

DSI Supplier Manual

Supplier Quality Notification

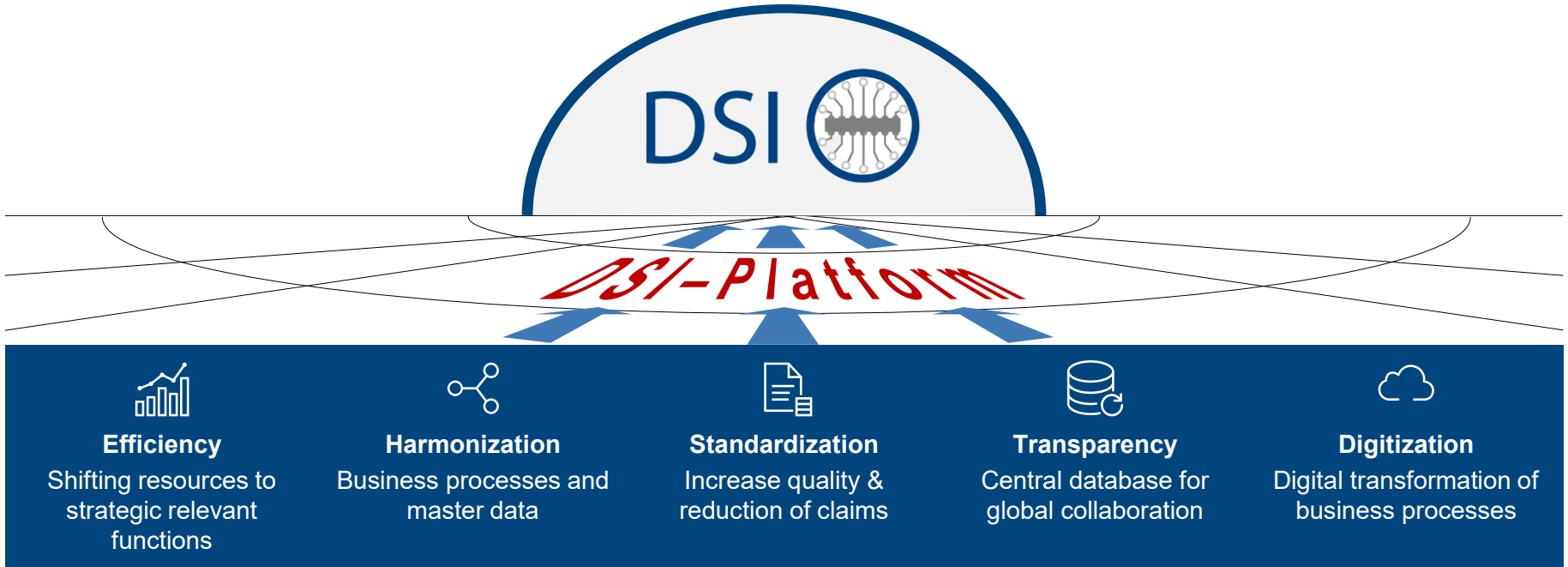


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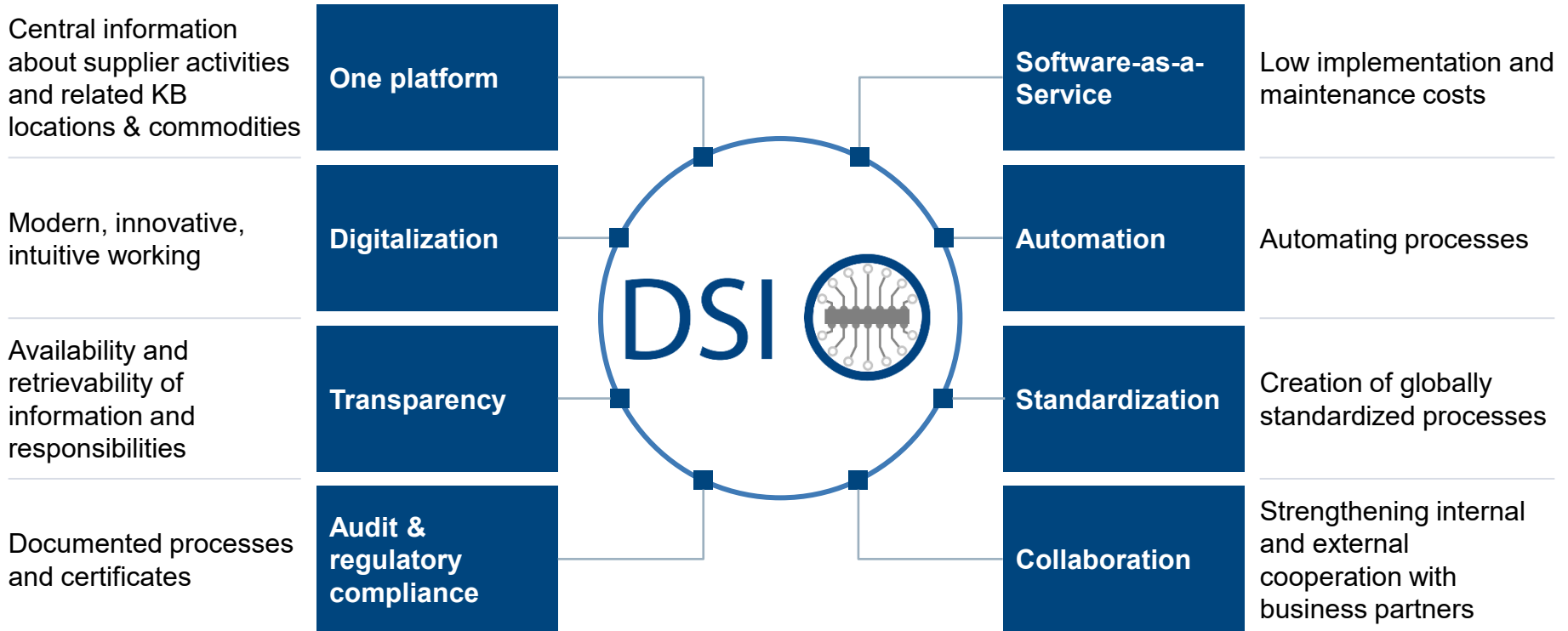
What is Digital Supplier Integration (DSI)?

