

CQI-14 training

Automotive Warranty Management

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 section
 - Pre-Assessment
 - Annual Assessment
 - Reporting
 - Responsibilities of the supplier and customer

Training addressees:

- **Management staff:**
 - o Directors
 - o Managers
 - o Area Leaders

• **Specialist staff:**

- o Process Engineers
- o Quality Specialists o Quality Controllers
- o Maintenance Specialists
- o Direct customer contact personnel

Benefits for company:

- 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

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.

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.

Price include:

- Training participation
- Training materials
- Certificate

Duration:

- 1 day