Assessment

Pending

Comment

Take a stand on the problem from your perspective...

(5) Define causes & actions.

The screenshot shows a sidebar menu with four sections: D3 - Containment Actions, D4 - Causes, D5/6 - Corrective Actions, and D7 - Preventive Actions. Each section has an 'Add' button. The 'D4 - Causes' section is highlighted with a blue circle containing the number 5. The main content area shows the 'No Containment Actions defined' message, followed by the 'D4 - Causes' section with 'No Causes defined', then the 'D5/6 - Corrective Actions' section with 'Adding Corrective Actions not possible', and finally the 'D7 - Preventive Actions' section with 'No Preventive Actions defined'.

(6) Create & define applicable case-specific action(s), including due dates, responsibilities and effectiveness check.

(7) **Attention:**

Use this option to define if the specific action is an

- internal action (will not be shared with PREH)

or

- external action (will be shared with PREH).

The screenshot shows the 'Add Containment Action' form. It includes fields for 'Subject', 'Description', 'Person Responsible', 'Due Date', 'Started on', 'Completed on', 'Effectiveness Degree', and 'Effectiveness Description'. A blue circle with the number 6 is overlaid on the 'Person Responsible' field. At the bottom, there is a toggle switch for 'Send Action to Customer?' with a blue circle containing the number 7. The 'Create Action' button is highlighted in orange.

(8) Create & define applicable case-specific root-cause(s).

To complete the failure analysis use the D8 section.

Based on the provided information PREH will perform an assessment of the failure analysis.

This may result in an

- acceptance / rejection of the failure analysis

or

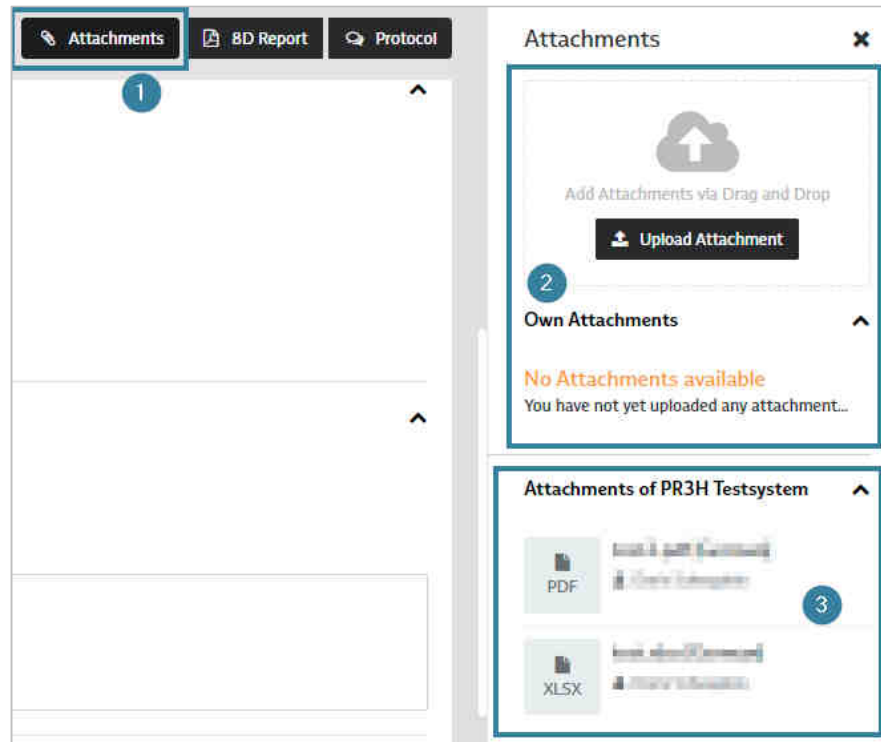
- request for updates.

The status of the complaint including feedback of PREH is shared with the Business Partner:

3.2.3.1 Attachments

(1) Use 'Attachments' to

- (2) upload & manage your own attachments and/or
- (3) view & download attachments provided by PREH.



