

Klüber Lubrication Supplier Portal Manual

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1. Terms and abbreviations






D-U-N-S®	The DUNS® (Data Universal Numbering System) number is a unique nine-digit identifier for companies and was introduced by Dun & Bradstreet (D&B). The DUNS® number is among other things used, recognized and recommended as standard by the United Nations, the German Association of the Automotive Industry (VDA), the European Commission and the ISO. The DUNS® number can be searched under https://www.upik.de/en/dunsanfordern.html .
Jaggaer Direct AG	Jaggaer Direct AG is a portal operator and provides an application platform on the Internet for its business partners so that they can exchange information with their suppliers. Klüber Lubrication is cooperating with Jaggaer (formerly Pool4Tool).
Supplier Portal	The Supplier Portal is a web-based IT application which provides suppliers and Klüber Lubrication with central access to various information. It is also used to efficiently handle certain processes (e.g. management of complaints, certificates, etc.).
Profile	The profile contains supplier-related data. In the registration process, a distinction is made between the small and the extended profile. The small profile is for the basis data only, while the extended profile requires more detailed information. Based on the small profile, a first evaluation is made for making a decision on the future cooperation. Upon positive decision, the data for the extended profile have to be entered.
Material group	The range of goods of the supplier. The material group is to be indicated in the registration process and determines the person in charge at Klüber Lubrication.
Purchasing organisation:	Klüber Lubrication manufactures worldwide at 12 sites. Therefore, it has to be indicated in the registration process which sites can be supplied by the supplier.

2. Introduction

All the Klüber production sites worldwide procure production materials, in many cases from internationally active suppliers. Obtaining information from just one electronic system will help us interlinking our activities more closely and making things easier for you as our supplier. The increasingly complex requirements of the QM standards ISO 9001 and IATF 16949 need to be managed efficiently (management of certificates, activities, complaints etc.); the new portal will help us achieving this goal. These are just two of the many reasons why we opted for a supplier portal.

3. Technical requirements / Contact

Access to the supplier portal is easy via the browser. The following minimum requirements apply:

Browser	Version	Supported
Microsoft Internet Explorer 	>= v 11.0	Yes
Mozilla Firefox 	>= 40	Yes
Google Chrome 	>= 40	Yes
Apple Safari 		No
Opera 		No

If necessary, the technical support can be contacted at the following e-mail address:

SupplierPortal@klueber.com

4. Registration process

Depending on whether a supplier relationship exists or not, there are two possibilities of registration in the portal. Existing suppliers receive an invitation e-mail from the system, containing a link to the portal, see point 4.1. New suppliers can access the registration form via the Klüber website, see point 4.2.

4.1. Registration via invitation (for existing suppliers)

The invitation e-mail contains a link to our supplier portal. Please click on the link to directly access the pre-filled registration form. Important: if you have received an invitation, please only use the link in the e-mail for registration.

Dear Mr. Mustermann,

We shortly informed you of our plans for a Supplier Portal - and this is now the invitation for registration.

In a first step, please register using this link:

https://klueberdemo.pool4tool.com/portal/klueber/register.php?crm_person_id=ODgxNTQy-8b1effc63c061fb71e089de1597f95dc&l=eng

Once you have registered, you will receive an automatic e-mail with your initial password together with information on how to proceed.

Don't miss these prizes!

Register, enter your supplier profile and with luck win one of 100 prizes:

Among all suppliers having entered all their profile data and submitted their certificates within two weeks, lots will be drawn for winning high-quality backpacks, torches, bike bags, USB sticks, and other prizes.

Thank you very much in advance for your support!

Yours sincerely,

Via the link you directly access the registration form (see point 4.1.1) pre-filled with your company data. Please check the data and complete further fields, if necessary. Especially your telephone number, your DUNS number and the purchasing organisation to be supplied have to be entered again.

Important: Please enter your DUNS® number to ensure clear identification of your company. If you do not know your DUNS® number, you can click on "DUNS®" on the UPIK Website to search your DUNS® number. If your company does not have a DUNS® number yet, you can get a DUNS® number for free. Otherwise - only if the above options do not work - please enter "999999999" to continue the registration process.

Please indicate to the purchasing organization which of these plants your business unit could supply:

Via the checklist on the right () several plants can be specified that can be supplied.

Via the checklist on the left () you can select your favourite plant. Only one selection can be made. The material group manager in this plant will receive your registration data and become your future contact.

4.1.1. Registration form



I'm already a supplier for JAGGAER Direct

General company data

Company name*:

Company name 2:

Street*:

Street 2:

Street-number*:

Zip code*:

City*:

Country*:

Currency*:

Telephone*:

Fax:

Homepage:

E-Mail:

D-U-N-S*:

VAT code:

More about Klüber Lubrication München

Klüber Lubrication

English
Deutsch

Purchasing

Organisation*:

- Munich / Germany - 0007
- Dottignies / Belgium - 0070
- Cerkezköy / Turkey - 0201
- Salzburg / Austria - 0233
- Parets del Velles (Barcelona) / Spain - 0288

Please specify which of the above-mentioned plants you can supply (box / multiple selection) and which plant is your favourite one (option button, the purchaser in this plant will receive and check your registration data)

Contact person data

Salutation*:

First name*:

Last name*:

Once all fields are completed, click on "Check data" and then "Send" for the validation of the data and fields.



You will then receive an automatic e-mail containing your access data (login name and initial password) as well as the link to the portal. Please do not delete this e-mail as it contains your login name.

Enter your access data and click on Login.

After the login, you are requested to assign a new, personal password. For this purpose, the initial password from the e-mail has to be entered again. The new password has to comply with the password rules.

You will now be directed automatically to the next registration step to enter the small profile data (basic data on your company) in six steps. Completed steps are marked in green, pending steps are marked in yellow. By clicking on the respective headlines you get to the corresponding input fields. Upon completion of individual steps it is possible to cache them and complete remaining steps at a later date.

4.1.2. Confirmation of basic data



2. Account data received / Login successful / Check/change/confirm company data
You have logged in to the portal. Please provide additional company data.

Please check all data entered so far and correct them, if necessary. Confirm by clicking on "Save".

English [Deutsch](#) [Home](#) [Logout](#)

Manual EN Ltd.
Mr. Max Sample (max.sample)

- Administration
- Contact people
- Categories
- Company profile
- Downloads
- Contracts
- LTVD
- Complaints
- Actions

Company basic data

Save

Company basic data

Company name*:

Company name 2:

Street*:

Street 2:

Street-number*:

Zip code*:

City*:

Country*:

Currency: EUR (not editable)

Telephone*: Country / Area / Number

<input type="text" value="0049"/>	<input type="text" value="89"/>	<input type="text" value="78760"/>
-----------------------------------	---------------------------------	------------------------------------

Fax:

Homepage:

E-Mail:

D-U-N-S*:

VAT code:

I agree that JAGGAER Direct AG uses the data, entered in the course of the registration on the supplier portal of Klüber Lubrication JAGGAER Direct to have access via the 2relation.com platform. The revocation of this declaration of consent is possible at any times and causes the illegitimacy of further use of this published data.

4.1.3. Entry of contact persons



3. Contacts

Responsibilities for the different areas

In this step, contact persons have to be designated for certain areas of responsibilities. The persons already known to us have already been entered in the supplier portal. Please check if they are up-to-date and assign a corresponding area of responsibility to them if necessary. By default, all areas are assigned to the invited person.

Area	Description	Assignment need	Portal activity
Sales	Contact person for prices, contracts and quantities, LTSD	X	
Complaint handling	Contact person for complaints processing and management of certificates.	X	X
Supplier Assessment	Contact person to receive the annual supplier ratings.	X	X
Regulatory Stewardship	Contact for the processing / provision of SDSs and REACH topics.	X	
Product Safety Representative according to VW, BMW or VDA	Contact person responsible for product safety and product liability.		
Order Management	Contact person for order processing, order confirmations, delivery dates etc.	X	
Technical Advice	Contact person for questions about quality, specification and product information.	X	

Assignment need

For defined areas contact persons must be assigned.

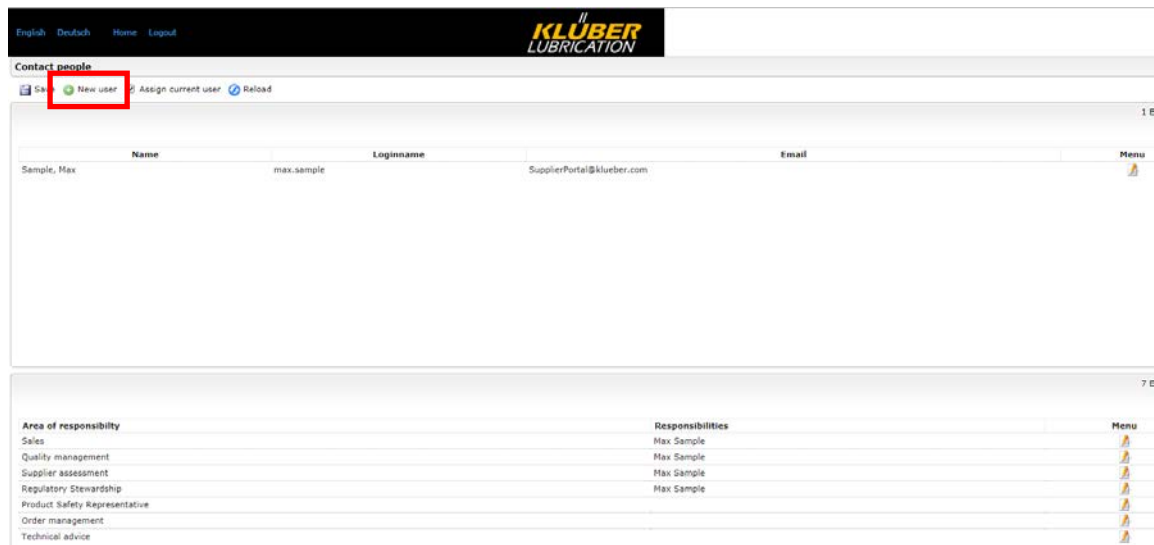
Portal activity

Defined contact persons must actively take over activities in the supplier portal in the mentioned areas and also receive corresponding notifications from the system. User **must** be created in the system as **portal users** (see point 4.1.31).

