



**ADVANCED WARRANTY CONTAINMENT:
THE KEY TO BETTER PERFORMANCE AND HIGHER PROFITS**

Presentation By:

Wayne Relyea

Senior Manager, Technology Solutions

BEARINGPOINT, INC.

This presentation will provide fact based information on the capabilities of a deployed Quality/Warranty Early Warning System. The presentation will describe and discuss:

- 1) The business issues driving the implementation of Early Warning Systems,
- 2) The system architecture and reporting capabilities of a deployed Early Warning System, and
- 3) Review the proven results from a deployed Early Warning System implementation.

This presentation will illustrate that by using all available data, including diagnostics data, emerging issues can be more readily identified, root causes can be more quickly defined and corrective actions can be more readily initiated, thus significantly reducing the “detection to correction” cycle. Reducing the “detection to correction” cycle has direct bottom line impacts, both in terms of reducing warranty costs and reducing warranty reserves.

Participants will learn the following:

- Warranty costs and accruals; the extent to which they drain on the profitability of a company.
- How warranty issues impact Customer Satisfaction.
- Warranty Claim data is often untimely, inaccurately reported and lacking critical detail to quickly identify and resolve and the problem.
- An Early Warning System is needed to identify emerging quality issues and minimize their impact on the business.