

CQI-14 training

Automotive Warranty Management

The CQI-14 training is delivered by an experienced practitioner and is based on the AIAG CQI-14 manual.

Training agenda:

- 1. Definition of Special Processes according to ISO, IATF, and AIAG requirements**
- 2. AWM CQI-14 as a Customer-Specific Requirement**
- 3. General Requirements and Process Assessment**
- 4. Qualifications of a Warranty Claims Management Auditor**
- 5. Discussion of CQI-14 Manual Requirements:**
 - Manual Sections
 - Pre-Assessment
 - Annual Assessment
 - Reporting
 - Responsibilities of the Supplier and Customer

Target Audience:

Management Staff:

- Directors
- Managers
- Area Leaders

Specialist Staff:

- Process Engineers
- Quality Specialists
- Quality Controllers
- Personnel with direct customer contact

Thanks to the CQI-14 training, participants will learn:

- Gaining knowledge on correct and independent assessment of warranty claims management
- Auditing in accordance with AIAG CQI-14 requirements
- Managing quality documentation
- Ensuring proper supervision of the warranty claims management process

Benefits to the company:

- Gaining knowledge for accurate and independent assessment of warranty claims management
- Auditing in accordance with AIAG CQI-14 requirements
- Managing quality documentation effectively
- Ensuring proper oversight of the warranty claims management process
- Improving collaboration between quality, service, and customer teams

Price:

447 Euro for first participant

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

To organize inhouse training sessions or internal online sessions for companies, please get in touch with office.

Upon client request, the training can be extended with an additional workshop day.

The price includes:

- Participation in the training
- Training materials
- Certificate

Duration:

1 day