If necessary, other contact persons can be assigned for the individual areas by creating further users. For this purpose, click on "New user" and fill in all mandatory fields (signed with star).

4.1.3.1. Contact person as Portal-User

If user is to be assigned a responsibility area with **portal activity** "Create portal user" must be ticked so that access to the supplier portal is set up for the relevant new user. The system sends the access data by e-mail to the new user. This step is also necessary if you assign an area of responsibility with portal activity to an already existing contact person.



Edit person

Save Close

Salutation*: Mr. ▾

First name*: Maxi

Last name*: Samples

Title:

Telephone*: 0049 89 7876531

Mobile:

Fax:

E-Mail*: supplierportal@klueber.com

Create portal user

Loginname* maxi.samples

Then click on to assign the corresponding area of responsibility to the new user.

3 Assignments (Sales)

Save Close Reload

Responsibilities

2 Person

Sample, Max ▾ ✕

Area of responsibility	Responsibilities	Menu
Sales	Max Sample	
Quality management	Max Sample	
Supplier assessment	Max Sample	
Regulatory Stewardship	Max Sample	
Product Safety Representative		
Order management		
Technical advice		

Click on "Save" to complete this step. You can find a video tutorial on this topic in the download area (see menu item Downloads).

4.1.4. Entry of material groups



4. Material group assignment

Click here to get the list of material groups.

In this step it is necessary to show and assign the range of products by means of material groups. For this purpose click on the respective checklists of the corresponding material group.

Via the checklist on the left () several material groups matching your range of goods can be indicated.

Via the checklist on the right () you can select your main material group which is your focus. Only one selection can be made. The selection determines the material group manager in charge at Klüber Lubrication.

Please complete the step by clicking on "Save".

The screenshot shows the 'Categories' section of the Klüber Lubrication Supplier Portal. At the top, there are navigation links for 'English', 'Deutsch', 'Home', and 'Logout', along with the Klüber Lubrication logo. Below the navigation, there is a 'Categories' header and a 'Save' button highlighted with a red box. To the right of the 'Save' button are 'Expand all' and 'Collapse all' options. A blue information bar contains the text: 'Please indicate which of the following categories you can supply to us (box / multiple selection) and which is your main category (radio button, th...'. Below this, a list of categories is shown with checkboxes and radio buttons:

- Raw Material
- Packaging
 - Packm. Tinplate
 - Packm. Sheet Steel
 - Packm. Plastic
 - Packm. Bulk containe
 - Packm. Paper board c
 - Packaging aid
 - Labels
 - Packm. Other
- Sub-Contracting

4.1.5. Entry of the profile



5. Fill profile

Please give the demanded information in the supplier profile.

In this step, questions relating to the following subjects have to be answered one after the other:

- Company data
- Ethical standards
- Certificates
- Processes

The answers can be cached any time and pending questions answered at a later date. In such a case, please complete your entries by clicking on "Save".

If you want to continuously edit the individual sections, please complete each chapter by clicking on "Save & Next".

4.1.5.1. Questions on ethical standards

Please answer the questions on ethical standards.

English Deutsch Home Logout

KLÜBER LUBRICATION

Change supplier profile - Ethical Standards

Save Save & Next Download

⚠ Please fill ALL mandatory fields in ALL categories before clicking 'Publish'!
Sections containing empty mandatory fields:

- Company data
- Ethical Standards
- Certificates
- Processes

Mandatory fields filling progress: 0%

Ethical Standards

Meeting our Ethical Standards for suppliers is a fundamental criterion for being approved as a supplier of Klüber Lubrication. They imply social, health, safety and environmental agreements and principles such as the Universal Declaration of Human Rights, ILO (International Labor Organization) and the UN Global Compact.

We expect from our suppliers ...

- either to be a signatory of the UN Global Compact www.unglobalcompact.org
- or to affirm that they accept and fulfill the Ethical Supplier Standards of Klüber Lubrication

[Ethical standards for suppliers_2016-04-07](#)

- or to have an own company policy / code of conduct that covers our standard. If so please attach your document.

Please choose the appropriate information for your company. If more than one statement is valid, please choose the above listed one. Example: Signatory company, so please choose "Signatory UN Global Compact"

Selection:*

Klüber Lubrication does not cooperate with companies which do not commit to Ethical Standards.

By clicking on "Save & Next" you will get to the next questions.

4.1.5.2. Enter company data

Now you have to answer further questions on your company.

English Deutsch Home Logout

Change supplier profile - Company data

⚠ Please fill ALL mandatory fields in ALL categories before clicking 'Publish'!
 Sections containing empty mandatory fields:

- Company data
- Certificates
- Processes

Mandatory fields filling progress: 3%

Company data

Group to which the company belongs*

If yes, name of the group*

Company data

Year of company foundation*

Number of employees*

Working in R&D ¹²³

Annual sales in million EUR ¹²³

Your company is a*

Business activities*

Service + customer support*

Business area / Focus

Please name the core business fields you serve

A) amounting to % of turnover ¹²³

B) amounting to % of turnover ¹²³

C) amounting to % of turnover ¹²³

To which one of your business fields does your offer to Klüber Lubrication belong?

amounting to % of turnover ¹²³

Information for Supplier of Klüber Lubrication

We took note of the "Information for suppliers of Klüber Lubrication".*

Link: [Information for suppliers of Klüber Lubrication](#)

By clicking on "Save & Next" you will get to the next questions.

4.1.5.3. Upload certificates

Please answer the questions on the certificates (quality, environmental and workplace safety management) and upload your current certificates. For each certificate a date of validity has to be entered. For this purpose, please click on the calendar.

valid to:

English Deutsch Home Logout

Change supplier profile - Quality Management

Save Save & Next Download

⚠ Please fill ALL mandatory fields in ALL categories before clicking 'Publish'!
 Sections containing empty mandatory fields:

- Certificates
- Processes

Mandatory fields filling progress: 25%

Quality Management - Your business unit

Are you certified according to the following standards?*

Do quality assurance agreements exist with your suppliers?*

Quality Management additional Plants, and for dealers, respectively: QM of manufacturers relevant for Klüber Lubrication

Industry Standards - Your business unit

Is your company certified according to further industrial standards?

ISO 22000*

Other Industry certificates:

Choose File No file chosen valid to:

Industry Standards additional Plants, and for dealers, respectively: Industry standards of manufacturers relevant for Klüber Lubrication

Environment & Industrial safety

Is a certified environmental protection and workplace safety management system in place in your company or do you have company-specific initiatives regarding environmental protection, reducing strain on resources, sustainabil

Environmental management system:*

Workplace safety management system:*

Expirence in the automotive segment

Are you familiar with quality management and process requirements of the automotive industry?
 VDA 6.3 or equivalent automotive process management standards

Did you implement the PSB function (Product Safety Representative) in your company, compliant to VW customer specific requirements?*

Did an automotive / automotive supply customer assess your company during the past three years?*

A) Rating:

B) Rating:

C) Rating:

D) Rating:

E) Rating:

Quality Management additional Plants, and for dealers, respectively: QM of manufacturers relevant for Klüber Lubrication

Important: If relevant, please upload the existing certificates of all of your plants which are part of your business unit and enter the date of validity. For distributors: please upload the certificates of the respective producer here.

By clicking on "Save & Next" you will get to the next questions.

4.1.5.4. Questions relating to the process

In the last step, you have to answer questions on your processes.

