

# B/S/H/

## Complaint list / 抱怨清单

The complaint list informs you, which parts of your delivery complaint by us. You will receive the Q report as an Adobe Interactive file by mail. Please complete this form and return it to us. Please only use our form with the latest status date.

抱怨清单会告知您，投诉的是你们交付的哪个产品。您将通过邮件收到一份 Adobe 格式的抱怨清单，请填写妥此表格后发回给 BSH。请使用 BSH 最新日期的表格。

In this document, we provide instructions how to fill the complaint list and send back to us.

在本文档中，提供了如何填写和发回抱怨清单的说明。

### 1. Page

The first page contains the cover sheet. You can find the reference number and our status date in the header of the complaint list.

第一页包含封面页。您可以在抱怨清单的标题中找到参考编号和 BSH 的处理日期。

B/S/H/	<b>Complaint List</b>	Complaint date: Sep 27, 2022
	Q-Report No: 1000041803 Charging No.: 40322792	Complaint Status: Sep 27, 2022
Send	Attachment Files	Print

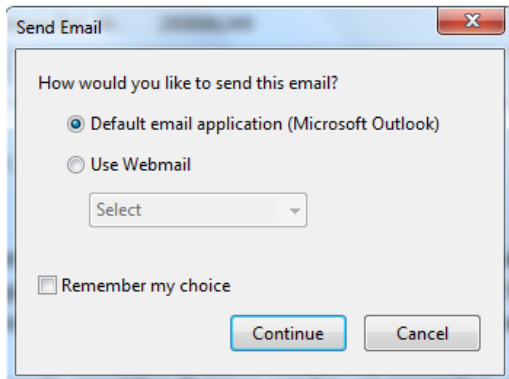
B/S/H/	<b>抱怨清单</b>	抱怨日期: 2022-11-25
	Q-Report: 203059022 我们的参考号: 40066153	抱怨状态: 2022-11-25
发送	附件文件	打印

The following functions can be executed with the gray buttons

以下功能可以通过灰色按钮执行

Send	发送
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Our contact person is entered as receiver and our reference number is entered as subject.

接收者是 BSH 的联系人，报告的文件名包含 BSH 的参考号。

Please allow us to assign our complaint to the entry of the reference number in the subject line of the mail.

BSH 的投诉邮件文件名中包含 BSH 的参考号。



Attach files to the complaint list.

将附件添加到抱怨清单中。

You can choose a file from you file directory and it attache to the complaint list.

您可以从您的文件目录中选择一个文件，并将其添加到抱怨清单中。

You find the attachment at the last page.

您可以在最后一页找到附件。



You can print the complaint list with print control popup.

您可以用打印按钮来打印抱怨清单。

## 2. Page

You can find the information of our complaint in the section “Header Data”, e.g. material number and contact person.

您可以在“表头数据”部分找到 BSH 投诉的信息，例如物料编号和联系人。

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Header Data			
Title:	Return Delivery	Reported By:	Georg
Supplier:	K	Manufacturing Plant:	5031 BSH Hausgeräte GmbH / Postfach 11 67 / 89401 Dillingen/Donau
Contact Person	Bernhard	Telephone:	+499071
Customer:	BSH Hausgeraete GmbH / PO Box 83 01 01 / 81701 Muenchen	ne:	
Contact Details:	BSH Hausgeraete GmbH / PO Box 83 01 01 / 81701 Muenchen	Telefax:	+499071
Email:	Bernhard. @BSHG.COM		

抬头数据			
标题	退货交货	报告人:	Wei
供应商:	绥中	制造工厂:	5534 博西华电器 (江苏) 有限公司 / 新港经济技术开发区尧新大道208号 / 210046 江苏省南京市 江苏
客户联系人:	Weiwei Meng	电话:	+8625
地址:	BSH Electrical Appliances / SiemensRoad1 / 210005 Nanjing Jiangsu	传真:	
邮箱:	Wei		

