

Automotive warranty management training

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 Customer Specific Requirements (CSR), with examples of IPTV data

- Stellantis xFCA – CQI-14 Automotive Warranty Management
- General Motors
- Ford
- VW – NTF according to VDA Field Failure Analysis (VDA FFA)
- BMW: IPTV example and GS95004:2018 overview

3. Daimler warranty requirements

- Mercedes-Benz Special Terms
- MBN 10448 – Field Failure Analysis

4. Basic Warranty Terms used in the Automotive Industry

- IPTV – Incidents Per Thousand Vehicles (R/1000, C1000)
- Technical Factor
- No Trouble Found
- Months in Service (MiS); Time in Service (TiS)

5. Client and supplier preventive actions

- Reliability tests
- Quality Tracking
- Tests performed by internal clients
- Client site visits for product training, handling, and joint line walks

6. Cooperation approaches with clients on warranty return analysis

- Data collection from organizations for an agreed warranty period (e.g., mileage, months of use)
- Definition of the technical factor and part flow from the warranty field
- Specification of actions to be carried out by the dealer before returning the parts
- Methods of reporting analysis results provided to clients
- Statistical methods used for risk analysis (e.g., Weibull, PPM)

7. Best practices

- Data verification provided by clients
- Invoice processing and accounting (e.g., Stellantis, former FCA)
- Activities such as Flying Doctor / Man in the Van
- Feedback to resident engineers in manufacturing plants and cooperation with client plant quality teams regarding warranty-related outputs
- Customer data verification (e.g., warranty start date vs. issue date)

Participants will learn:

- How to initiate cooperation with the client regarding warranty returns management
- Whom to contact within your organization to obtain data useful for client cooperation
- How to launch internal activities to define the warranty flow and dealer support processes
- Effective methods for presenting warranty data to the client
- How warranty data can be used to strengthen relationships with client plants receiving the parts

Benefits to the company:

- Reduction of warranty costs within the organization

- Positive impact on long-term client relationships through effective warranty returns management
- Lessons learned from warranty issues that can be applied to new projects
- Improved warranty claim handling efficiency
- Stronger risk prevention in future projects

Date of open training:

Actual dates you will find out directly on webpage.

Price:

€750 per participant.

For groups of 2 or more participants from the same plant, a 10% discount applies to the second and each additional participant.

Payment Terms:

An invoice will be issued after the service is delivered.

Payment due within 30 days of the invoice date.

The price includes:

- ✓ Participation in the training
- ✓ Training materials
- ✓ Certificate of completion
- ✓ 12-month post-training consulting support for all participants

Duration:

2 days