English Deutsch Home Logout

Change supplier profile - Processes

Save Download

⚠ Please fill ALL mandatory fields in ALL categories before clicking 'Publish'!
 Sections containing empty mandatory fields:

- [Processes](#)

Mandatory fields filling progress: 54%

Internal Process

Controls / inspections / assessments

Do you perform incoming goods controls?*

Do you perform in-process controls?*

Do you perform final inspections/quality approvals?*

Do you perform outgoing goods controls (logistic aspects)?*

Do you perform supplier assessments?*

Identification / labelling

Do you have a system to ensure traceability?*

Change management

In the event of product changes, do you have a customer communication policy?*

Do you make sure process changes do not affect product quality?*

Internal deviations

Do you have a system for documenting product deviations?*

If so, are resulting corrective actions reviewed?*

Customer complaints

Is there a complaint procedure in place?*

Do you manage customer complaints by means of 8D report or similar instruments?*

Contingencies

Do you have an emergency management system to ensure supply capability in a crisis?*

Maintenance / Repair

Do you perform Preventive Maintenance Planning/Total Productive Maintenance?*

Cooperation

Do you agree to make us process descriptions available on request?*

Do you agree to customer audits (Second Party Audits)?*

Remarks

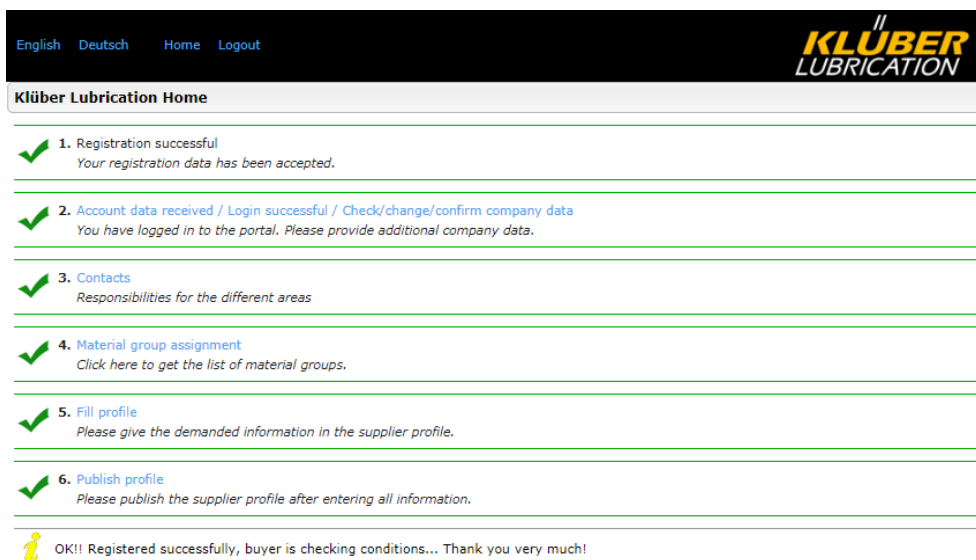
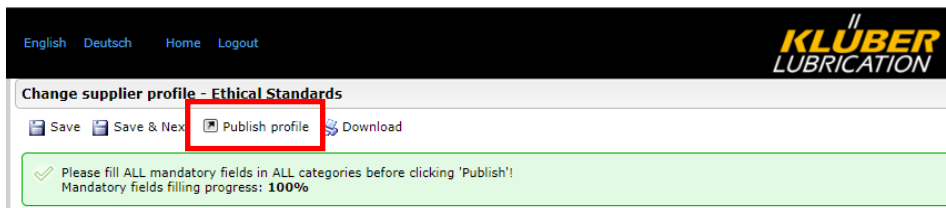
4.1.6. Publish profile



6. Publish profile

Please publish the supplier profile after entering all information.

Once all mandatory fields are completed and each step shows a green check mark, the data have to be published. This means that your data can now be viewed by the responsible material group manager at Klüber. He receives a message from the system and will check and assess your data.



Once the material group manager has checked your data, you will be informed by e-mail.

Dear Mr. Mustermann,

We appreciate very much your cooperation and thank you for having completed your company information in our supplier portal! Thus you paved the way to ease communication via this channel, and we are looking forward to an active exchange.

Best regards,
Klüber Lubrication

4.2. Registration of new suppliers

Open the page www.klueber.com/Supplier and click on "*Initial registration for new suppliers*". You can now access the registration form (see point 4.2.1). Please complete all mandatory fields.

The screenshot shows the Klüber Lubrication website's 'Suppliers' page. At the top, there is a navigation menu with links for Company, Lubricants, Applications, Service, News, Career, Contact, and USA/Canada Blog. Below the menu is a large banner image of a modern building interior with a yellow bar at the bottom containing the word 'Suppliers'. On the left side, there is a 'Company' sidebar with various links. The main content area features a section titled 'For collaboration in partnership' with a graphic of people and text describing the importance of suppliers. Below this is a 'Supplier Portal Europe' section with detailed instructions for new and existing suppliers. At the bottom of this section, there are three buttons: 'Log-in for registered suppliers', 'Initial registration for new suppliers' (highlighted with a red box), and 'Guidance for registration'.

Function: „I’m already a supplier for JAGGAER Direct“

If you are already using the Jaggaer Portal with another customer, you can use your access data to log in. The relevant company data will be loaded from the other account and a new entry is no longer necessary. This speeds up the registration process.

The screenshot shows the registration form on the Klüber Lubrication website. The top part features a banner image of various mechanical gears and shafts. Below the banner, the text 'Supplier Portal Registration' is visible. The form includes a checkbox labeled 'I'm already a supplier for JAGGAER Direct' which is highlighted with a red box. Below this is a section for 'General company data' with a text input field for 'Company name*'. To the right of the input field is a button labeled 'More about Klüber Lubrication München'.

4.2.1. Registration form



I'm already a supplier for JAGGAER Direct

General company data

Company name*:

Company name 2:

Street*:

Street 2:

Street-number*:

Zip code*:

City*:

Country*:

Currency*:

Telephone*:

Fax:

Homepage:

E-Mail:

D-U-N-S*:

VAT code:

More about Klüber Lubrication München

Klüber Lubrication

English
Deutsch

Purchasing Organisation*:

- Munich / Germany - 0007
- Dottignies / Belgium - 0070
- Cerkezköy / Turkey - 0201
- Salzburg / Austria - 0233
- Parets del Vells (Barcelona) / Spain - 0288

Please specify which of the above-mentioned plants you can supply (box / multiple selection) and which plant is your favourite one (option button, the purchaser in this plant will receive and check your registration data)

Important: Please enter your DUNS® number to ensure clear identification of your company. If you do not know your DUNS® number, you can click on "DUNS®" on the UPIK Website to search your DUNS® number. If your company does not have a DUNS® number yet, you can get a DUNS® number for free. Otherwise - only if the above options do not work - please enter "999999999" to continue the registration process.

Please indicate to the purchasing organization which of these plants your business unit could supply:

Via the checklist on the right () several plants can be specified that can be supplied.

Via the checklist on the left () you can select your favourite plant. Only one selection can be made. The material group manager in this plant will receive your registration data and become your future contact.

Contact person data

Salutation*:

First name*:

Last name*:

Title:

Telephone*:

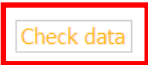
Mobile:

Fax:

E-Mail*:

Loginname*:

I agree that JAGGAER Direct AG uses the data, entered in the course of the registration on the supplier portal of Klüber Lubrication München, of the company represented by me as well as my contact data, in an EDP-supported way, in order to allow all customers of JAGGAER Direct to have access via the 2relation.com platform. The revocation of this declaration of consent is possible at any times and causes the illegitimacy of further use of this published data.

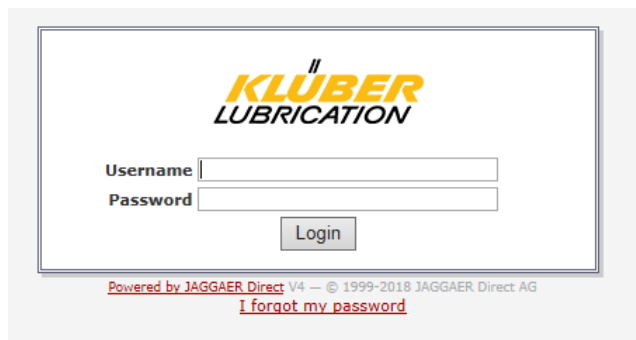


Once all fields are completed, click on "Check data" and then "Send" for the validation of the data and fields.



You will then receive an automatic e-mail containing your access data (login name and initial password) as well as the link to the portal. Please do not delete this e-mail as it contains your login name.

Enter your access data and click on Login.



After the login, you are requested to assign a new, personal password. For this purpose, the initial password from the e-mail has to be entered again. The new password has to comply with the password rules.

Change password

Save Reset

Change password

⊗ **WARNING: You must change the password now!**

ℹ We have a new set of password rules in place:

- ⊗ Not one of the last 3 passwords
- ⊗ Minimum of 8 characters
- ⊗ Minimum of 1 special character (not A-Z or a-z or 0-9)
- ⊗ Minimum of 1 number
- ⊗ Minimum of 1 lower case letter and 1 upper case letter

Old password*

New password*

New password (re-enter)*

You will now be directed automatically to the next registration step to enter the small profile data (basic data on your company) in six steps. Completed steps are marked in green, pending steps are marked in yellow. By clicking on the respective headlines you get to the corresponding input fields. Upon completion of individual steps it is possible to cache them and complete remaining steps at a later date.

English Deutsch Home Logout

Klüber Lubrication Home

✓

1. Registration successful

Your registration data has been accepted.

➤

2. Account data received / Login successful / Check/change/confirm company data

You have logged in to the portal. Please provide additional company data.

➤

3. Contacts

➤

4. Material group assignment

➤

5. Fill profile

➤

6. Publish profile

4.2.2. Confirmation of basic data



2. Account data received / Login successful / Check/change/confirm company data
You have logged in to the portal. Please provide additional company data.