One world, one tool - collaborating globally, communicating efficiently



Mission statement: With **DSI**, we implement our **mandatory, up to date global platform for future-proof, transparent communication** and **strategic cooperation** between **Knorr-Bremse** and our **suppliers**, fostering **mutual success**.

DSI aims for a unified, transparent, and automated supplier collaboration, ensuring compliance and enhancing collaborations



Receiving Q Notification (1/2)

Email Notification

Basics

Receiving Q Notification

JAGGAER SQN Module

Ticket View

Updating the Ticket – 8D

Ticket Closure

FAQs

Supplier View (Mailbox)

Quality Notification received - 000401373678_0001



no-reply@app11.jaggaer.com
To



Dear Mr. User,

This is an automated notification to inform you that a Quality Notification has been filed for your recent delivery of **STRAIGHT PIN** (450123).

- **Quality Notification no.:** 000401373678 0001
- **Complaint quantity:** 4.00
- **Link to the Quality Notification:** <https://kbrdemo.app11.jaggaer.com/portals/kbrail/#complaint/1028088>

Please check the Notification in the portal and provide your feedback.

To support you in processing this Quality Notification, the relevant training material is available at the following link: [DSI Supplier Manuals | Knorr-Bremse Purchasing](#)

If you have any questions or require support regarding access or usage of JAGGAER, please reach out to your usual Supplier Quality contact.

Yours sincerely,

Direct Purchasing
KNORR-BREMSE Rail Vehicle Systems
<https://www.knorr-bremse.com>
Support: [DSI | Knorr-Bremse Purchasing](#)

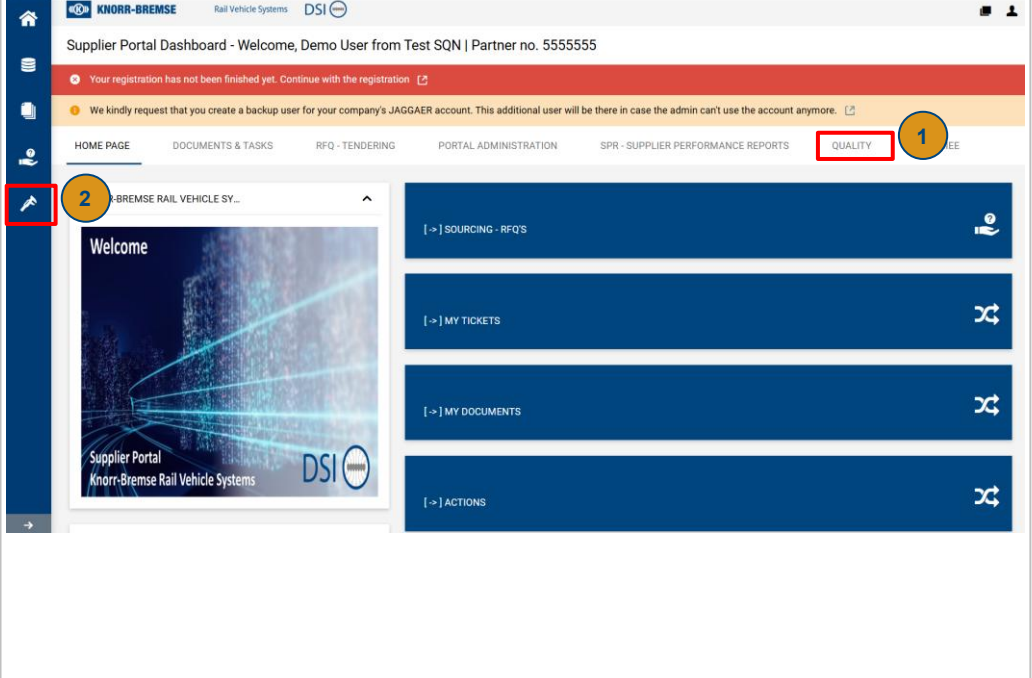
Description

Q Notification - JAGGAER

1. Email Notification will be sent to the supplier informing the Q-notification.
2. Q notification details and the **JAGGAER** link can be found in the email description.
3. Same notification will be displayed on the JAGGAER SQN Module.
4. All manuals related to the JAGGAER portal are available on the DSI Supplier Manuals page, which can be accessed via the link provided in the email.

Receiving Q Notification (2/2)

Portal Overview

Basics	Supplier View (DSI JAGGAER)	Description
<p>Receiving Q Notification</p>		<h3>Q Notification - JAGGAER</h3> <ul style="list-style-type: none"> • Login to JAGGAER • Select Quality Module • Select Supplier Quality Notifications • There are two ways to get to the Ticket <ol style="list-style-type: none"> 1. Via Quality module on top. 2. Via Quality module on the left side.
<p>JAGGAER SQN Module</p>		
<p>Ticket View</p>		
<p>Updating the Ticket – 8D</p>		
<p>Ticket Closure</p>		
<p>FAQs</p>		

JAGGAER SQN Module (1/5)

