



WORKSHOP 4:

Warranty Analytics And Reporting: How 'Real' Is Your Real Warranty Situation?

Presenter:

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Workshop Overview:

Warranty Management has matured over recent years to a much more prominent position within all industries with access to many sophisticated and powerful analytical tools. However, these powerful analytical tools are utilized without proper understanding of the basics of warranty data. In other words, “bells and whistles” often prevail over the common sense.

The workshop will address the shortcomings of commonly accepted measurements and methodologies, such as warranty as a percentage of sales, defects per thousand units, top 10 defects and others. In their place, it will offer indicators that provide better insight into the actual warranty situation and how it has performed over time.

The methodologies and measurements utilized by Aculocity, LLC at a number of clients have allowed companies to accurately track their warranty trends and implement programs for substantial warranty cost reductions.

Who Should Attend:

The target audience should include anyone who MAKES DECISIONS based on warranty analysis and reporting. Even though the workshop deals with “statistics”, it does not require any special mathematical or statistical knowledge for attendees. In fact it will be more beneficial to CFO’s and Warranty and Quality Managers than to report analysts or IT personnel.

The provided examples will be kept as generic as possible, thus not limiting their understanding or applicability to a specific industry.

Learning Points:

Participants will learn the following:

- **Shortcomings of commonly accepted performance indicators.**
- **Improved measurements for warranty performance.**
- **Quantify the impact of increased product quality on warranty costs.**
- **Learn how systems can automatically detect emerging issues before they reach the top issue list.**
- **Deep dive into sources of higher than normal claims to take corrective action.**