



IMPLEMENTATION OF A WEB-BASED WARRANTY SYSTEM – THE WARRANTY TRANSFORMATION CONTINUES ...

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For many years, Kohler Co. Engine Business used a manual system for processing its warranty administration. Recognizing the need for improving communication the division began a replacement project in late 2005 to introduce a new web-based system which was brought on line in September 2008.

Experience has shown that the implementation was really just the beginning, and the process transformation continues to present new opportunities, challenges, and learning experiences. The organization prepares for future business changes due to System Globalization, and for the changing supplier base and addressing supplier recovery opportunities.

Attendees will learn about the:

- History behind the web-based warranty administration project.
- Opportunities and challenges arising since implementation.
- Benefits realized from new system: cost savings, streamlined processes and efficiencies.
- Considerations for the future.