Accessing Q Notification

Basics

Receiving Q Notification

JAGGAER SQN Module

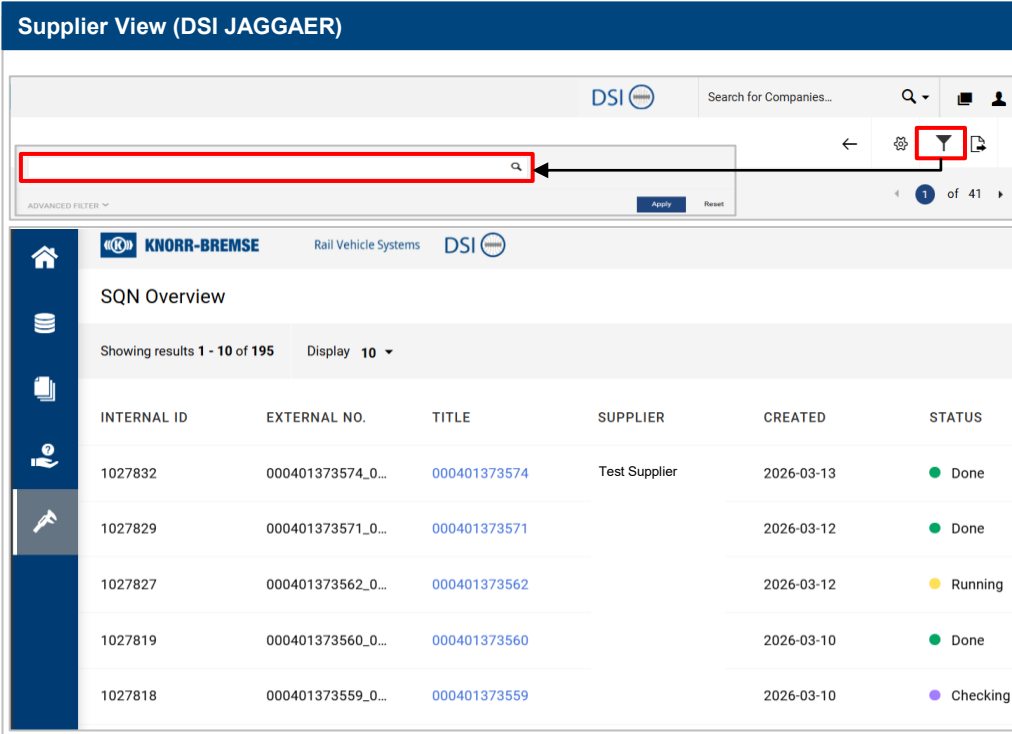
Ticket View

Updating the Ticket – 8D

Ticket Closure

FAQs

Supplier View (DSI JAGGAER)



Search for Companies...

ADVANCED FILTER

Apply Reset

1 of 41

KNORR-BREMSE Rail Vehicle Systems DSI


SQN Overview

Showing results 1 - 10 of 195 Display 10

INTERNAL ID	EXTERNAL NO.	TITLE	SUPPLIER	CREATED	STATUS
1027832	000401373574_0...	000401373574	Test Supplier	2026-03-13	Done
1027829	000401373571_0...	000401373571		2026-03-12	Done
1027827	000401373562_0...	000401373562		2026-03-12	Running
1027819	000401373560_0...	000401373560		2026-03-10	Done
1027818	000401373559_0...	000401373559		2026-03-10	Checking

Description

Q Notification - JAGGAER

1. Same notification will be displayed in the list.
2. Once you select the filter icon  a pop up will open to search the notifications.
3. Notifications are sorted as per the date of creation.

JAGGAER SQN Module (2/5)

Q Notification - Filters

Basics

Receiving Q Notification

JAGGAER SQN Module

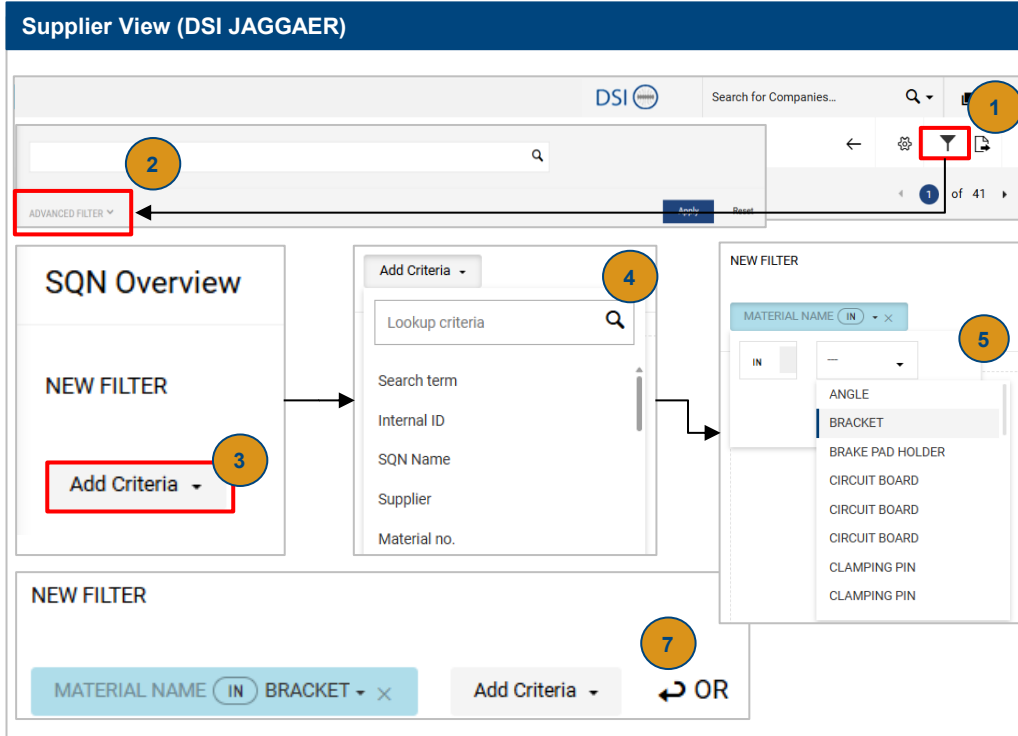
Ticket View

Updating the Ticket – 8D

Ticket Closure

FAQs

Supplier View (DSI JAGGAER)




The screenshot shows the 'Supplier View (DSI JAGGAER)' interface. At the top, there is a search bar and a 'Filter' icon (1). Below the search bar is an 'ADVANCED FILTER' dropdown (2). The main area is divided into two 'NEW FILTER' panels. The left panel has an 'Add Criteria' dropdown (3) and a list of criteria: Lookup criteria, Search term, Internal ID, SQN Name, Supplier, and Material no. (4). The right panel has a dropdown menu for 'MATERIAL NAME' (5) with options: ANGLE, BRACKET, BRAKE PAD HOLDER, CIRCUIT BOARD, CLAMPING PIN. At the bottom, there is a filter summary: 'MATERIAL NAME IN BRACKET' (7) and an 'Apply' button.

Description

Q Notification – JAGGAER Filters

Several criteria can be added to filter the Q-notifications

1. Click Filter 
2. Select Advanced Filters
3. Select Add Criteria
4. Select the lookup criteria from the drop-down column. (For example, Material Name)
5. Select the Material Name (e.g. Bracket)
6. Click Apply.
7. Multiple criteria can be added simultaneously to filter the Q notifications.

