iPoint Value Chain Agent

Your Key to Integration

Value Chain Agent • issue 05/2011

The QDX 2.0-integration for SAP IQOS

Integration of customer portals for a closed quality loop

QDX is the VDA standard for exchanging quality data across the supply chains, more noticeable on version 2.0, many OEMs and suppliers have agreed. From the beginning iPoint-systems is member of the VDA working group for QDX. The iPoint Value Chain Agent is the certified SAP integration technology for the connection of customer and supplier portals as well as of web-services.

The challenge

Hardly any supplier/customer offers his data already in QDX format. Different formats and interfaces make a standardized complaint handling impossible so far.

The solution

The iPoint QDX-integration now integrates the customer specific data formats and interfaces in SAP-IQOS and thus enables the desired generic, process orientated data exchange.

The iPoint Value Chain Agent in combination with SAP-IQOS is therewith the integration solution for the quality sector in the automotive industry.

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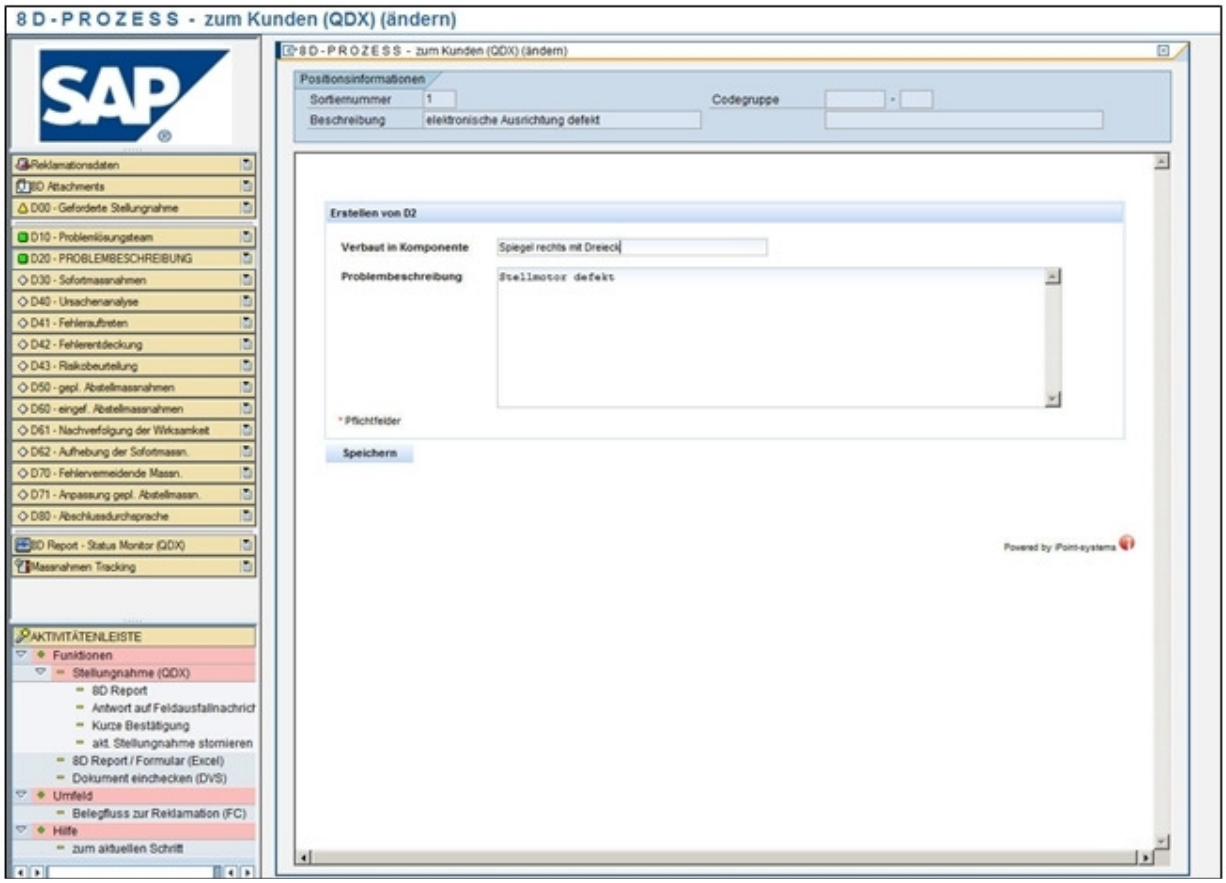
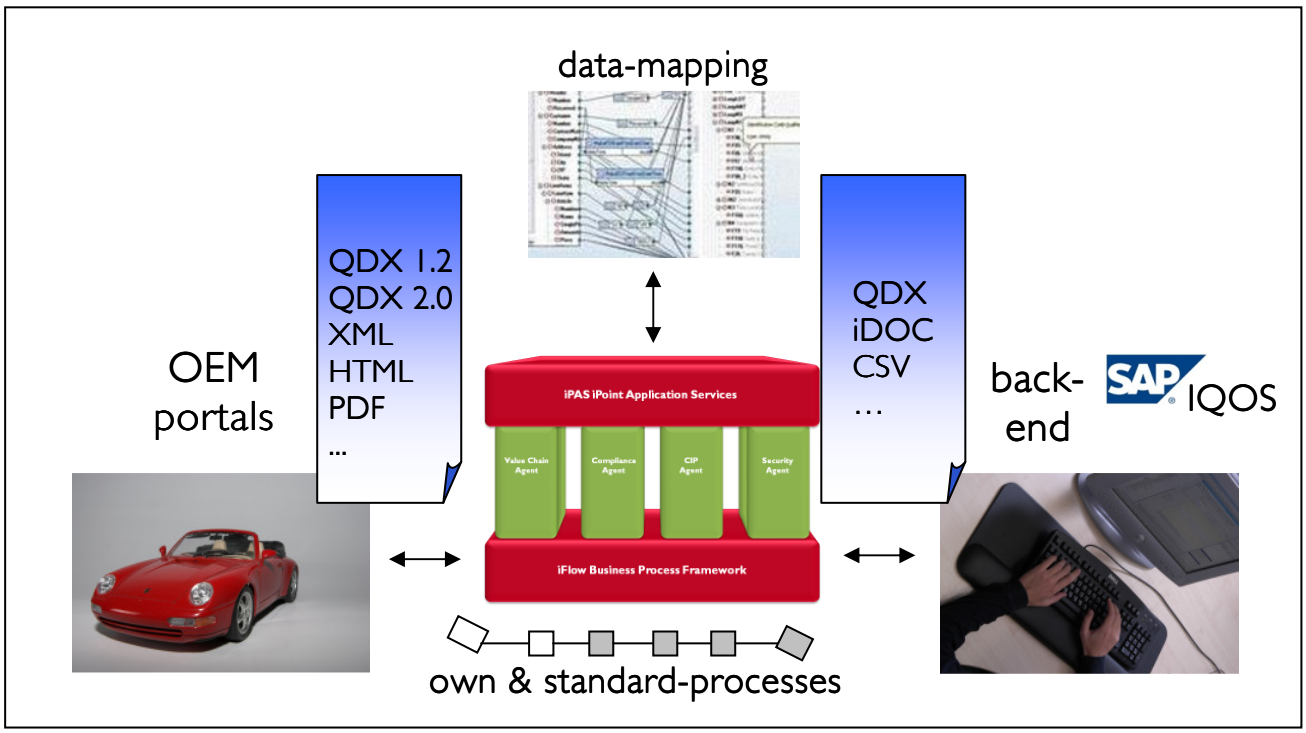
Via an inbox a pre-qualification of the complaint data can be done.
With the iPoint Value Chain Agent technology, complaints are fully automated and integrated in the SAP-IQOS complaint handling tool.