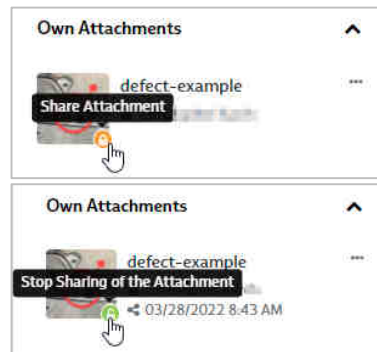
Attention:

Use this option to define if the specific action is an

- internal attachment (will not be shared with PREH)

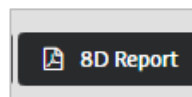
or

- external attachment (will be shared with PREH).



3.2.3.2 8D Report

The '8D Report' button can be used, to summarize all information into a PDF.

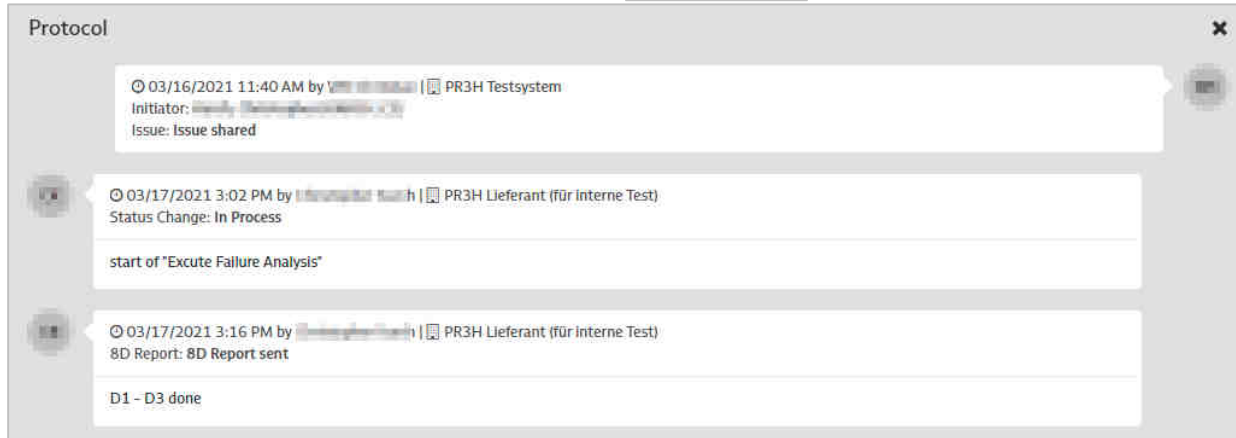
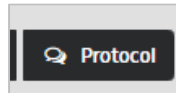


Information:

Actions marked as internal will not be printed into the report.

3.2.3.3 Protocol

In the 'Protocol' section all communication exchange between PREH and the Business Partner is archived (incl. status changes).

A screenshot of a 'Protocol' chat window. The window has a title bar 'Protocol' and a close button 'X'. It contains three messages:

- Message 1: Sent on 03/16/2021 11:40 AM by [redacted] to PR3H Testsystem. Initiator: [redacted]. Issue: Issue shared.
- Message 2: Sent on 03/17/2021 3:02 PM by [redacted] to PR3H Lieferant (für interne Test). Status Change: In Process. Content: start of "Excute Fallure Analysis".
- Message 3: Sent on 03/17/2021 3:16 PM by [redacted] to PR3H Lieferant (für interne Test). Content: 8D Report: 8D Report sent. D1 - D3 done.

3.3 Lookout / Roadmap

This section will be updated based on the future implementation of additional functionalities.

This includes for example the integration of the Audit management – sharing of required actions to Business Partner based on identified deviations/findings during an Audit (Action Plan processing via BabtecQube).

4 Change History

Version	Change date	Change	Created	Released
0.00	28. Mar. 2022	Creation/Release of Guideline	KC	KT