



TV-53 Export Planning, 18.12.2015

SPORD USER MANUAL– CKD PART NUMBER CHANGE.

INTRODUCTION AND HANDLING FOR PN2 PLANTS.

**BMW
GROUP**



CONTENT.

- 1 INTRODUCTION**
- 2 HANDLING OF PART NUMBER CHANGES**
- 3 EVALUATIONS**
- 4 PROCESS CHART CKD PART NUMBER CHANGE**

INTRODUCTION. GENERAL.

- SPORD (Service Provider Trouble Report Database) is a trouble report application, running on an external Server.
- Go to: <https://www.spord.net>
- All written text has to be in English!
- Support: SPORD.Export-Planning@list.bmw.com

INTRODUCTION. FIRST LOG-IN.



The screenshot shows a login window with a blue header and a light blue background. The window title is "Login". It contains three input fields: "Username" (a text box), "Password" (a text box), and "Language" (a dropdown menu currently showing "English (United States)"). Below the fields are two buttons: "OK" and "Change password".

Username= E-Mail-address / Q-number

Password = „init“

At your first log you need to define your own password.
There is no need to change at any time.

If there are any problems with the account or the
password please contact:
SPORD.Export-Planning@list.bmw.com

INTRODUCTION. STRUCTURE.

Own Mailbox.

Overview about own sent processes.

Creating of several kinds of evaluations (restricted to the own account authorization).

Administration of personal settings.

CKD-Order/Claim Create Mailbox Sent processes Contacts Reports CKD-Data Import Administration Logout

Mailbox

- CKD / TA (155)
 - Partner-CKD (155)
 - Malaysia (155)
 - BMW-Malaysia (114)**
 - Position (4)
 - SV/LDL check (5)
 - CKD-Order/Claim (1)
 - CKD-PMP (1)
 - CKD-Additional delive
 - Self announcement-F
 - CKD-Return delivery
 - BMW-Malaysia Self Ann

Search Excel Export Print Rows per page 20

Process No.	Process	Priority	Reaction date	Subject	From	Date	State
2143507-01	Self announcement-Position			CKD-Malaysia	Claas Heithecker, TV-53	05.11.15 14:48	Open
18851544	CKD-Order/Claim			Claim / s07xxx / Claas Heithecker	Claas Heithecker, TV-53	01.10.15 11:37	Open
2186086	CKD-Return delivery				Jan Munk, TV-50	07.05.15 14:43	In progress (PU)
2186084	CKD-Return delivery	Middle			Mike Brazell, TS-15	26.11.14 15:53	In progress

INTRODUCTION. STRUCTURE.

CKD-Order/Claim Create **Mailbox** Sent processes Contacts Reports CKD-Data Import Administration Logout

Mailbox

- CKD / TA (155)
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Search

Rows per page 20									
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	2186086	CKD-Return delivery				Jan Munk, TV-50	07.05.15 14:43	In progress (PU)	
	2186084	CKD-Return delivery	Middle			Mike Brazell, TS-15	26.11.14 15:53	In progress	

= Own Mailbox, showing the different types of assignments.

= new, unread assignments.

= already opened assignments.

= cc-message / information.

INTRODUCTION. STRUCTURE.

CKD-Order/Claim **Mailbox**

Mailbox

CKD / TA (155)
 Partner-CKD (155)
 Malaysia (155)
 BMW-Malaysia (114)
 Position (4)
 SV/LDL check (5)
 CKD-Order/Claim (1)
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2186086	CKD-Return delivery				Jan Munk, TV-50	07.05.15 14:43	In progress (PU)
2186084	CKD-Return delivery	Middle			Mike Brazell, TS-15	26.11.14 15:53	In progress

Keep your Mailbox (work basket) always as empty as possible.

INTRODUCTION. STRUCTURE.

CKD-Order/Claim Mailbox **Sent processes** Contacts Reports CKD-Data Import Administration Logout

Sent processes

open and in process

Search Rows per page 20

	Process No.	Process	Priority	Reaction date	Subject	Creation date	State	Mailbox
	2186740	CKD-Return delivery	High			04.09.2015	In progress (PU)	Return Deliveries
	18858706	CKD-Order/Claim			Order / S18153424 / Jan Munk	20.08.2015	In progress (CR)	Team Thailand
	18858697	CKD-Order/Claim			Order / S18153425 / Jan Munk	20.08.2015	In progress (CR)	Team Thailand

Results 1...3 of 3
Result Page 1 of 1

Overview about all processes which were send from the own account.

INTRODUCTION. STRUCTURE.

Further advises regarding SPORD
can be find in the “Help” menu.