Please check all data entered so far and correct them, if necessary. Confirm by clicking on "Save".

English Deutsch Home Logout

Manual EN Ltd.
Mr. Max Sample (max.sample)

- Administration
- Contact people
- Categories
- Company profile
- Downloads
- Contracts
- LTVD
- Complaints
- Actions

Company basic data

Company basic data

Company name*: Manual EN Ltd.

Company name 2*:

Street*: Manual Street

Street 2*:

Street-number*: 7

Zip code*: 81379

City*: Munich

Country*: Germany

Currency: EUR (not editable)

Telephone*:

Country / Area / Number			
0049	89		78760

Fax:

0049	89		7876123
------	----	--	---------

Homepage:

E-Mail:

D-U-N-S*: 998765432

VAT code:

I agree that JAGGAER Direct AG uses the data, entered in the course of the registration on the supplier portal of Klüber Lubrication JAGGAER Direct to have access via the 2relation.com platform.
 The revocation of this declaration of consent is possible at any times and causes the illegitimacy of further use of this published data.

4.2.3. Entry of contact persons



3. Contacts

Responsibilities for the different areas

In this step, contact persons have to be designated for certain areas of responsibilities. By default, all these areas are assigned to the initial user.

Area	Description	Assignment need	Portal activity
Sales	Contact person for prices, contracts and quantities, LTSD	X	
Complaint handling	Contact person for complaints processing and management of certificates.	X	X
Supplier Assessment	Contact person to receive the annual supplier ratings.	X	X
Regulatory Stewardship	Contact for the processing / provision of SDSs and REACH topics.	X	
Product Safety Representative according to VW, BMW or VDA	Contact person responsible for product safety and product liability.		
Order Management	Contact person for order processing, order confirmations, delivery dates etc.	X	
Technical Advice	Contact person for questions about quality, specification and product information.	X	

Assignment need

For defined areas contact persons must be assigned.

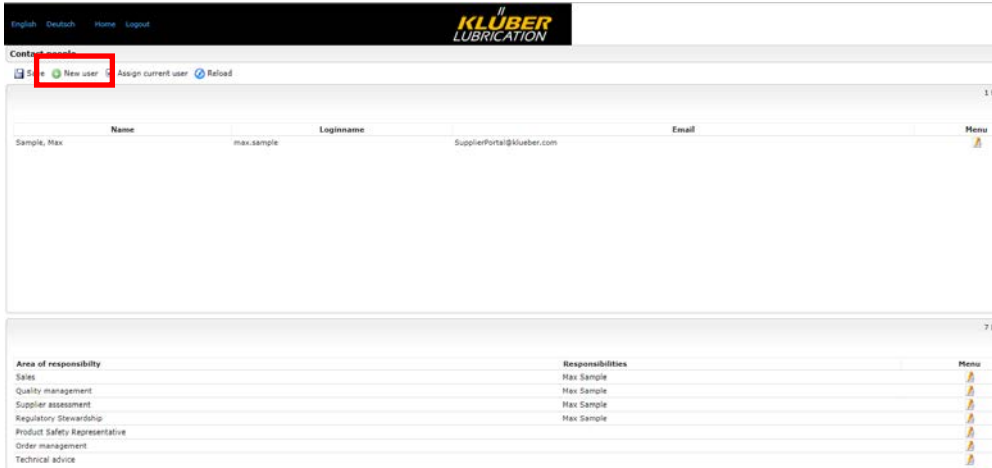
Portal activity

Defined contact persons must actively take over activities in the supplier portal in the mentioned areas and also receive corresponding notifications from the system. User **must** be created in the system as **portal users** (see point 4.2.31).

Further contact persons can be assigned for the individual areas by creating further users. For this purpose, click on "New user" and enter the user data for the new user.

4.2.3.1. Contact person as portal user

If the new user is to be assigned a responsibility area with **portal activity** "Create portal user" must be ticked so that access to the supplier portal is set up for the relevant new user. The system sends the access data by e-mail to the new user.



Edit person

Save Close

Salutation*: Mr. ▼

First name*: Maxi

Last name*: Samples

Title:

Telephone*: 0049 89 7876531

Mobile:

Fax:

E-Mail*: supplierportal@klueber.cor

Create portal user

Loginname*: maxi.samples

Then click on to assign the corresponding areas of responsibilities to the new user.

- 3** Assignments (Sales)
- Save Close Reload
- Responsibilities
- 2** Person
- Sample, Max

Area of responsibility	Responsibilities	Menu
Sales	Max Sample	
Quality management	Max Sample	
Supplier assessment	Max Sample	
Regulatory Stewardship	Max Sample	
Product Safety Representative		
Order management		
Technical advice		

Click on "Save" to complete this step.

You can find a video tutorial on this topic in the download area (see menu item Downloads).

4.2.4. Entry of material groups



4. Material group assignment

Click here to get the list of material groups.

In this step it is necessary to show and assign the range of products by means of material groups. For this purpose click on the respective checklists of the corresponding material group.

Via the checklist on the left () several material groups matching your range of goods can be indicated.

Via the checklist on the right () you can select your main material group which is your focus. Only one selection can be made. The selection determines the material group manager in charge at Klüber Lubrication.

Please complete the step by clicking on "Save".

4.2.5. Enter further company data



5. Fill profile

Please give the demanded information in the supplier profile.

In this step, questions relating to the following subjects have to be answered one after the other:

- Ethical standards
- Company data
- Certifications

The answers can be cached any time and pending questions answered at a later date. In such a case, please complete your entries by clicking on "Save". If you want to continuously edit the individual sections, please complete each chapter by clicking on "Save & Next".

4.2.5.1. Questions on ethical standards

Please answer the questions on ethical standards.

English Deutsch Home Logout

KLÜBER LUBRICATION

Change supplier profile - Ethical Standards

Save Save & Next Download

Warning: Please fill ALL mandatory fields in ALL categories before clicking 'Publish'!
Sections containing empty mandatory fields:

- Company data
- Ethical Standards
- Certificates

Mandatory fields filling progress: 0%

Ethical Standards

Meeting our Ethical Standards for suppliers is a fundamental criterion for being approved as a supplier of Klüber Lubrication. They imply social, health, safety, environmental and human rights standards, such as the Universal Declaration of Human Rights, ILO (International Labor Organization) and the UN Global Compact, to which Klüber Lubrication committed itself.

We expect from our suppliers ...

- either to be a signatory of the UN Global Compact www.unglobalcompact.org
- or to affirm that they accept and fulfill the Ethical Supplier Standards of Klüber Lubrication

[EKB_Klüber_EN_201506_REv.06](#)

- or to have an own company policy / code of conduct that covers our standard. If so please attach your document.

Please choose the appropriate information for your company. If more than one statement is valid, please choose the above listed one. Example: Signatory of the UN Global Compact

Selection:

Klüber Lubrication does not cooperate with companies which do not commit to Ethical Standards.

By clicking on "Save & Next" you will get to the next questions.

4.2.5.2. Entry of business data

Now you have to answer further questions on your company.

English Deutsch Home Logout

Change supplier profile - Company data

Save Save & Next Download

⚠ Please fill ALL mandatory fields in ALL categories before clicking 'Publish'!
 Sections containing empty mandatory fields:

- Company data
- Certificates

Mandatory fields filling progress: 8%

Group to which the company belongs* no

Year of company foundation* < 3 years

Number of employees* 3) 50 to 249

Working in R&D 123 30

Annual turnover 123 250

Your company is a* manufacturer

Business activities* 2-regional

Service + customer support* 2-regional

By clicking on "Save & Next" you will get to the next questions.

4.2.5.3. Upload certificates

Please answer the questions on the certificates (quality, environmental and workplace safety management) and upload your current certificates. For each certificate a date of validity has to be entered. For this purpose, please click on the calendar.

valid to:

English Deutsch Home Logout

Change supplier profile - Quality Management

Save Download

! Please fill ALL mandatory fields in ALL categories before clicking 'Publish'!
Sections containing empty mandatory fields:

- Certificates

Mandatory fields filling progress: 58%

Quality Management - Your business unit

Quality Management* ISO 9001 ▼

ISO 9001* Datei auswählen 2017 Diplom...pecial.pdf valid to: 2019-05-24

Do quality assurance agreements exist with your suppliers?* yes ▼

Quality Management additional Plants, and for dealers, respectively: QM of manufacturers relevant for Klüber Lubrication

Certificate Type	Plant/manufacturer name	File	valid to Y-m-d
Plant/Manufacturer 1: ISO 9001 ▼	Plant Spain	Datei auswählen 2017 Diplom...pecial.pdf	2019-05-24
Plant/Manufacturer 2: --- ▼		Datei auswählen Keine ausgewählt	
Plant/Manufacturer 3: --- ▼		Datei auswählen Keine ausgewählt	
Plant/Manufacturer 4: --- ▼		Datei auswählen Keine ausgewählt	
Plant/Manufacturer 5: --- ▼		Datei auswählen Keine ausgewählt	

Industry Standards - Your business unit

Is your company certified according to further industrial standards? Yes ▼

ISO 22000* Datei auswählen 2017 Diplom...pecial.pdf valid to: 2019-05-24

Other Industry certificates: Datei auswählen Keine ausgewählt valid to:

Industry Standards additional Plants, and for dealers, respectively: Industry standards of manufacturers relevant for Klüber Lubrication

Certificate Type	Plant/manufacturer name	File	valid to Y-m-d
Plant/manufacturer 1: ISO 22000 ▼	Plant Spain	Datei auswählen 2017 Diplom...pecial.pdf	2019-07-25
Plant/manufacturer 2: --- ▼		Datei auswählen Keine ausgewählt	
Plant/manufacturer 3: --- ▼		Datei auswählen Keine ausgewählt	
Plant/manufacturer 4: --- ▼		Datei auswählen Keine ausgewählt	
Plant/manufacturer 5: --- ▼		Datei auswählen Keine ausgewählt	

Environment & Industrial safety

Is a certified environmental protection and workplace safety management system in place in your company or do you have company-specific initiatives regarding environmental protection, reducing strain on resources, sustain

Environmental management system:* ISO 14001 ▼

ISO 14001* Datei auswählen 2017 Diplom...pecial.pdf valid to: 2019-09-19

Workplace safety management system:* OHSAS 18001 ▼

OHSAS 18001* Datei auswählen 2017 Diplom...pecial.pdf valid to: 2020-03-23

Important: If relevant, please upload the existing certificates of all of your plants which are part of your business unit and enter the date of validity. For distributors: please upload the certificates of the respective producer here.

