

MERCEDES-BENZ SPECIFICS TRAININGS



QMC[®]

B E Y O N D Q U A L I T Y



Mercedes Benz

SQMS

OBJECTIVE:

The participants will understand:

- The zero-defect strategy of Mercedes-Benz Cars
- The procedures for triggering a 0-km complaint.
- How a series test report is created and what the tasks are from taking over the responsibility
- How to create and manage an 8D report in the SQMS system independently,
- Know the individual steps of structured problem solving according to VDA8D.

TARGET AUDIENCE:

All employees who are involved in the processes required by Mercedes-Benz related with parts release, quality parts and series production.

DELIVERABLES:

After passing the learning test, participants receive a qualification certificate.

DURATION:

4 hours.

CONTENTS:

1. Introduction to SQMS.
 - Scope.
 - Objectives.
 - Manuals.
 - Symbols used in SQMS.
2. Complaint Process.
 - Complaint Scope of SQMS.
 - Ticket, 8D Report, Series Test Report in SQMS.
3. 8D Report.
 - Process Flow – 8D in SQMS.
 - The 8 Disciplines.
 - Edit Data 8D Report.
 - Effectiveness Monitoring.
4. Series Test Report.
 - Process Flow – Series Test Report in SQMS.
 - Test Report in SQMS.
5. Searching Functions.
6. PPM Evaluation.
7. Administration.
 - Role Concept.
 - Administration Concept.
 - Example.
 - Assign SPL Contact Person/Substitutes.
8. Self-Denouncement.