Following all complaint parts are listed. We inform you about

下面列出了所有投诉部件的信息。将通知您

- material number and description 物料编号和物料描述
- complaint quantity 抱怨数量
- a short failure description 简短的缺陷描述

0001	Material:	9001378713	DC_IABO_A5_BO_FI_6xx	Compl. Qty:	3	Accept. Qty.:	1	PC
	Ref.No.:		Notification: 319673726	RIS:		DelivChrg:		
Defect Location:		Primary Power Supply						
Defect Type:		Assembly error						
Defect Text:		Test 27092022-2						
Defect Longtext:								
Root Causes:								
Root Cause:								
Root Cause Longtext:								
Planned Corrective Actions:								
Plan. Corr. Action :								
Plan. Corr. Act. Longtext:								

0001	物料:	800		抱怨数量:	222	接受数量:		PC
	参考号:		质量通知单: 320789425	Ras no.:		DelivChrg:		
缺陷位置:								
缺陷类型:		气泡						
缺陷文本:		气泡						
缺陷长文本:								
Root Causes:								
根本原因:								
根本原因长文本:								
Planned Corrective Actions:								
计划纠正措施:								
计划纠正措施长文本:								

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Please provide us with the following information regarding the claimed components:

请向 BSH 提供以下有关投诉部件的信息：

- Please inform us of the actual quantity of defective components. This quantity will be stored in our QM system for key figure calculation.

请告知缺陷部件的实际数量。这个数量将存储在 BSH 的 QM 系统中，用于关键指标的计算。





- The blue fields are reserved for your input.





蓝色字段是为您的输入保留的。

0001	Material:	9001378713	DC_IABO_A5_BO_FI_6xx	Compl. Qty: 3	Accept. Qty.: 1	PC
	Ref.No.:		Notification: 319673726	RIS:	DelivChrg:	
0001	物料:	8001050139	门玻璃	抱怨数量: 222	接受数量: 20	PC
	参考号:		质量通知单: 320789425	Ras no.:	DelivChrg:	

- Select a cause of error (Root cause) from our drop-down menu and describe the failure cause. You can cause several causes

从下拉菜单中选择错误原因（根本原因），可以选择多个原因：







Defect Location:	Primary Power Supply
Defect Type:	Assembly error
Defect Text:	Test 27092022-2
Defect Longtext:	
Root Causes:	 
Root Cause:	<div></div>
Root Cause Longtext:	<div>1. Root cause(s) (TRC) - Occurence 2. Root cause(s) (TRC) - Non detection 3. Root cause(s) (MRC) - Occurence 4. Root cause(s) (MRC) - Non detection</div>
Planned Corrective Actions:	 
Plan. Corr. Action :	<div></div>
Plan. Corr. Act. Longtext:	







缺陷位置:	前平衡圈
缺陷类型:	缝隙/缝隙不均
缺陷文本:	平衡块开裂
缺陷长文本:	
Root Causes:	 
根本原因:	<div></div>
根本原因长文本:	<div>1. 根本原因 (TRC) -发生 2. 根本原因 (TRC) -未检测到 3. 根本原因 (MRC) -发生 4. 根本原因 (MRC) -未检测到</div>
Planned Corrective Actions:	 
计划纠正措施:	<div></div>
计划纠正措施长文本:	

- And a planned correction action. You can choose several actions:

有计划的纠正措施，也可以选择多个：

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Root Causes:		 
Root Cause:	1. Root cause(s) (TRC) - Occurence	
Root Cause Longtext:	testfailure	
Planned Corrective Actions:		 
Plan. Corr. Action :		
Plan. Corr. Act. Longtext:	1. Corrective action(s) TRC – Occurrence 2. Corrective action(s) TRC - Non-Detect 3. Corrective action(s) MRC – Occurrence 4. Corrective action(s) MRC - Non-Detect	

Root Causes:		 
根本原因:		
根本原因长文本:		
Planned Corrective Actions:		 
计划纠正措施:		
计划纠正措施长文本:	1. 纠正措施TRC-发生 2. 纠正措施TRC-未检测到 3. 纠正措施MRC-发生 4. 纠正措施MRC-未检测到	

Please also give us more information about the problem in the long text fields.

