



# Babtec.Konnektor/REK Connect to All of Your Suppliers

The digitalization and networking of processes across company boundaries are the major challenges of modern quality management. **Global supply chains** and an increasing supplier share for the manufacture of products demand new directions in the **successful partnership** between customers and suppliers.

Processes such as the cross-company processing of complaints are complex. If complaints until now have been

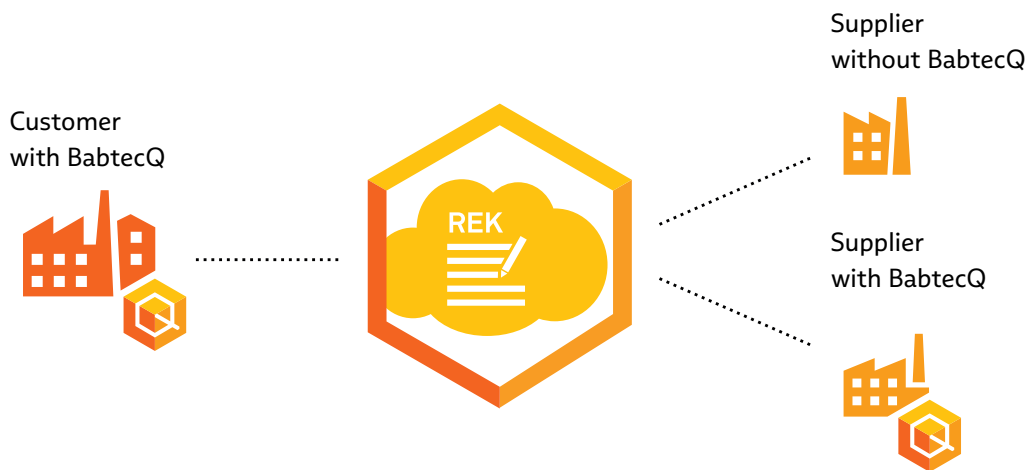
sent back and forth via PDF or made available in portals, complaints in the future will be processed **completely digitalized** – detached from media disruptions that stand in the way of an efficient collaboration. With Babtec.Konnektor/REK, complaint data are **shared directly** across all system boundaries. The **cloud-based platform** BabtecQube makes this possible. It offers you and your suppliers a smart solution for the **perfect process** for processing complaints.

## Connecting to Suppliers

You can easily **network** with your supplier from the BabtecQ software for the joint processing of complaints via the Babtec.Konnektor/REK. Your BabtecQ system connects with the BabtecQube, a **Service** provided by Babtec.

You initiate complaints as usual from your Babtec Complaint Management (Babtec.REK). The connector is your direct connection to the BabtecQube. Share all **relevant data** with your supplier. Status reports inform you directly whether your supplier has received the complaint and has already begun

the processing. You and your supplier work out the solution across the company boundaries on a **common document**. If your supplier also has a BabtecQ system, you share your complaint data via the Qube by means of the connector directly **between both systems**; otherwise the complaint is processed for the supplier in the BabtecQube. In your role as a supplier of another BabtecQ user, you can also share the required data via the BabtecQube.



^  
 BabtecQube connects customers and suppliers via the cloud for the joint processing of complaints

## A Smart Solution for Your Suppliers

The BabtecQube is **available immediately** for your supplier, without downloading and installing. The processing of complaints is made **independently of the end devices** (e.g., PC, tablets, smartphones) or operating systems. Your suppliers without BabtecQ receive with the BabtecQube the opportunity of processing and managing complaints. The complaint process is carried out according to an accepted and structured standard, the 8D method, and documented in an **8D report**.

Your supplier again shares his **results** with you. In this way you and your supplier can transparently monitor all progress. In addition, you will receive **worldwide access** to all of your shared complaints.

The implementation of improvements in the quality of your products and process is supported by the collaborative partnership. Digitalized business processes allow improvements to be able to be discussed and shared directly in real time – interface maintenance and the exchange of countless e-mails are a thing of the past.

# Babtec.Konnektor/REK At a Glance



- Connecting Babtec.REK to BabtecQube, Babtec’s cloud-based platform
- Exchange of complaint data with all suppliers:
  - If the supplier also has a BabtecQ system with Babtec.Konnektor/REK, the sharing takes place directly between both systems
  - Suppliers without BabtecQ process the complaints directly in the BabtecQube and have the opportunity to report back their results in the form of an 8D report with the service “Complaints and Deviations”
- Reciprocal seamless transfer of complaints/8D reports at the touch of a button
- High level of transparency through clear status and feedback reports
- Shared complaints are always available for all participants everywhere
- Transmission of complaints in accordance with the QDX standard
- Fully integrated into the Complaint Management module



## Let Us Advise You

### Individual Consulting

We would be happy to introduce you to the module in a personal appointment in which we can show you how our solution can optimize your processes. In doing so, we record the current status and explain the further procedure.

[Make an appointment](#)

### Our Solutions

Are you interested in further modules that support your processes even better? Just have a look around on our website.

[To the website](#)

### Overview of Our Portfolio

Would you like to get an overview of our entire range of products? In the current overview we present you our software solutions and services.

[Download PDF](#)

### **Babtec Informationssysteme GmbH**

Clausenstraße 21, 42285 Wuppertal

T +49 202 4960-0

### **Branch Offices**

Altmarkt 10c, 01067 Dresden

Lehrer-Wirth-Straße 2, 81829 München

Marie-Curie-Straße 14, 78048 Villingen-Schwenningen

Clausenstraße 21, 42285 Wuppertal

Georg-Baumgarten-Straße 3, 60549 Frankfurt

### **Babtec Österreich GmbH**

Maria-Theresia-Straße 51, 4600 Wels

T +43 7242 224357-00

### **Babtec Schweiz AG**

Geltenwilenstrasse 16, 9000 St. Gallen

T +41 71 56029-00

[info@babtec.de](mailto:info@babtec.de)

[www.babtec.de/en](http://www.babtec.de/en)

Last update: July 2023

**BABTEC**

The Software for Quality

