

## 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:
  - Stellantis-FCA – 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 (Stellantis-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:**

Actual dates you will find out directly on webpage.

**Price:**

750 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
- Training materials
- Certificate
- 12 months consulting for participants

**Duration:**

2 days