请在长文本字段中提供更多关于这个问题的信息。




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## Last Page

We are able to send files attached to the complaint list for further information of the complaint.

You can open the files with the Button  after you have marked the file in the blue colored box.

抱怨清单中会有相应的附件提供更多的相关信息。您可以使用“查看”按钮打开文件。

<b>B/S/H/</b>	<b>Rücksendeliste</b>		Beanstandungsdatum: 09.08.2016
	Q-Bericht: 40197447	Unsere Ref. Nr.: 212724247	Berichtsstand: 07.10.2016
Send	Datei-Anhänge	Print	
U:\01_Rückwarenprozess\Waschmaschnie.JPG			  

Link-GUID	Form type	Doc Name	Doc Value	Delete on DB	NEW ATT
QR2_00000000000000001000000002961_00_000	image/jpeg	U:\01_Rückwarenprozess\Waschmaschnie.JPG	U:\01_Rückwarenprozess\Waschmaschnie.JPG		

<b>B/S/H/</b>	<b>抱怨清单</b>		抱怨日期: 2022-2-22
	Q-Report: 40059176	我们的参考号: 202800649	抱怨状态: 2022-2-22
发送	附件文件	打印	
			  

Link-GUID	表格类型	文件名称	Doc Value	Delete on DB	NEW ATT