Mailbox Sent processes Contacts Reports CKD-Data Import Administration Logout Help

Welcome Mr. Heithecker

Search Rows per page

Process No.	Process	Priority	Reaction date	Subject	From	Date	State
2143507-01	Self announcement-Position			CKD-Malaysia	Claas Heithecker, TV-53	05.11.15 14:48	Open
18851544	CKD-Order/Claim			Claim / s07xxx / Claas Heithecker	Claas Heithecker, TV-53	01.10.15 11:37	Open
2186086	CKD-Return delivery				Jan Munk, TV-50	07.05.15 14:43	In progress (PU)
2186084	CKD-Return delivery	Middle			Mike Brazell, TS-15	26.11.14 15:53	In progress
18851195-	Position			7304470 / ADK / Khirel Mohd Khirel Mohd Azi	Mike Brazell, TS-15	25.11.14 17:00	Open

CONTENT.

- 1 INTRODUCTION
- 2 HANDLING OF PART NUMBER CHANGES
- 3 EVALUATIONS
- 4 PROCESS CHART CKD PART NUMBER CHANGE

HANDLING OF PART NUMBER CHANGES.

CKD-Order/Claim

Mailbox

- CKD / TA (164)
 - Partner-CKD (164)
 - Malaysia (164)
 - BMW-Malaysia (123)**
 - Position (4)
 - SV/LDL check (5)
 - CKD-Order/Claim (7)
 - CKD-PMP (1)**
 - CKD-Additional delivery (39)
 - Self announcement-Position (37)
 - CKD-Return delivery (8)
 - BMW-Malaysia Self Announcement (41)

Search Excel Export Print Rows per page 20

Process No.	Process	Priority	Reaction date	Subject	From	Date	State
18851624	CKD-Order/Claim			Order / S0715 / Claas Heithecker	Claas Heithecker, TV-53	14.12.15 11:02	Open
18851620	CKD-Order/Claim			Order / S6015G000 / Claas Heithecker	Claas Heithecker, TV-53	07.12.15 11:18	Open
195976	CKD-PMP			Part No. 6784771 not available!	Claas Heithecker, TV-53	01.12.15 13:04	Open
2186086	CKD-Return delivery				Claas Heithecker, TV-53	27.11.15 11:30	In progress (PU)
2186097	CKD-Return delivery				Claas Heithecker, TV-53	27.11.15 09:54	In progress

Select "CKD-PMP" to see all information and assignments dealing with changes of part numbers.

HANDLING OF PART NUMBER CHANGES.

- As soon as a Part number is not longer available, BMW will initiate a process to define a alternative Part number (in SPORD: “CKD-PMP”).
- The receiving Plant will be informed about this change with a cc-message in SPORD. Additional to the announcement of the alternative Part number, there will be more Information about necessary tasks if needed (e.g. flashing the vehicle).

HANDLING OF PART NUMBER CHANGES.

CKD-Order/Claim Create Mailbox Sent processes Contacts Reports CKD-Data Import

Mailbox

- CKD / TA (155)
- Partner-CKD (155)
- Malaysia (155)
 - BMW-Malaysia (114)
 - Position (4)
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 - CKD-Order/Claim (1)
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 - CKD-Additional deliv
 - Self announcement-F
 - CKD-Return delivery
 - BMW-Malaysia Self Ann

Process No.	Process	Priority	Reaction date	Subject
2143507-01	Self announcement-Position			CKD-Malaysi
18851544	CKD-Order/Claim			Claim / s07x
186086	CKD-Return delivery			
2186084	CKD-Return delivery	Middle		

Parts kit correction from packaging month *: 01.09.2014

Parts kit correction with NAEL *: BFV47.4

Type of shipment: Air freight

Claim Code *: HA

Description: According to Nurul Azarina, 48 pcs of the p/n 1107991 are still needed for F15 production.

* mandatory field
created by Rainer Hejda, TV-401, 04.11.14 09:48

Actions

Position Claim/Order created Sent Storm/deleted

P/No.: 1107991 / Part description: RANGE SPACER F BRAKE LINE / Units: 48 / Model type: F15

Root cause: Missing part
TB150 Pos.14

To: Team Malaysia
From: Technic

Import User, 08.11.14 04:00

Rainer Hejda, TV-401, 04.11.14 09:54

Delete Print all Print selected

Please **delete** all cc-messages regarding Part number changes, as soon as the Information is **not longer needed!**
With deleting you confirm, that the information is recognized and all necessary processing is done.
Note: by pressing "Delete" only the cc-message will be **removed from your Mailbox**,
the assignment behind the message **will still be handled in the SPORD system.**

CONTENT.

- 1 INTRODUCTION
- 2 HANDLING OF PART NUMBER CHANGES
- 3 EVALUATIONS
- 4 PROCESS CHART CKD PART NUMBER CHANGE

EVALUATIONS.

It is possible to do different kinds of evaluations
(restricted to the own account authorization).
All reports can be exported into Excel.

The screenshot displays the top navigation bar of the SPORD application. The 'Reports' menu item is highlighted with an orange box. Below the navigation bar, the 'Reports / Search' section is visible. The 'Graphical evaluation' link is highlighted with a blue box, and an arrow points from a text box to it. The 'Processes' link under the 'Search / List' section is also highlighted with a blue box, and an arrow points from a text box to it.

