

## Understanding Warranty Management Guidelines (CQI-14)



**Course Duration: 2 Day - 8 Hours/day**

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## Seminar Content

This one-day seminar is intended to provide participants with an overview of CQI-14 and Automotive Warranty Management in order to gain an understanding of the process for developing and implementing a comprehensive approach to Warranty Management in their organization.

## Learning Objectives

- Provide an understanding of the intent of the automotive industry expectations for Warranty Management.
- Understand the paradigm shift from warranty cost reduction to incident reduction and enhanced customer satisfaction.
- Understand the phases for implementing a comprehensive Warranty Management System.

## Seminar Outline

- Why Automotive Warranty Management?
- Phase 1: Establishing the Baseline
- Phase 2: Consumer Event and Leadership Activities
- Phase 3: Proactive Prevention
- Phase 4: Implementing Lessons Learned
- Phase 5: Containing Warranty Issues
- Phase 6: Preventing Future Warranty Events
- Phase 7: Continual Improvement
- Phase 8: Automotive Warranty Management Assessment

- **Appendix A: Warranty Claims Process Flow Diagram**
- **Appendix B: Glossary of Definitions and Acronyms**

## Who Should Attend

This seminar is primarily designed for members of automotive supplier management teams with responsibility for activities bearing on tracking, analyzing and understanding warranty issues, and for ongoing systemic corrective and preventive action processes intended to significantly reduce warranty incidents.

## Seminar Materials

Each participant will receive a training manual. A copy of CQI-14 may be provided upon request, with additional cost billed to the participant.

## Pre-Requisite

Experience in some combination of Operations and/or Quality Management Systems, Product and/or Manufacturing Engineering, APQP Processes, and Continual Improvement activities would be beneficial.

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