JAGGAER SQN Module (3/5)

SQN Overview Dashboard

Basics

Receiving Q Notification

JAGGAER SQN Module

Ticket View

Updating the Ticket – 8D

Ticket Closure

FAQs

Supplier View (DSI JAGGAER)

INTERNAL ID	EXTERNAL NO.	TITLE	SUPPLIER	CREATED	STATUS	STEP	STEP TARGET DA.
1027971	000401373645_0...	000401373645	Test Supplier	2026-04-07	Checking	1	2026-04-08
1027952	000401373644_0...	000401373644		2026-04-02	Waiting	1	2026-04-03
1027948	000401373643_0...	000401373643		2026-04-01	Waiting	1	2026-04-02
1027935	000401373636_0...	000401373636		2026-03-31	Running	8	2026-12-26
1027908	000401373614_0...	000401373614		2026-03-26	Running	1	2026-03-27
1027898	000401373610_0...	000401373610		2026-03-23	Declined	8	2026-04-12
1027866	000401373595_0...	000401373595		2026-03-18	Running	8	2026-04-07
1027865	000401373595_0...	000401373595		2026-03-18	Waiting	1	2026-03-19
1027861	000401373594_0...	000401373594		2026-03-18	Waiting	1	2026-03-19
1027858	000401373593_0...	000401373593		2026-03-18	Waiting	1	2026-03-19

Description

Following Details are displayed in the SQN Overview Dashboard

1. Internal Id (Jaggaer ticket number)
2. External Number (KB SAP Quality Notification number)
3. Supplier Name
4. Date of Creation – By Knorr Bremse Supplier Quality Team
5. Current Status of the Q notification
6. Current Step (8 Step) of the Q notification – Latest Saved Step of the 8D Process
7. Step Target – Completion deadline of the next D Step

JAGGAER SQN Module (4/5)

SQN Overview Dashboard

Basics

Receiving Q Notification

JAGGAER SQN Module

Ticket View

Updating the Ticket – 8D

Ticket Closure

FAQs

Supplier View (DSI JAGGAER)

INTERNAL ID	EXTERNAL NO.	TITLE	SUPPLIER	CREATED	STATUS	STEP	STEP TARGET DA.
1027971	000401373645_0...	000401373645	Test Supplier	2026-04-07	Checking	1	2026-04-08
1027952	000401373644_0...	000401373644		2026-04-02	Waiting	1	2026-04-03
1027948	000401373643_0...	000401373643		2026-04-01	Waiting	1	2026-04-02
1027935	000401373636_0...	000401373636		2026-03-31	Running	8	2026-12-26
1027908	000401373614_0...	000401373614		2026-03-26	Running	1	2026-03-27
1027898	000401373610_0...	000401373610		2026-03-23	Declined	8	2026-04-12
1027866	000401373595_0...	000401373595		2026-03-18	Running	8	2026-04-07
1027865	000401373595_0...	000401373595		2026-03-18	Waiting	1	2026-03-19
1027861	000401373594_0...	000401373594		2026-03-18	Waiting	1	2026-03-19
1027858	000401373593_0...	000401373593		2026-03-18	Waiting	1	2026-03-19

Description

Current Status of the Q Notification

- Checking** – The ticket has been submitted by the supplier and waiting to be reviewed by Knorr-Bremse.
- Waiting** – The ticket process has not yet started by the supplier.
- Running** – The ticket has been updated but not complete
- Declined** – The ticket has been declined by Knorr-Bremse after completion by the supplier.
- Done** – The ticket has been accepted and closed.

JAGGAER SQN Module(5/5)

SQN Overview Dashboard

Basics

Receiving Q Notification

JAGGAER SQN Module

Ticket View

Updating the Ticket – 8D

Ticket Closure

FAQs

Supplier View (DSI JAGGAER)

TYPE	PRIORITY	UPDATED	UPDATED BY	PLANT LOCATION	TEAM LEADER	OVERDUE STATUS	PO NUMBER	MATERIAL NO.	MATERIAL NAME
Q4	5	2025-04-07	Knorr-Bremse Rail	Knorr Bremse SFS ...			4502398092	450123	STRAIGHT PIN
Q4	1	2025-04-07	Knorr-Bremse Rail	Knorr Bremse SFS ...		Overdue	4502398092	450123	STRAIGHT PIN
Q4	5	2025-04-01	Knorr-Bremse Rail	Knorr Bremse SFS ...		Overdue		450123	STRAIGHT PIN
Q4	3	2025-03-31	Knorr-Bremse Rail	Knorr Bremse SFS ...			4502398092	450123	STRAIGHT PIN
Q4	1	2025-03-31	Test Supplier	Knorr Bremse SFS ...		Overdue		450123	STRAIGHT PIN
Q4	1	2025-03-26	Knorr-Bremse Rail	Knorr Bremse SFS ...				450123	STRAIGHT PIN
Q4	1	2025-03-23	Test Supplier	Knorr Bremse SFS ...			4502398058	450123	STRAIGHT PIN
Q4	1	2025-03-18	Knorr-Bremse Rail	Knorr Bremse SFS ...		Overdue	4502398058	450123	STRAIGHT PIN
Q4	2	2025-03-18	Knorr-Bremse Rail	Knorr Bremse SFS ...		Overdue		450123	STRAIGHT PIN
Q4	4	2025-03-18	Knorr-Bremse Rail	Knorr Bremse SFS ...		Overdue		450123	STRAIGHT PIN

INTERNAL ID	EXTERNAL NO.	TITLE	SUPPLIER	CREATED	STATUS	STEP
1027971	000401373645_0...	000401373645		2025-04-07	● Checking	1
1027952	000401373644_0...	000401373644		2025-04-02	● Waiting	1

Click the Title to open the Tickets

Description

Following Details are displayed in the SQN Overview Dashboard

1. Type of the Q notification
2. Priority
3. Updated date
4. Updated by (Knorr-Bremse / Supplier)
5. Plant location
6. Assigned Team Leader
7. Overdue status
8. PO Number
9. Material No.
10. Material Name

Ticket View (1/5)