CKD-Order/Claim ▼ Create Mailbox Sent processes Contacts **Reports** CKD-Data Import Administration Logout

Reports / Search

- [Graphical evaluation](#)
- [Search / List](#)
 - [Processes](#)
 - [Attachments / Documents](#)
 - [Messages / E-Mails](#)

Creating graphical evaluations.

Evaluations for individual assignments or positions.

EVALUATIONS. GRAPHICAL EVALUATIONS.

Filter criteria can be saved to do regular standard reports.

Selection of the graphical rendition (definition of the axis contents).

Enter all relevant criteria

The screenshot shows the 'Reports / Search' interface for 'CKD-Order/Claim'. It includes a top navigation bar with 'Create', 'Mailbox', 'Sent processes', 'Contacts', and 'Reports'. The main content area is divided into several sections:

- Saved Reports:** A dropdown menu with 'Please select...' and a 'Schedule' button. Below are 'Save as' and 'Delete' buttons.
- Process:** A dropdown menu set to 'CKD-Order/Claim'.
- Diagram:** A dropdown menu set to 'bar chart'.
- x-Axis:** A dropdown menu set to 'Creator'.
- y-Axis:** A dropdown menu set to 'Count'.
- Tops:** A dropdown menu set to 'All'.
- Search:** A 'Search' button.
- Filter:** A section with various input fields and dropdowns:
 - No. : [text input]
 - Fixed Period: [dropdown set to 'No selection']
 - From/To: [date pickers]
 - Date of Closure: [date pickers]
 - State: [dropdown set to 'Open; In progress (CR); Finished (CR)']
 - Reaction/Target date: [dropdown]
 - Creator No.: [text input with user icons and delete icon]
 - Receiver No.: [text input with user icons and delete icon]
 - Mailboxes: [dropdown]
 - Description: [text input]
 - Type of process: [dropdown]
 - Partner no.: [dropdown]
 - Special order no.: [text input]
 - Unread: [dropdown]
 - Priority: [dropdown]
 - Keyword: [text input]

Annotations on the left side of the image point to these sections: an arrow points from the 'Filter criteria can be saved...' box to the 'Saved Reports' section; a bracket points from the 'Selection of the graphical rendition...' box to the 'Diagram', 'x-Axis', and 'y-Axis' sections; and another bracket points from the 'Enter all relevant criteria' box to the 'Filter' section.

EVALUATIONS. EVALUATIONS OF PROCESSES.

Filter criteria can be saved to do regular standard reports.

Select the process of your evaluation. E.g. CKD-Order/Claim – "Position" for evaluations on a part no. level.

Define the content by marking all relevant fields for your evaluation. Press the Ctrl-Key for multiple selections.

Enter all relevant criteria

Reports / Search

Saved Reports:
Please select...

Process: - Position

Note: Multiple select by pressing and holding Ctrl-Key.

List: Date-Scheduling; Process; Target date; Sub

Filter

No. :

Fixed Period: No selection

From/To:

Date of Closure:

State: Open; In progress (QC); Linked; Checked (C)

Reaction/Target date:

Mailboxes:

Accepted(SR):

Causer:

Part type:

Comment (SR):

Claim/order Created:

Delivery date:

- Action
- Error Cause
- Cost Calculation
- CKD-Order/Claim
- Position
- SV/LDL check
- Parts rejected/ blocked
- CKD-PMP

EVALUATIONS. SELECTION OF THE SCHEDULE FOR AUTOMATIC REPORTS.

CKD-Order/Claim Create Mailbox Sent processes Contacts Reports

Reports / Search

Saved Reports:
Please select... Schedule
Save as Delete

Process: CKD-Order/Claim

Note: Multiple select by pressing and holding Ctrl-Key.
List: Date-Scheduling; Process; Target date; Sub
Search

Filter
No. :
Fixed Period: No selection
From/To:
Date of Closure:
State: Open; In progress (CR); Finished (CR);
Reaction/Target date:
Creator No.:
Receiver No.:
Mailboxes:
Description:
Type of process:
Partner no.:
Special order no.:
Unread:
Priority:
Keyword:

Select a saved report and press „Schedule“ → „new“ to create an automatic report that is sent to an E-Mail address on a regular basis.

Select a suitable interval and enter a E-Mail address. Press on “Save”.

Important:
Your saved report needs to have a defined “Fixed Period” that fits to your selected interval!

Schedule of Report : Auswertung MQ-66

No:
Interval: weekly
Start: 09.11.2015
Email: Claas.Heithecker@bmw.de
Save Cancel

Reports:
List: Creation date, State, Problem description, P/No., Par
Next Mail:
Last Mail:

CONTENT.

- 1 INTRODUCTION
- 2 HANDLING OF PART NUMBER CHANGES
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CKD Part number change