All data which are relevant for the complaint process including those which are not integrated in SAP are edited and reported here.

This also applies to the return, which means 8D-reports are created in SAP-IQOS, completed in the integrated editing-tool and made available in an outbox afterwards. From this position, the 8D-reports are uploaded automatically to the target portal (or to the QDX-web-service if available).

The entire handling is done within the SAP-IQOS interface – totally independent of the technology and data format of the business partner.

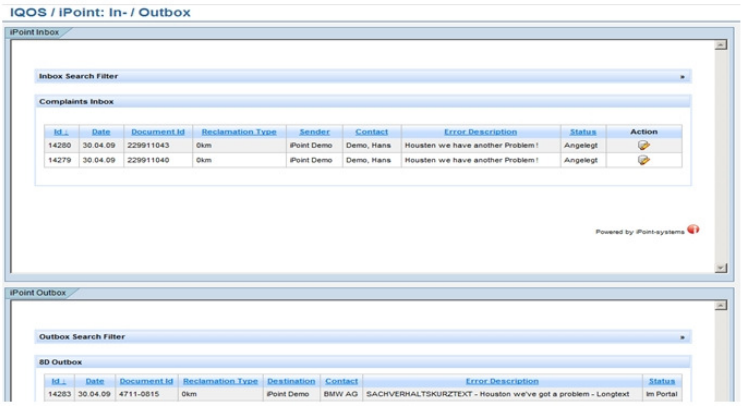




quality data-mapping with QDX

The advantages at a glance:

- **minimizing the manual effort through data- and process integration**
- **higher process security**
- **shorter processing-times**
- **automated data integration between SAP-IQOS and external systems**
- **high request conformity regarding to OEM-specifications**
- **complete coverage of 8D- and complaint processes**



Why iPoint-systems? Customer statements

„iPoint-systems is up-to-date“
Maik Miersch, J. Eberspächer

„It is great because it simplifies our daily work with our customer platforms“
Wolfgang Haag, BEHR GmbH & Co KG

„It saves you a lot of work and what they are doing simply works“
Ernst Scheipl, Peguform

„iPoint-systems is flexible and responsive to customer requirements“
Dr. Fred Twardon, Automotive Lighting

„We have been using iPoint for ages and, thus, we can truly say: That´s our partner“
Peter Stöckert, Federal Mogul Nürnberg

„iPoint takes care of special solutions of their customers“
Armin Rauscher, MAGNA Powertrain

„Because they implement what really helps to optimize the workflow of the customer“
Wolfgang Loistl, Bosch Rexroth