Panels Overview

Basics

Receiving Q Notification

JAGGAER SQN Module

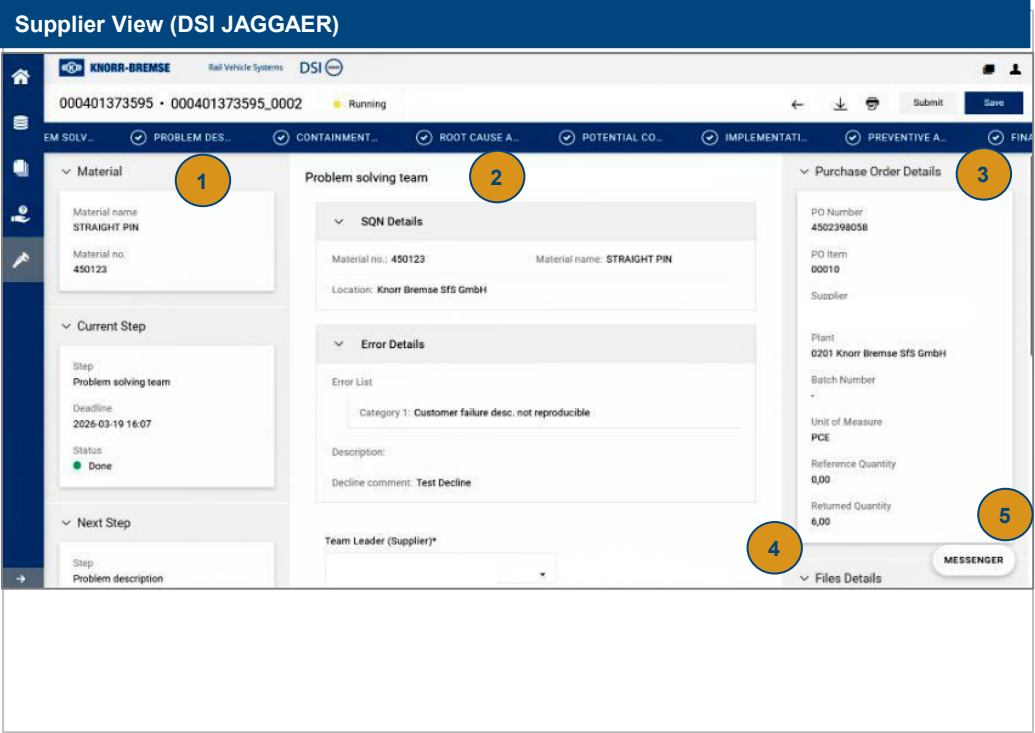
Ticket View

Updating the Ticket – 8D

Ticket Closure

FAQs

Supplier View (DSI JAGGAER)



Description

Panels (All D-steps)

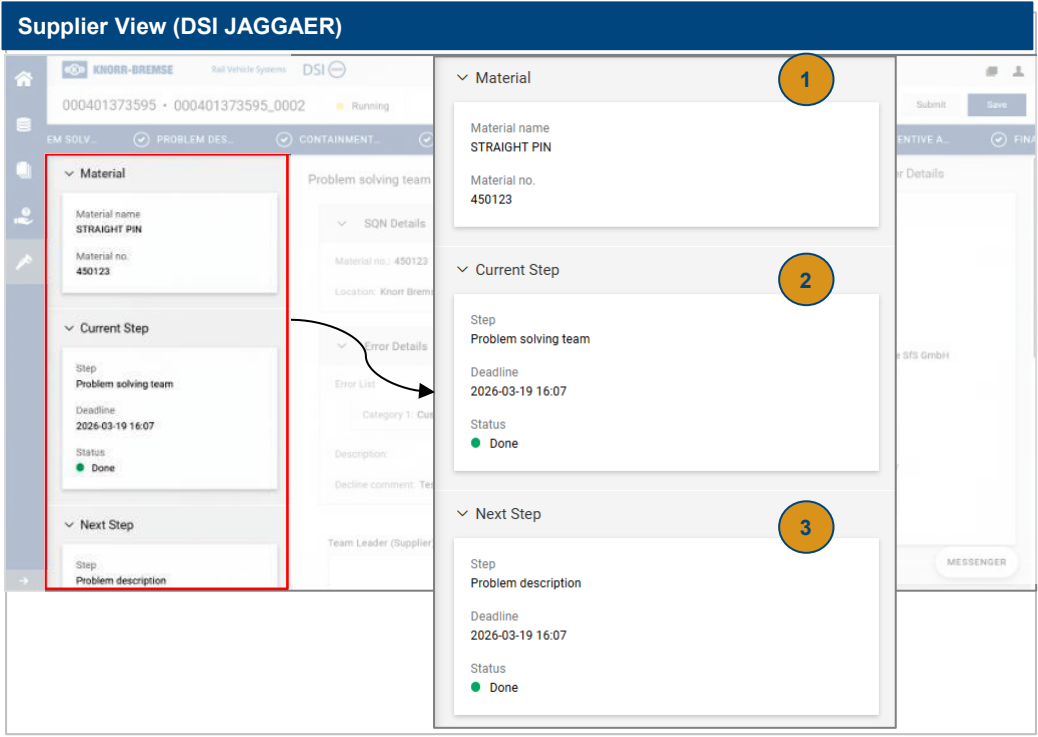
- Material Details** – The material number and the details can be seen on the left panel.
- D-step Details** – All the details about the relevant Q notification and the error can be seen from the drop-down menu.
- Purchase Order** – Purchase order details, Quantity (reference and returned) and the relevant plant details.
- File Details** – Files Attached by Knorr-Bremse quality team.
- Messenger Chat**

Ticket View (2/5)

Material and Step Details

Basics
Receiving Q Notification
JAGGAER SQN Module
Ticket View
Updating the Ticket – 8D
Ticket Closure
FAQs

Supplier View (DSI JAGGAER)



The screenshot displays the 'Supplier View' for a ticket. The left panel (highlighted with a red box) shows a summary of the ticket details, including the material name 'STRAIGHT PIN', material number '450123', and the current step 'Problem solving team' with a deadline of '2026-03-19 16:07' and a status of 'Done'. The right panel shows a detailed view of the same information, with three callouts: 1 points to the 'Material' section, 2 points to the 'Current Step' section, and 3 points to the 'Next Step' section. An arrow points from the red box on the left to the right panel.

