



## **WORKSHOP 4:**

### **From Stumbling Block To Stepping Stone – Accelerated Warranty Transformation Utilizing Warranty Value Engineering**

#### **Presenters:**

**V. Christensen, Consultant**  
**S. Georgi, Consultant**  
**PCubed**

#### **Workshop Overview:**

**In the current economic climate the pressure on companies to reduce waste and increase efficiency, profit and customer satisfaction is paramount. The aim for many organizations is to return to profitability by reducing warranty costs to 1% of Revenue or below. This workshop looks at driving Accelerated Warranty Transformation utilizing Warranty Value Engineering. This will cover methodology, a scalable approach and flexible processes to deliver tangible results.**

**Attendees will also learn key Warranty Value Engineering tools and techniques, critical Delivery and Change aspects as well as the necessary human factor considerations to ensure success. This approach has been developed leveraging over 5 years delivery with Major OEM's, supporting their warranty reduction and making the difference between profit and loss. Pcubed's White Paper, 'Developing Warranty Excellence', supports and details much of the key content.**

#### **Who Should Attend**

**Stakeholders interested in learning how to reduce their company's Warranty spend thus increasing their profits.**

#### **Learning Points**

**In an interactive session using a specially developed case study participants will step through:**

- **What is Warranty Value Engineering**
- **How Warranty Value Engineering can be focused via an Accelerated approach**
- **How to apply Warranty Value Engineering to the organization:**
  - **The implementation process stages**
  - **Key Warranty Value Engineering tools and techniques**
  - **Critical Delivery and Change aspects**
  - **Human factor considerations**
- **How to get started with the transformation process**