Quality Management additional Plants, and for dealers, respectively: QM of manufacturers relevant for Klüber Lubrication

Click on "Save" to complete this step.

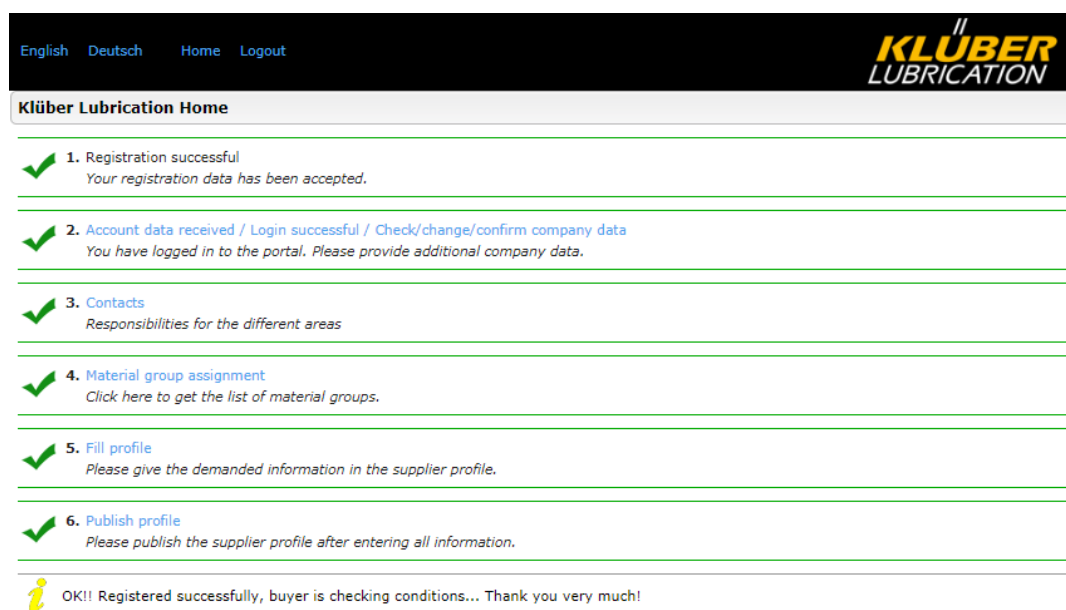
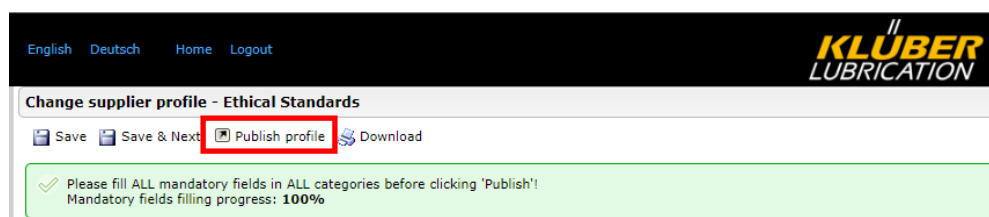
4.2.6. Publish profile



6. Publish profile

Please publish the supplier profile after entering all information.

Once all mandatory fields are completed and each step shows a green check mark, the data have to be published. This means that your data can now be viewed by the responsible material group manager at Klüber. He receives a message from the system and will check and assess your data.



Once the material group manager has checked your data, you will be informed by e-mail. If you meet the basic requirements for our suppliers, you will be asked to complete the registration process by entering the extended profile data. If, based on your input, we realize that the basic requirements for cooperation have not been met, you will be rejected for inclusion in our supplier portal.

4.2.7. Enter and publish extended profile data

Please click on the link in the e-mail and sign in with your username and your password to complete the registration process.

Dear Mr. Sample,

Thank you very much for the basic information submitted to our Supplier Portal.


Our material group manager has verified that you meet the basic qualifications of a potential supplier for Klüber Lubrication. We now need some more information and would ask you to add the required data to your company profile.


<https://klueberdemo.pool4tool.com/portal/klueber/>

We will contact you again as soon as your additional entries have been verified.

Yours sincerely,
Klüber Lubrication

Now please answer further questions on your company and processes and complete the step by clicking on "*publish*".

-
- 
7. Fill extended profile
Please give the demanded information in the extended supplier profile.

 - 
8. Publish extended profile
-

Important: Among the questions from the extended profile, the questions from the small profile, including your answers, will be displayed again for information on the respective topics. This gives you the opportunity to view all questions in the overall context.

English Deutsch Home Logout

Change supplier profile - Processes

⚠ Please fill ALL mandatory fields in ALL categories before clicking 'Publish'!

Sections containing empty mandatory fields:

- Processes

Mandatory fields filling progress: 64%

Internal Process

Controls / inspections / assessments

Do you perform incoming goods controls?*

Do you perform in-process controls?*

Do you perform final inspections/quality approvals?*

Do you perform outgoing goods controls (logistic aspects)?*

Do you perform supplier assessments?*

Identification / labelling

Do you have a system to ensure traceability?*

Change management

In the event of product changes, do you have a customer communication policy?

Do you make sure process changes do not affect product quality?

Internal deviations

Do you have a system for documenting product deviations?

If so, are resulting corrective actions reviewed?

Customer complaints

Is there a complaint procedure in place?

Do you manage customer complaints by means of 8D report or similar instruments?

Contingencies

Do you have an emergency management system to ensure supply capability in a crisis?

Maintenance / Repair

Do you perform Preventive Maintenance Planning/Total Productive Maintenance?

Cooperation

Do you agree to make us process descriptions available on request?

Do you agree to customer audits (Second Party Audits)?

Remarks

English Deutsch Home Logout

Change supplier profile - Processes

✓ Please fill ALL mandatory fields in ALL categories before clicking 'Publish'!

Mandatory fields filling progress: **100%**

After publication of the extended profile your data will be checked again and assessed by the material group manager. You will then receive an e-mail with the final decision.

Dear Mr. Sample,

Thank you very much for the information submitted to our Supplier Portal.

We are pleased to inform you that you meet the qualifications as a potential supplier of Klüber Lubrication. You are now listed at Klüber Lubrication as a supplier for the product groups entered by you.

As soon as your cooperation is in demand, we will contact you immediately.

Yours sincerely,
Klüber Lubrication

5. Corrective actions

If required, the material group manager at Klüber Lubrication can define corrective actions in the supplier portal to be processed by the supplier to improve quality and delivery performance. Actions can be defined for the following topics:

- Corrective actions from audits
- Corrective actions from complaints
- Measures from supplier ratings
- Measures from supplier monitoring

The corresponding contact person (see points 4.1.3 or 4.2.3) receives a notification (e-mail) from the system as soon as a measure is assigned to him.

Dear Mr. Sample,

Klüber Lubrication asks for your cooperation and therefore opened a new "action" in the supplier portal:

Topic: **Quality checks**

Initiated by: Klüber Lubrication, cl@klueber.com

Assigned to: Manual EN Ltd., Max Sample

Please enter your information and, if necessary, attach files directly to the supplier portal.
Please use [this link](#) for log-in to the portal.

Thank you in advance for your support!

You can access the action in the portal via the menu item "Actions".

Action name	Owner	Assignee	Timeframe	Files	Links	Status
Quality checks	OB Bahat, Ömer	MS Sample, Max	2021-03-17 - 2021-05-25	sample.png	1	OPEN

The following information can be taken from the overview page:

1. Title of the measure
2. Contact person at Klüber who created the measure
3. Contact person at the supplier who was assigned for the measure.
4. Time frame for the measure.
5. Attachments to the measure (if available)
6. Number of topics assigned to this measure
7. Status of the measure
8. Open the measure for detail view and for editing

5.1. Working on the corrective action

The action structure consists on the content (header data) and on the action details.

The content contains the description of the action, the responsibilities and the time frame for the completion of the action.

The following fields are available for the details. These must be filled in by the assignee (supplier) in due time.