Description

Panels (All D-steps)

- Material Details** – The material number and the details can be seen on the left panel.
- Current Step** – The current step details along with the deadline and the status (Done, Waiting, Checking)
- Next Step** – The next step Details, status and the deadline.

Ticket View (3/5)

Purchase Order and Files

Basics
Receiving Q Notification
JAGGAER SQN Module
Ticket View
Updating the Ticket – 8D
Ticket Closure
FAQs

Supplier View (DSI JAGGAER)

000401373595 - 000401373595

EM SOLV. ✓ PROBLEM DES.

Material

Material name
STRAIGHT PIN

Material no.
450123

Current Step

Step
Problem solving team

Deadline
2026-03-19 16:07

Status
Done

Next Step

Step
Problem description

Purchase Order Details 1

PO Number
4502398058

PO Item
00010

Supplier
Lacon Electronic GmbH

Plant
0201 Knorr Bremse SFS GmbH

Batch Number
-

Unit of Measure
PCE

Reference Quantity
0,00

Returned Quantity
6,00

Files Details 2

J_test deutsch III

J_test deutsch II

J_test deutsch en change

[Show more](#)

MESSAGER

Description

Panels (All D-steps)

- Purchase Order** – Purchase order details such as PO number, KB Plant where the Q notification is originating from, Quantity (reference and returned).
- File Details** - Documents attached by Knorr-Bremse quality team.

Ticket View (4/5)

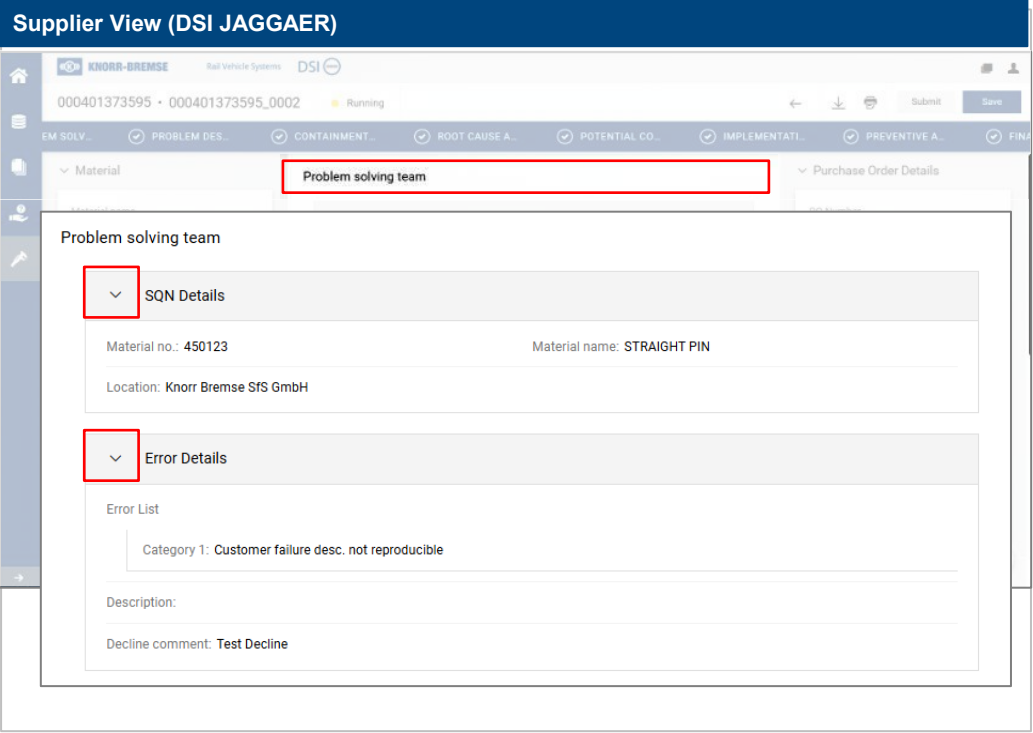
SQN and Error Details

Basics

- Receiving Q Notification
- JAGGAER SQN Module
- Ticket View**
- Updating the Ticket – 8D
- Ticket Closure

FAQs

Supplier View (DSI JAGGAER)



Description

Panels (All D-steps)

SQN and Error details will be visible after clicking the drop-down arrow.

Ticket View (5/5)

SQN Messenger

Basics

- Receiving Q Notification
- JAGGAER SQN Module
- Ticket View
- Updating the Ticket – 8D
- Ticket Closure

FAQs

Supplier View (DSI JAGGAER)

SQN Messenger

000401373595 - 000401373595

EM SOLV... PROBLEM

Material

Material name
STRAIGHT PIN

Material no.
450123

Current Step

Step
Problem solving team

Deadline
2026-03-19 16:07

Status
Done

Next Step

Step
Problem description

Type Comment...


Cancel
Send

Description

Panels (All D-steps)

Messenger Function

If there are any queries or questions while updating the tickets, Suppliers can use the messenger option to send the query to the responsible quality contact from Knorr-Bremse to get the clarity.



KNORR-BREMSE

DSI Supplier Manuals | Knorr-Bremse Purchasing

April 2026 | 16

Updating the Ticket – 8D (1/10)

D1 – Problem solving team

Basics	Supplier View (DSI JAGGAER) 1 PROBLEM SOLVING TEAM		Description
Receiving Q Notification	<div style="border: 1px solid #ccc; padding: 10px;"> <p>Team Leader (Supplier)*</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">---</div> <p>Quality*</p> <div style="border: 1px solid #ccc; height: 20px; margin-bottom: 5px;"></div> <p>Design</p> <div style="border: 1px solid #ccc; height: 20px; margin-bottom: 5px;"></div> <p>Engineering</p> <div style="border: 1px solid #ccc; height: 20px; margin-bottom: 5px;"></div> <p>Manufacturing</p> <div style="border: 1px solid #ccc; height: 20px; margin-bottom: 5px;"></div> <p>Others</p> <div style="border: 1px solid #ccc; height: 20px; margin-bottom: 5px;"></div> <p>Supplier Process ID</p> <div style="border: 1px solid #ccc; height: 20px; margin-bottom: 5px;"></div> <p>Status</p> <div style="display: flex; justify-content: space-between; width: 100%;"> Done In Progress </div> </div>		<p>Forming a problem-solving team</p> <p>In all the 8 steps, details related to the error and the Q notification along with the descriptions can be viewed.</p> <p>Review the D-step deadline, Documents attached and reference quantity.</p> <ul style="list-style-type: none"> Assign a team leader from the dropdown list (Jaggaer Quality Responsible Role) and Quality responsible person. Contact persons from other departments can also be added if required. Click Done and Save. <p>Note: Editing the D- step is not possible once the D-step is set to the status “Done” and saved.</p>
JAGGAER SQN Module			
Ticket View			
Updating the Ticket – 8D			
Ticket Closure			
FAQs			

