

Automotive warranty management

Training agenda:

1. IATF requirements related to warranty returns:
 - 8.5.5.1 Feedback of Information from Service
 - 9.3.2.1 Management review inputs – supplemental
 - 9.1.2.1 Customer satisfaction – supplemental
 - 10.2.5 Warranty management systems
 - 10.2.6 Customer complaints and field failure test analysis
2. Warranty management in relation to specific customer requirements (CSR) with examples of IPTV data:
 - Fiat Chrysler Automobiles – CQI-14 Automotive Warranty Management
 - General Motors
 - Ford
 - VW – NTF according to VDA Field Failure Analysis
 - BMW – IPTV example
3. Daimler warranty requirements:
 - Mercedes-Benz Special Terms
 - MBN 10448 - Field Failure Analysis
4. Basic terms:
 - IPTV – Incidents Per Thousand Vehicles (R/1000, C1000)
 - Technical Factor
 - No Trouble Found
5. Client and supplier preventive actions:
 - Reliability tests
 - Quality Tracking
 - Tests performed by internal clients
 - Visits organized in client locations regarding product trainings, handling and joint line walks.
6. Cooperation approaches with clients regarding analysis for warranty returns:
 - Data collection from organizations for a agreed warranty period (mileage, months of use).
 - Technical Factor defining and the parts flow from warranty field
 - Definition of actions to be carried out by the dealer before returning the parts
 - Methods of reporting analysis results provided to clients
 - Statistical methods for defining risk analysis (Weibull, ppm's).
7. Best practice:
 - Data verification provided from clients
 - Invoice accounting (FCA)
 - Activity: Flying Doctor / Man in the Van

- Feedback to residents in manufacturing plants and cooperation with the quality of the client's plants regarding output from warrant
- Customer data verification (warranty start date vs. issue date)

Participant will learn:

- How to start cooperation with client regarding warranty returns management
- From who from organization obtain data which will be useful during cooperation with client
- How to start activities in organization regarding definition of warranty flow and dealer support
- Methods how to present data to client.
- How data from warranty can be used to improve relationships with client plants where are sent parts

Benefits for the company:

- Reducing of warranty costs in organization
- Positive impact on long-term relationship building with clients regarding warranty returns management
- Lesson Learned from warranty issues which can be fixed for new projects

Date of open training:

28.05-29.05.2020 – Brno Czech Republic

Price:

700 EUR for one participant

In case of 2 or more participants from the same plant offer **10% discount** on the second and all other participants.

The invoice due date will be 30 days from the invoice issue date and will be issued after the service delivery.

Price include:

- Training participation
- Lunch and catering
- Training materials

- Certificate
- Coffee buffet
- 12 months consulting for participants

Price is not including accommodation.

Duration:

2 days (each - 7 hours)