Status: the status can be adjusted according to the progress.

Processing: Free percentage value for the processing.

Description: Enter processing steps and explanations regarding the processing.

Files: Files concerning the processing can be attached here.

Click on "Save" to save the entries.

On the expiry date as well as in the case of exceeding the deadline, the assignee will be informed of the measure by e-mail.

▼ ACTION TASK

Name*
Quality checks

Description
Increase number of quality checks during production.

Owner*
Bahat, Ömer

Assignee* ⓘ
Sample, Max

Timeframe*
From: 2021-03-17 To: 2021-05-25

Classification
Audit

Files
sample.png

Links
Supplier
Manual EN Ltd.

▼ ACTION DETAILS

Status
Open

Progress
0 %

Description

Files
Drag and Drop files or [Browse](#)

5.2. Enter comments to actions

It is possible to enter comments or queries in the action. Click in the comment field and enter your text. When you click on "send", the comment will be sent to the contact person (creator of the measure) at Klüber Lubrication and he will also be informed by e-mail.

COMMENTS

We assure you that the measure will be processed in due time.

Max Sample, Manual EN Ltd. |

Cancel
Send

If you have an answer to your comment, the system will send you an e-mail notification.

Dear Mr. Sample,

A new comment has been added to the following action:

Quality checks

Please follow [this link](#) and log in to the system to process the action.

Thank you in advance for your support!

Best regards

Klüber Lubrication Supplier Portal

Klüber Lubrication answers are also visible in the Comments section.

COMMENTS

Type Comment ...

B

2021-03-17

Great news, thanks for your replay.

We will review your activities as soon as we receive them.

S

2021-03-17

Sample, Max

We assure you that the measure will be processed in due time.

Max Sample, Manual EN Ltd.

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Version 4

5.3. Complete the corrective action

After completing all activities, the assignee (supplier) must complete the data in the input fields and set the status to "Checking". Click on "save" to save the entries. The contact person at Klüber Lubrication receives a corresponding e-mail message.

▼ ACTION DETAILS

Status

Check ▼

Progress

100 %

Description

The number of checks has been increased. Tests are now carried out at the beginning and end of production.

Files

Drag and Drop files or [Browse](#)

Q-checks.docx

Klüber Lubrication checks the information that has been entered. While the status is "Check", no further entries can be made. However, it is possible to enter comments.

Action name	Owner	Assignee	Timeframe	Files	Links	Status
Quality checks	Bahat, Ömer	Sample, Max	2021-03-17 - 2021-05-25	sample.png	1	CHECK

If the mentioned activities are accepted, Klüber Lubrication will set the status to "Done". The action is then completed. If the activities are not accepted, the status will be set to "Open". Processing of the measure by the assignee is again possible. The assignee will receive an e-mail notification of the respective status change.

Action name	Owner	Assignee	Timeframe	Files	Links	Status
Quality checks	Bahat, Ömer	Sample, Max	2021-03-17 - 2021-05-25	sample.png	1	DONE

Dear Mr. Sample,

The status of the action Quality checks has been changed from check to done.

Please follow [this link](#), log in to the system and process the action.

Thank you in advance for your support!

6. View supplier assessment

If a new supplier assessment is available, the relevant contact person will be informed by e-mail. The supplier rating can then be viewed under the menu item "Ratings". Click on "Ratings" and on "Yearly Assessment" in the menu and select the current year.

You will now see the supplier assessment for the selected year. In the "Value" column, you will see the points achieved, as a total in line 1 and also per Klüber plant supplied for each of the individual assessment criteria (on-time delivery performance, quality, commercial-logistic quality). In the column "Classification", you will find the corresponding grading.

Algorithm	Question	Comment	Value	Answer	Knocked-out	Classification	Traffic Light
AVG	YEARLY Assessment EUROPE		96,49		No	A - Lieferant	🟢
AVG	On Time Delivery		90,26		No		🟡
	Munich / DE		79,24		No		🟡
	Salzburg / AT		95,23		No		🟢
	Dottignies / BE		97,10		No		🟢
	Cerkezköy / TR		97,80		No		🟢
	Parrots del Velles (Barcelona) / ES		91,71		No		🟢
AVG	Quality		98,72		No		🟢
	Munich / DE		98,59		No		🟢
	Salzburg / AT		100,00		No		🟢
	Dottignies / BE		98,76		No		🟢
	Cerkezköy / TR		95,53		No		🟢
	Parrots del Velles (Barcelona) / ES		100,00		No		🟢
AVG	Commercial		96,01		No		🟢

By clicking on a value for a Klüber plant, you will get a list of all deliveries to this plant with the corresponding rating per delivery.

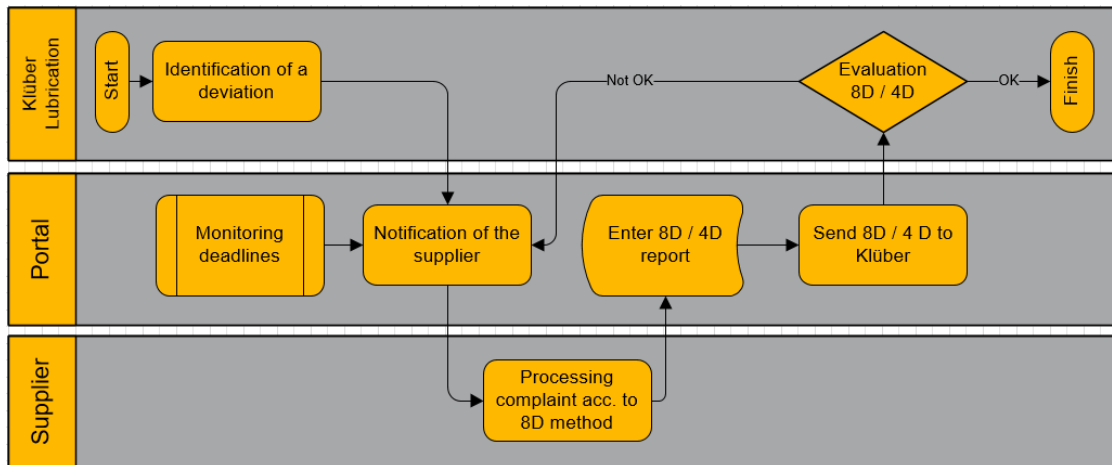
MBLNR	MJAHR	WERKS	MATNR	EBELN	MISC_MENGE	WE_FLESH	WE_SPART	VOLNR	EDLFL	MEINS	YTERTR_KOM	LTRNR	LFDAT	ERNGT
1001097724	2018	1001	000000001010000...	4100189500	1900.000	0	0	8379054		KG	100	0000100004	2018-01-12	2018-01-12
5001145390	2018	1001	000000001009410...	4500202987	1900.000	0	0			KG	100	0000100004	2018-03-12	2018-03-12
5001107531	2018	1001	000000001004050...	4300182705	1900.000	1	0	8382795		KG	67	0000100004	2018-01-24	2018-01-25
5001148623	2018	1001	000000001010000...	4500190708	1900.000	0	1	8381776		KG	67	0000100004	2018-03-14	2018-03-13
5001172870	2018	1001	000000001009340...	4500205941	720.000	0	0			KG	100	0000100004	2018-04-16	2018-04-16
5001235534	2018	1001	000000001007120...	4300211542	1000.000	0	0	5028952		KG	100	0000100004	2018-07-04	2018-07-04
5001188970	2018	1001	000000001006370...	4500205214	110.000	0	0	50140118		KG	100	0000100004	2018-05-07	2018-05-07
5001157842	2018	1001	000000001006370...	4500204138	5.000	0	5	50058463		KG	100	0000100004	2018-03-26	2018-03-19
5001104961	2018	1001	000000001009410...	4500202987	1400.000	0	0	50055122		KG	100	0000100004	2018-03-29	2018-03-29
5001185442	2018	1001	000000001006050...	4500206637	950.000	2	0	50101958		KG	100	0000100004	2018-05-02	2018-05-04

Further information on the topic of supplier assessment can be found in the download area in the document "Explanation of the supplier assessment".

7. Complaint processing

If a deviation is found for a delivery, the supplier will be informed. Depending on the type of deviation, the supplier will be asked to process the complaint using the 8D methodology. The supplier portal maps the 8D / 4D report, so that the relevant content can be entered directly into the supplier portal.

Process



New complaint

You will be informed about a new complaint by e-mail.

Dear Mrs. Supplier Management,

a new complaint has been assigned to you on the Klüber Lubrication supplier portal.

Nr.: **000200094379_0001**

Short description: **Penetration is too high**

We are expecting your feedback on immediate and corrective actions directly in the 4D / 8D report until the specified due dates on our supplier portal.

You can directly open the complaint using the following link:

[Ticket Link](#)

By clicking on the link in the e-mail, you can go directly to the 8D / 4D report. Alternatively, please log in to the portal and click on the menu item "Complaints - Company Complaints". A list of all complaints is now displayed. By clicking on a complaint, the 8D / 4D report is opened.

