



COMPETITIVE ADVANTAGE AND REVENUE BENEFITS OF DESIGN FOR SELF-REPAIR

Presentation By:

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MANUFACTURING INSIGHTS

How do we justify strategic investments in tools and processes to enable customer self-repair and product upgrades, and the establishment of cross-function collaboration between engineering, service and warranty management to achieve an effective and efficient design for self-repair? Costs, especially large strategic investments, are being heavily scrutinized while identifying and measuring hard benefits are sometimes elusive in the warranty management space. From the service provider standpoint the level of engagement and revenue models are important considerations. Mr. Barkai will discuss the state of the industry in terms of the investments that companies make to implement customer self-repair, the tools and processes required and, arguably, the most significant issue for many, whether companies have been able to identify, measure and prove the value of a large scale strategic self-repair investment in warranty-related operations.

Attendees will:

- Find out the results of a recent survey to determine the level of customer self-repair and design for self-repair investment companies make in warranty management operations.
- Learn how companies identify and evaluate the benefits realized from their self-repair investments.