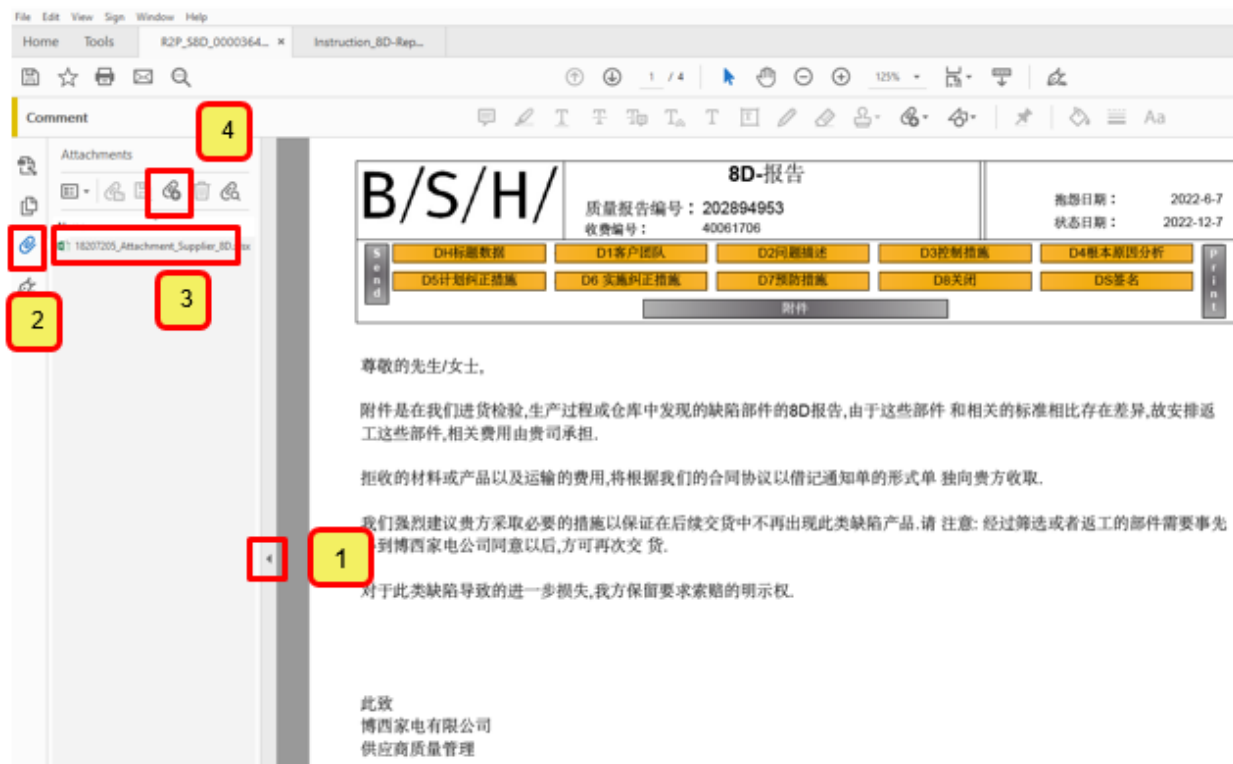
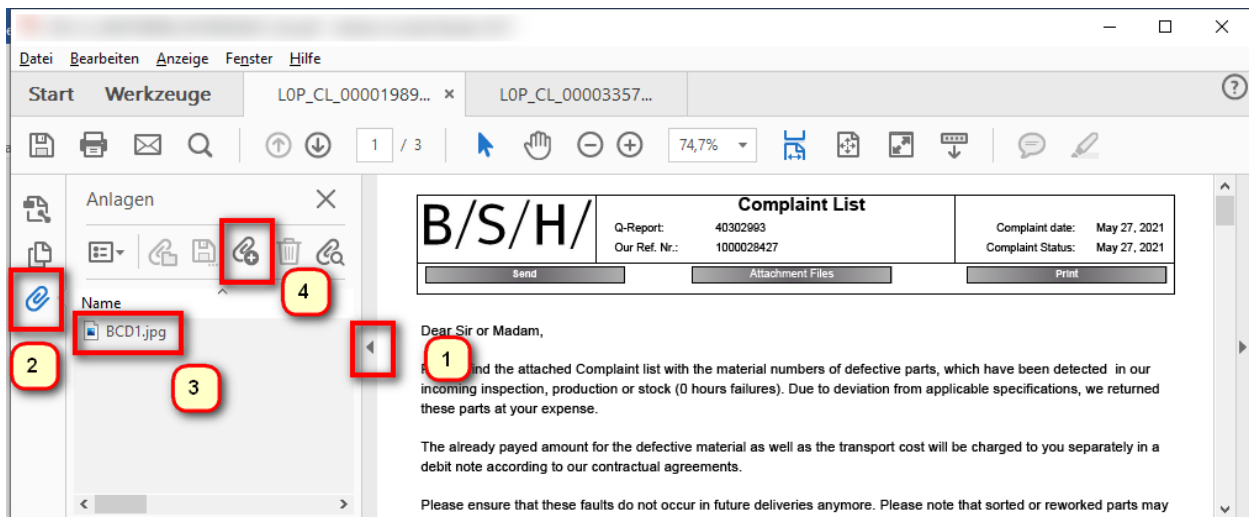
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## More information / troubleshooting: [更多信息/ 解答](#)

For viewing / editing you need a PDF reader. These can usually be obtained and installed free of charge. If there are problems with the attachment, or the print function, then these functions can be executed directly with the PDF Reader. Here is an example from a well-known PDF Reader:

为了查看/编辑, 你需要一个 [PDF 阅读器](#)。这些通常可以免费获得和安装。如果附件或打印功能有问题, 你可以直接使用 [PDF 阅读器](#) 执行。下面是一个来自 [PDF 阅读器](#) 的例子:

## File functions (attachment): [文件功能 \(附加\)](#)



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1. open additional functions 打开附加的功能
2. click Attachments (paper clip) 点击附件（纸夹）
3. double click file (open) or 双击文件（打开）
4. attach new file 增加新的附件

## Further functions:

- Print 打印
- Store 存储
- Send as mail 邮件发送