Customer complaints

Refresh Clear filter

Complaints

Menu	Title	Ext. complaint no.	Supplier part no.	Material no.	Error descr
	Farbe passt nicht - 4D	000200091511_0001	EIMER 217/213/325MM BLANK UN	1052040000	
	Kontamination passt nicht - 8D	000200091510_0001	EIMER 217/213/325MM BLANK UN	1052040000	
	Trübung passt nicht - 8D	000200091509_0001	EIMER 217/213/325MM BLANK UN	1052040000	
	Partikelverteilung passt nicht - 8D	000200091508_0001	EIMER 217/213/325MM BLANK UN	1052040000	
	Mangelhafte Lackierung	000200091430_0001	KON.EIMER 183/195/243BEDR.KLÜBER	1052070000	
	Schmelzflussindex passt nicht - 4D	000200091332_0001	EIMER 217/213/325MM BLANK UN	1052040000	
	Brechungsindex passt nicht - 4D	000200091331_0001	EIMER 217/213/325MM BLANK UN	1052040000	

7.1.2. Deadlines:

For each step there are defined deadlines that must be met. If they are exceeded, you will receive a corresponding reminder e-mail from the system. If you still do not react, escalation measures are initiated which can have an effect on the supplier evaluations.

Deadlines for the 8D

D	Description	Deadline
1	Team	In max. 3 working days
2	Problem description	In max. 3 working days
3	Immediate actions	In max. 3 working days
4	Cause analysis	In max. 10 working days
5	Planned corrective measures	In max. 15 working days
6	Corrective measures implemented	In max. 20 working days
7	Avoidance of repeat errors	In max. 25 working days
8	Evaluation and conclusion	In max. 30 working days

Deadlines for 4D processing

D	Description	Deadline
1	Problem description	In 3 working days
2	Immediate actions	In 3 working days
3	Cause analysis	In 10 working days
4	Corrective measures implemented	In 20 working days

The time limit is displayed in days in the header of each step.

Step 3: Immediate measures - Finished: (expected since 7 days 16 hours 56 minutes)

Immediate measures at customer		Description	Effect	% Effect
				Sta
+ ADD				

Immediate measures at supplier		Description	Effect	Effectiv
				Sta
+ ADD				

Save

Step 4: Reasons - finished: (expected in 1 day 7 hours 3 minutes)

If you exceed a deadline, the system will send you an e-mail requesting you to process the complaint.

Dear Mr. Muster,

for the complaint 000200082777_0001 from Klüber Lubrication your feedback is due today.

Nr.: 000200082777_0001
 Short description: wrong Viscosity

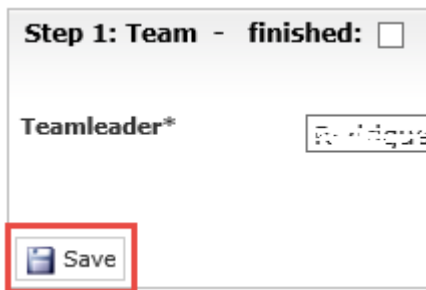
We are expecting your feedback on immediate and corrective actions directly in the 8D / 4D report until the specified due dates on the Klüber Lubrication supplier portal. You can directly open the 8D / 4D report by using the following link:

https://klueberdemo.pool4tool.com/complaint.php?action=show&recl_id=1017340

Please use your login details to authorise your access to the claim.

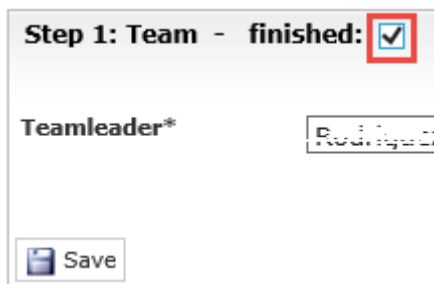
7.1.3. Saving the entries

Each entry in the steps must be confirmed by clicking on "Save". Otherwise the entries will be lost.



7.1.4. Complete steps

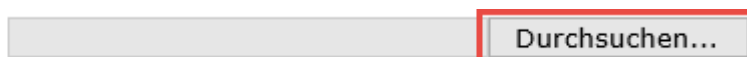
After completion of the tasks in the respective steps, the step must be marked as "completed". Otherwise, the step is not finished and you will receive reminder e-mails from the system after the deadline has expired. Furthermore, the complaint cannot be closed in the end.



7.1.5. Attachments

It is possible to attach documents / photos etc. in the steps. Just click on "Browse" and navigate in your drive to the respective document.

Datei

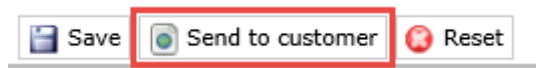


7.1.6. Mandatory fields marked with “*”

All fields with “*” are mandatory and must be filled in. Otherwise no processing is possible.

7.1.7. Send report to Klüber

As soon as all or individual steps have been completed, the report must be sent to Klüber for review. To do this, click the "Send to customer" button at the end of the report. Klüber will be informed by the system via e-mail.



7.1.8. Receipt of feedback

After sending it to Klüber, the report is checked at Klüber. Either the report is not satisfactory and must be corrected, or the report is OK and the complaint is closed. In both cases, you will receive a response by e-mail. In case of rejection, the e-mail also contains the reason for the rejection.

Dear Sir or Madam,

Your feedback on the complaint described below has unfortunately been rejected.

Complaint No: 000200093528_0001
Brief description: wrong viscosity

For further information please see comment. Please revise/complete the 8D / 4D report as soon as possible. You can open it directly with the following link:

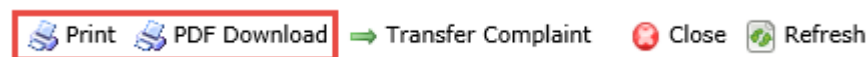
https://www.pool4tool.com/complaint.php?action=show&recl_id=970787

Comment:
Please check again the corrective action as effectiveness is missing.

Many thanks in advance!

7.1.9. Printing of 8D report

You can print the 8D Report at any time. Simply click on print in the menu bar.



7.1.10. Forwarding the complaint



It is possible to pass on the complaint to someone else for processing. However, this person must have portal access. By default, a complaint is sent to the person who is defined as the contact person.

Click on the green arrow button in the complaint list. A pop-up window opens in which you select the person you want to send the complaint to. You can also enter a comment. In addition, it is necessary to set the check mark at "Send Notificator" so that the recipient receives an e-mail notification.

7.1.11. Complaint status

You can check the current status of the complaint on the overview page. The system displays whether the complaint is currently being processed by the supplier or is to be evaluated by Klüber.

Meaning of the status:

Status	Meaning
Supplier comment	The complaint is at the supplier for processing. Klüber has no access to the entries as long as the report is not transferred to Klüber.
Check comment	The report is to be assessed by Klüber. No processing by the supplier possible.
Finished	The complaint is closed. Processing is no longer possible.

7.2. Entries in the 8D report

Depending on the respective step, various entries are necessary. For each step, it is necessary to complete and save the step after entering causes / actions etc. The entries in the 4D report are similar to the 8D report described here.

7.2.1. 8D Report - Step 1: Team leader

Please enter the team leader and team members in step 1. Usually the person responsible for complaints processing is already preselected as team leader. However, another person who has portal access can also be selected from the list. If another person is selected, the complaint should be delegated to this person so that this person receives all e-mail notifications, see also “forwarding the complaint”.


As team members, persons with or without portal access can be selected. Persons with portal access must be selected from the list. Persons without portal access must be entered manually in the field below. Each entry or selection from the list must be confirmed by clicking on . After entering, click on "Save".







7.2.2. 8D Report - Step 2: Error description

In this step, please analyze the deviation according to the 8D method and enter findings. First select in the selection box whether the complaint is accepted and, if it is rejected, also enter a short comment. Please save your entry after you have completed it.


If necessary, you can also attach a file. Simply click on "Browse".

7.2.3. 8D Report - Step 3: Immediate measures

In this step, please enter the necessary immediate measures (on the customer and supplier side). To do so, click on  and fill in at least the mandatory fields in the following window.

Description*	<input type="text"/>
Effect	<input type="text"/>
% Effectiveness	<input type="text"/>
Affected parts	<input type="text"/>
Status	Planned <input type="button" value="v"/>
Start date	<input type="text"/>  
Start time	<input type="text"/> (HH:MM)
Planned end date*	<input type="text"/>  
End time	<input type="text"/> (HH:MM)
Finish date	<input type="text"/>  
Responsible	<input type="text" value="R. P. Müller"/> <input type="button" value="v"/>
File	<input type="button" value="Durchsuchen..."/>


7.2.4. 8D Report - Step 4: Causes

In this step the root cause must be entered. Please click on  and fill in all mandatory fields. Please consider using appropriate root cause analysis methods and enter the results in here.

Short description*	<input type="text"/>
Reason	<input type="text"/>
% Contribution	<input type="text" value="100"/>
File	<input type="button" value="Durchsuchen..."/>

Finally confirm the entries with Save.

7.2.5. 8D Report - Step 5: Planned closure measures

Enter the planned corrective action at step 5 by clicking on . A planned corrective action can be entered for any of the causes mentioned in step 4. In the drop-down field "Cause" the causes entered in step 4 are listed. Please note the planned corrective action must solved the problem. Otherwise it is not a corrective action.