Updating the Ticket – 8D(2/10)

D2 – Problem Description

Basics

Receiving Q Notification

JAGGAER SQN Module

Ticket View

Updating the Ticket – 8D

Ticket Closure

FAQs

Supplier View (DSI JAGGAER)
2 PROBLEM DESCRIPTION

Description

Files

📎 Drag and Drop files or [Browse](#)

Contested Amount

5,00

Acknowledged Amount*

0,00

Statement*

Status

Done

In Progress

Description

Problem Description

Review the D-step deadline.

- If further details are to be added the suppliers can use the description field.
- Attach necessary files.
- Enter the acknowledged amount.
- Select the statement “Accepted/Rejected”
- Set status to Done and Save.

Updating the Ticket – 8D(3/10)

D2 – Claim Rejection

Basics

Receiving Q Notification

JAGGAER SQN Module

Ticket View

Updating the Ticket – 8D

Ticket Closure

FAQs**Supplier View (DSI JAGGAER)****2 PROBLEM DESCRIPTION**

Decline Complaint

Decline reason*

Description**Declining a Complaint (Ticket)**

- If the claim is to be "rejected" click on rejected in the statement of the Step D2.
- A new pop-up will open to introduce a detailed description of the reasons why the claim is getting rejected, along with some supportive documentation and evidences.
- Click **Save**
- Knorr-Bremse will review the supportive documentation and update the ticket accordingly.

Updating the Ticket – 8D (4/10)

D3 – Containment Action(s)

Basics

Receiving Q Notification

JAGGAER SQN Module

Ticket View

Updating the Ticket – 8D

Ticket Closure

FAQs

Supplier View (DSI JAGGAER)

3 CONTAINMENT ACTION(S)

Containment action(s)

^ SQN Details

^ Error Details

Please add at least one containment action.*

Description	Status	End Time	Menu
-------------	--------	----------	------

+ Add New

1

Description

Adding containment action(s)

Add at least one containment action.

- Select "Add New"
- Write the action description.
- Select the responsible person from the drop-down list.
- Select the statement.
- Enter the mandatory fields (Supplier OK/NOK etc)
- Set status to Done and Save.

Updating the Ticket – 8D (5/10)

D3 – Containment Action(s)

Basics

Receiving Q Notification

JAGGAER SQN Module

Ticket View

Updating the Ticket – 8D

Ticket Closure

FAQs

Supplier View (DSI JAGGAER) 3 CONTAINMENT ACTION(S)

Please add at least one containment action. ✕

Description*

Effectiveness

Files

📎 Drag and Drop file or [Browse](#)

End Time

Responsible Person*

...

Cancel
Save

Sub-supplier OK* 3

Sub-supplier NOK*

Warehouse OK*

Warehouse NOK*

Semi-finished parts OK*

Status 4

Done
In Progress

Description

Adding containment action(s)

Add at least one containment action.

- Select "Add New"
- Write the action description.
- Select the responsible person from the drop-down list.
- Select the statement.
- Enter the mandatory fields (Supplier OK/NOK etc)
- Set status to Done and Save.

Updating the Ticket – 8D (6/10)

D4 – Root Cause Analysis

Basics

Receiving Q Notification

JAGGAER SQN Module

Ticket View

Updating the Ticket – 8D

Ticket Closure

FAQs

Supplier View (DSI JAGGAER)
4 ROOT CAUSE ANALYSIS

Add Reason (Please enter minimum one reason for occurrence and one for non-detection)*

Name	Description	Menu
<div style="border: 2px solid red; padding: 2px; display: inline-block;">+ Add New</div>		

Status

Done
In Progress

Add Reason (Please enter minimum one reason for occurrence and one for non-detection) ✕

Name*

Description*

Files

Drag and Drop file or [Browse](#)

Cancel
Save

Description

Adding Root Cause Analysis (D4)

Please enter minimum one reason for occurrence and one for non-detection

- Select "Add New"
- Select a Name from the drop-down list.
- Enter the description.
- Attach a root-cause analysis (Ishikawa/5Why)
- Save the Reason.
- Set status to Done and Save.

Updating the Ticket – 8D (7/10)

D5 – Potential Corrective Actions

Basics

Receiving Q Notification

JAGGAER SQN Module

Ticket View

Updating the Ticket – 8D

Ticket Closure

FAQs

Supplier View (DSI JAGGAER)

5 POTENTIAL CORRECTIVE ACTIONS

Name	Status	Start Time
+ Add New		

For all reasons added in D4, at least one action must be defined

Please state reason for actions that are not planned to be implemented.*

Status

Done
In Progress

Add Actions

Name*

Description*

Files

📎 Drag and Drop file or [Browse](#)

Start Time*

End Time

Responsible Person*

Cancel
Save

Description

Adding Potential Corrective Actions (D5)

For all reasons added in the step D4, at least one action must be defined

- Select “Add New”
- Enter the corrective action name and specify the root cause to which it is linked.
- Enter the description.
- Attach files.
- Add Start Time
- Select the responsible person
- Select the Statement
- Save the Action.
- Set status to Done and Save.

Updating the Ticket – 8D (8/10)

D6 – Implementation of Corrective Actions

Basics

Receiving Q Notification

JAGGAER SQN Module

Ticket View

Updating the Ticket – 8D

Ticket Closure

FAQs

Supplier View (DSI JAGGAER) 6 IMPLEMENTATION OF CORRECTIVE AC...

Add Actions*

Name	Status
+ Add New	

Overall effectiveness (date of the production, produce)

Status of containment action(s)?

