

## Effective claims management in automotive

### Agenda:

1. Claims management in relation to the IATF quality management system in automotive
  - 6.1.2.3 Contingency plans
  - 8.5.1.1. Control Plan
  - 10.2.6 Customer complaints and field failure test analysis
  - IATF Sanctioned Interpretations – SI's
2. Claims management:
  - Claims recording
  - Best practices for visual inspection prior to analysis starting
  - Claims communication within the organization
  - Control Plan and FMEA update
  - Difference between containment and corrective actions (including case study)
3. Claim types:
  - Quality: 0-km from OEM production plant / service part center
  - Quality from final client - warranty
  - Logistics
4. Customer escalation management
  - IATF requirement 9.1.2.1 Customer Satisfaction – Supplemental
  - Special Statutes used by OEM clients in automotive
5. Client and organization preventive actions:
  - Reliability tests
  - Tests performed by internal clients
  - Visits organized in client locations regarding product trainings, handling and joint line walks
  - Verification of the actions taken effectiveness during internal process audits
  - 5S Audits and Layered Process Audits (LPA)
6. Methods of claims analysis results reporting
  - Pie chart
  - Occurrence chart
  - Painted chart

- Appropriate wording in presentations: solution concept, part damage out of production facility, virgin condition lost, unauthorized manipulation
  - Good practices regarding the data preparation for clients
  - Statistical methods for risk analysis defining - ppm's (including case study)
7. Systemic actions defining for the most common claims based on the 6M matrix
8. Best Practices:
- Resident as organization representative at the customer's site
  - Feedback to residents in manufacturing plants and cooperation with the quality of the client's plants

**Participant will learn:**

- How to cooperate with the client in relation to complaint management
- From who in organization obtain data which will be useful during cooperation with client
- Methods of data presenting to the client
- How warranty data can be used to build relationships with the customer's facilities

**Benefits for company:**

- Positive impact on long-term customer relationships building regarding claims management
- Lesson Learned from implemented actions which are taken into account during new projects quoting
- Good practices recognition regarding claims management

**Duration:**

- 1 day (7,5 hours)

**Date of open training:**

16.03.2022 – online open training

**Price:**

– 400 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. The invoices for the services will be issued after the service delivery.

**There is also possibility to organize in-house training sessions or internal online sessions for companies – for details, please get in touch with office.**

On client demand there is a possibility of training extending with an additional workshop day.

**Price includes:**

- Training participation
- Training materials
- Certificate
- 12 months consulting for participants

Regarding the price estimation for in-house training, please contact the office.