Reason



Name*

Description*

Affected parts

Status

Start date  

Planned end date*  

Responsible*


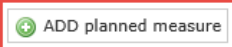
File

7.2.6. 8D Report - Step 6: Implemented shutdown measures

The corrective actions planned in step 5 are introduced to solve the problem. The system suggests the corrective actions from step 5. To do this, select the corrective

action from the selection list and click on the button .

Step 6: Established corrective actions - Finished: (expected in 14 days 8 hours 11 minutes)

Taken corrective action(s)	Reason	Name*
		Description
		<input type="text" value=""/>

7.2.7. 8D Report - Step 7: Preventive measures

In step 7, relevant preventive measures for similar products / processes are to be entered. In addition, adapted process documents (FMEA, production control plan etc.) are to be named, if applicable.

Step 7: Preventive measures - Finished: (expected in 21 days 8 hours 11 minutes)

Preventive corrective action(s)	Reason	Name*	Description
<div style="border: 1px solid red; padding: 5px; display: inline-block;"> + ADD + FMEA + Control plan + Instructions + Other </div>			

7.2.8. 8D Report - Step 8: Final remark

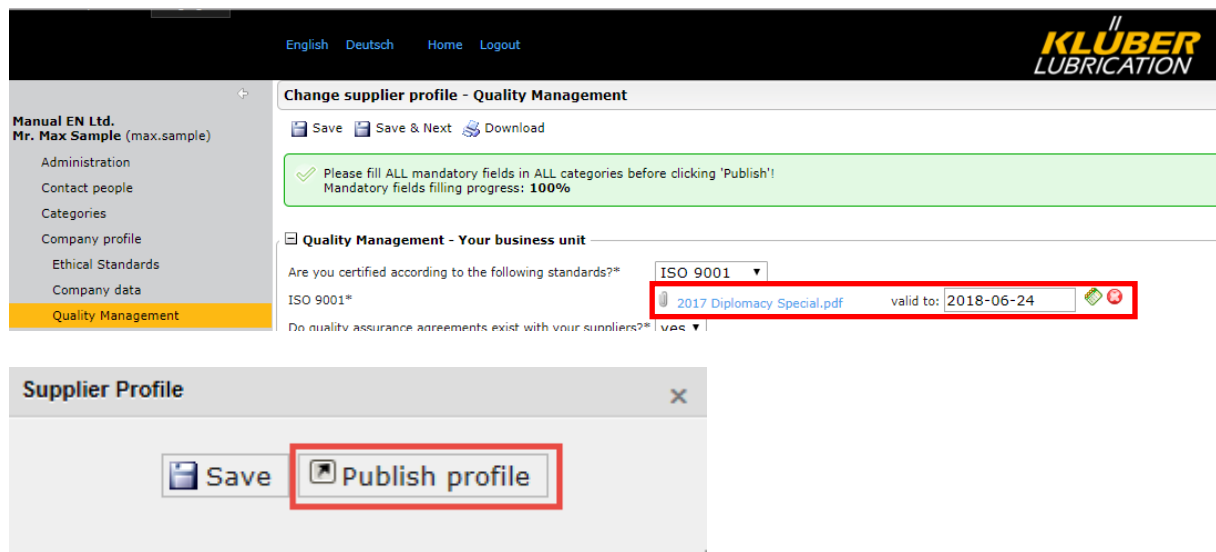
In this step a comment must be entered in the corresponding field. The report can then be sent to Klüber.

Step 8: Finish comment - finished: (expected in 28 days 8 hours 11 minutes)

Finishing comment

8. Management of certificates

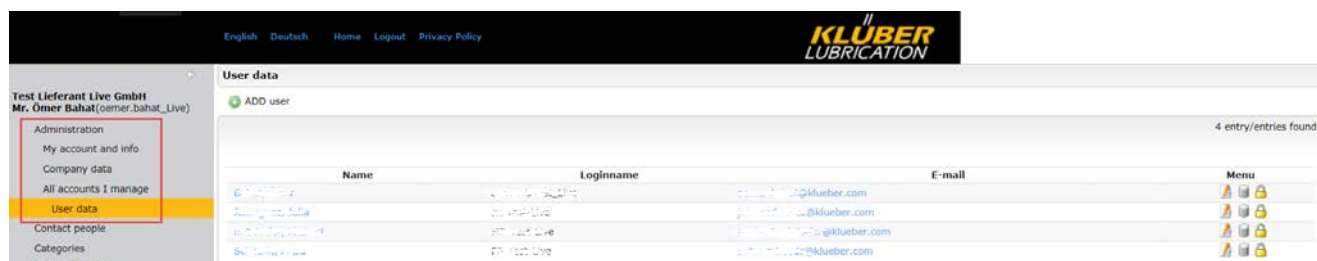
As soon as one of your certificates (quality, environment, occupational safety) expires, you will receive a notification from the supplier portal. In the portal, click Company profile and then Quality Management. Then upload your new certificate and enter the **new expiration date**. The previous certificate must first be deleted with the symbol . The symbol appears as soon as the mouse pointer is moved over the certificate. This step is completed by clicking on **"Save"** and then clicking on **"Publish profile"** in the following pop-up window. Otherwise the change will not take effect.







You can find a video tutorial on this topic in the download area (see menu item Downloads).

9. User administration

All users registered in the portal can be managed in the "Administration" area. To do this, click on "Administration -> Administration of all users -> User data" in the menu bar. You will receive a list of all available users.



Here you can delete a user (), edit the personal data like e-mail, telephone number () and reset the password (). A new user can also be added ( ADD user).

Under Edit you can change the personal data (gender, phone number, e-mail etc.), the system language (German / English) and the permissions of the respective user.

Possible authorizations:

User

The user can answer or change profile questions, edit assigned actions and complaints, view supplier ratings and existing contact persons.

Admin

In addition to the user's permissions, the admin can edit company data, manage registered users, assign users as admin, and maintain contact persons.

Important!

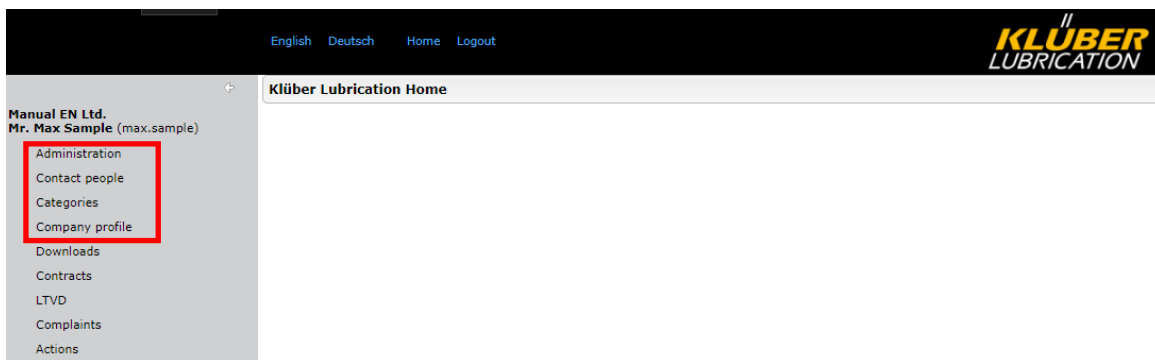
By default, the first registered user is the main user with all authorizations. Should this user leave the company, a new user must **previously** be created or an existing user assigned the admin role. Otherwise, the affiliation to the company must first be verified for a new user for data protection reasons. This is done by Jaggaer support.

You can find a video tutorial on this topic in the download area (see menu item Downloads).

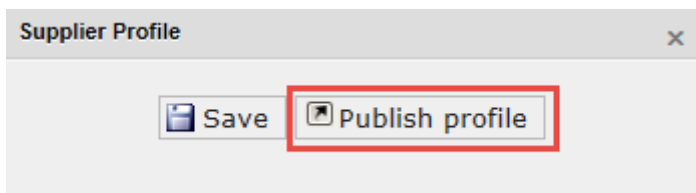
10. Update of the data

All the data entered so far are available in the portal and from time to time should be checked for up-to-dateness and adjusted, if necessary. As some of these data are directly fed from the supplier portal into the Klüber ERP system, it is very important that data are always correct and that adjustments of your company data are made directly in the supplier portal. The correct assignment of the contact persons to the individual processes is very important in order to ensure smooth and quick processing and communication. After one year has passed since the last change, the system sends a weekly e-mail reminder to check and update the data.


Click on the respective fields in the navigation to access your data.



Important: your changes only become valid if you click on "**Save**". Furthermore, a new publication is also necessary. Please click on "**Publish profile**" in the following pop-up window. It is necessary to especially check the "*Company profile*" data to stop the email notification for the annual reminder, and even if no change is necessary, click on Save.



11. Downloads

In the Download areas you'll find important documents for download. You can also find some video tutorials here. Just click on the symbol .

The screenshot shows the 'Downloads' section of the Klüber Lubrication Supplier Portal. The left sidebar contains a menu with 'Downloads' highlighted. The main content area displays a table of documents:

Area	Description	File	Version	Last Modified
Administration	EKB_Klüber_EN_201506_REV.06		2	2018-01-23
Administration	Further Information:		5	2018-03-23
Administration	Information for Suppliers		2	2018-03-23
Quality	Self assessment ethical standards for suppliers_2016-04-07		4	2018-04-07