Status

Done **In Progress**

Add Actions

Name*

Reason

Description*

Files

Drag and Drop file or Browse

End Time

Responsible Person*

Cancel Save

Description

Implementing the Corrective Actions(D6)

- Select “Add New”
- Enter the Name of the Action
- Select the reason to which the implementation of the potential corrective action is linked.
- Enter the description.
- Attach files (if Necessary)
- Select the responsible person
- Select the Statement
- Save the Action.
- Enter the status and overall effectiveness of the action.
- Set status to Done and Save.

Updating the Ticket – 8D (9/10)

D7 – Preventive Actions

Basics

Receiving Q Notification

JAGGAER SQN Module

Ticket View

Updating the Ticket – 8D

Ticket Closure

FAQs

Supplier View (DSI JAGGAER) 7 PREVENTIVE ACTIONS

Please add at least one containment action.*

Name	
+ Add New	

Status

Done	In Progress
------	-------------

Please add at least one containment action. ✕

Name*

Description

Files

Drag and Drop file or [Browse](#)

End Time*

Responsible Person*

▼

Description

Adding the Preventive Actions(D7)

Add at least one containment action.

- Select "Add New"
- Enter the possible preventive action (FMEA, Control Plan, Work Instructions, Failure Catalogues, Lessons Learned, etc)
- Enter the description.
- Attach files for evidence.
- Add the end time.
- Select the responsible person
- Save the Action.
- Set status to Done and Save.

Updating the Ticket – 8D (10/10)

D8 – Final Comments & Submit

Basics

Receiving Q Notification

JAGGAER SQN Module

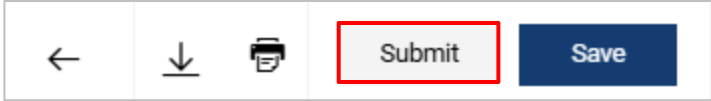
Ticket View

Updating the Ticket – 8D

Ticket Closure

FAQs

Supplier View (DSI JAGGAER)
8 FINAL COMMENTS



Comment*

Comments for Knorr-Bremse Quality contact.

Please indicate in Step D2 if you acknowledge the complaint & upload your self assessment in D2.

Status

Done
In Progress

Description

Adding the final comments(D8)

- Add final comment
- Click Save.
- Review the entered steps and click Submit.
- The 8D report will be sent to the responsible contact person from Knorr-Bremse to review.
- The Status of the ticket will change from “Running” to “Checking” until the review is completed.

Ticket Closure(1/2)

Ticket Closure – Accepted By KB

Basics

Receiving Q Notification

JAGGAER SQN Module

Ticket View

Updating the Ticket – 8D

Ticket Closure

FAQs

Supplier View (Mailbox)

Quality Notification Closed - 000401373556_0001



no-reply@app11.jaggaer.com
To



Dear Mr. User

This is an automated notification to inform you that your response to the Quality Notification for your recent delivery of **STRAIGHT PIN** (450123) has been accepted.

The Quality Notification will be officially closed once all required actions have been completed and revised. **The Quality Notification is now officially closed.**

- **Quality Notification no.:** 000401373556_0001
- **Complaint quantity:** 21,00
- **Link to the Quality Notification:**
<https://demo.app11.jaggaer.com/portals/kbrail/#complaint/1027815>

You can view the full Quality Notification report using the following link: [PDF Report](#)

Thank you for your collaboration and support in resolving this matter.

If you have any questions please don't hesitate to contact us.

Yours sincerely,

Description

Ticket Closure

Once the supplier feedback has been accepted by the Knorr-Bremse's Quality representative the supplier will receive an email notification about the ticket closure

- The email will include the Q notification number and Complaint Quantity
- Suppliers can access the Q notification via the link from the email
- Entire PDF report can be viewed from the link in the email.

Ticket Closure(2/2)

Ticket Closure – Rejected By KB

Basics

Receiving Q Notification

JAGGAER SQN Module

Ticket View

Updating the Ticket – 8D

Ticket Closure

FAQs

Supplier View (Mailbox)

Response for a Quality Notification declined - 000401373651_0001



no-reply@app11.jaggaer.com
To



Dear Mr. User,

This is an automated notification to inform you that your response to the Quality Notification for **STRAIGHT PIN** (450123) has been declined.

Decline reason: Ticket Declined

- **Quality Notification no.:** 000401373651_0001
- **Complaint quantity:** 1,00
- **Link to the Quality Notification:** <https://demo.app11.jaggaer.com/portals/kbrail/#complaint/1028007>

Please log in to your Supplier Portal to review the feedback and provide an updated response.

If you have any questions please don't hesitate to contact us.

Yours sincerely,

Direct Purchasing
KNORR-BREMSE Rail Vehicle Systems
<https://www.knorr-bremse.com>
Support: [DSI | Knorr-Bremse Purchasing](#)

Description

Ticket Closure

If the Knorr-Bremse quality team rejects the filled report the supplier will receive an email notifying them about this update.

- The email will include the Q notification number and Complaint Quantity
- The reason for declining the ticket will be included in the email.
- Suppliers can access the Q notification via the link from the email.

Frequently Asked Questions

Basics

Receiving Q Notification

JAGGAER SQN Module

Ticket View

Updating the Ticket – 8D

Ticket Closure

FAQs

FAQs

Q1. Who will receive the E-Mail notifications from the Supplier's end?

The contact person assigned as Quality Responsible Strategic in JAGGAER will receive the notifications. Supplier should make sure that the quality contact person is registered on the portal and assigned to the role.

Q2. Can suppliers edit completed D steps?

No. Once a D step is set to Done and saved, it cannot be changed, unless the KB responsible is declining the submitted feedback

Q3. Are deadlines automatic?

Yes. Deadlines are system controlled and priority dependent.

Q4. What does the "Current Step" shown in the SQN dashboard indicate?

It indicates the latest saved step of the 8D process and helps track which D-step currently requires action

Q5. What happens after I submit the completed 8D (D8)?

The SQN status changes to Checking and is reviewed by Knorr-Bremse Quality. No further edits are possible unless the ticket is returned.

Q6. How will I know if the submitted answers are accepted or rejected?

You will receive an email notification informing you whether the SQN has been accepted and closed or rejected with comments for revision.

Q7. How can I communicate questions or clarifications during the 8D process?

You can use the SQN Messenger within the ticket to communicate directly with the responsible Knorr-Bremse Quality contact.