



EUROPEAN NETWORKING GROUP
Knowledge through networking

4th annual

Automotive Warranty Management Summit

CREATING WARRANTY PROGRAMS AND PRACTICES THAT DRIVE CUSTOMER SATISFACTION AND CONTINUOUS IMPROVEMENT

October 22-23, 2019 The Henry Hotel, Dearborn MI

Key takeaways this year include:

- AIAG: Initiating quick, focused containment by implementing product traceability
- American Honda: Achieving success through metrics in Warranty call center
- American Honda: Takata replacement recalls outreach: From strategy to roll-out
- Cummins: One year in: End-to-end warranty claim process implementation
- Ford: Dealer Audits: Gain trust, maintain integrity and enhance fairness
- FCA: Tying warranty policy to customer experience: Fixing cars right the first time
- Navistar: Double duty: Creating & implementing streamlined supplier recovery process
- Multimatic: Expanding OEM parts return processes into suppliers
- NADA: Hiring and retaining service technicians and warranty administrators
- Tenneco: Working together to develop efficient & fair warranty cost sharing between OEM/Supplier
- Spartan Motors: Continuous improvement tools to increase Q and COPQ metrics

NEW FOR 2019!

PRE-CONFERENCE WORKSHOP

OEM: "Best in Class" Benchmarking

Monday, October 21, 2019 from 1:00-5:00

SEE PAGE 2 FOR TOPICS

An international summit with leading speakers including:

Anthony E. Gomes
Assistant Vice President
Parts, Service, and
Technical



Sharita Crawford
Global Warranty
Policy, Training & Field
Operations Manager



Graham Swan
Director Global
Warranty



Serena Oberhaus-Price
Corporate Director of
Quality



Sandy Dietrich
Global Director of
Quality



Tom Gianfermi
Manager, Warranty
Administration



FIAT CHRYSLER AUTOMOBILES

Ed Roberts
Fixed Operations
Director



Chris Wolf
Manager Warranty
Compliance



Jose Clemente
Manager - North
America, Warranty and
Bearing Investigation



Joe Werth
Vice President,
Integrated Warranty



Steve Brazill
Instructor | Academy



Jeffrey Sutter, Global
Director, I&C/M &
Warranty Analysis



Paul Garand
Warranty Engineer



Bill Cahalane
Manager Auto
Mediation



Brian Martensen
Sr. Program Manager
Quality Products &
Services



Mike Roberts
President



Arshad Ishaque
Director Global
Warranty Systems



Dan Hulkower
Senior Vice President,
Business Development



Renee Stephens
Vice President
Automotive



Ashok Kartham
Chief Executive Officer



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MONDAY, OCTOBER 21, 2019

OPTIONAL PRE-CONFERENCE WORKSHOP*

1:00 OEM: "Best in Class" Benchmarking Workshop

Objectively compare yourself to industry peers and share best practices on four (4) of the following topics to be further defined by attendee group:

- ▶ Prior approval or pre-authorization
- ▶ Dealer warranty measurements and dealer reporting
- ▶ Dealer warranty audit process
- ▶ Advanced system edits (Example: average cost of repair, editing to tech training, etc.)
- ▶ Process for manually reviewing claims
- ▶ Warranty part return process

**Mike Roberts, President
MR INSIGHTS**

5:00 Workshop ends

***Supplement \$300 plus 2-day ticket cost - 5/pp per OEM limit**

TUESDAY, OCTOBER 22, 2019

8:00 Registration and welcome coffee break

8:45 Opening remarks from ENG and the Chairperson

9:00 Case study

Evolution of warranty strategy: Gain trust, maintain integrity and enhance fairness

- ▶ Vision of success
- ▶ Revised warranty strategy background
- ▶ Evolution of audits and dealer proactive support
- ▶ Resources and communication
- ▶ Next steps

**Sharita Crawford, Global Warranty Policy, Training & Field Operations Manager
FORD MOTOR COMPANY**

09:45 Partner presentation

10:15 Networking coffee break

10:45 Case study

Warranty transformation: 5 years of lessons learned

- ▶ Warranty call center: Success through metrics
- ▶ Global warranty system for local market usage
- ▶ Audit activities: Matrix driven approach
- ▶ Business Intelligence / Big Data / Analytics

**Bill Cahalane, Manager Auto Mediation
AMERICAN HONDA MOTOR CO.**

11:30 Case study

Creating and implementing a streamlined warranty process, from back to front

- ▶ Necessity is the mother of invention: From segmented to an integrated approach to warranty cost control
- ▶ Follow the money: Where to invest for improved systems and processes
- ▶ Customer focus wins the day: An ease of doing business philosophy

**Joe Werth, Vice President, Integrated Warranty
NAVISTAR**

12:15 Short remarks from our lunch sponsor

**Jason Castellani, Partner
ATCS**

12:20 Networking lunch break sponsored by



1:30 Panel discussion

Looking beyond warranty data to identify emerging issues and pinpoint root causes

Panel Facilitator:

Renee Stephens, Vice President Automotive

WE PREDICT

Panelists:

Sandy Dietrich, Global Director of Quality

TENNECO

**Jose Clemente, Manager - North America, Warranty and Bearing Investigation
SKF USA**

2:30 Deep Dive

Update: One year later with the new end-to-end service system implementation

- ▶ Has it met the goals of an effortless experience and reduction in warranty claim process workload?
- ▶ What has worked? What did not?

**Graham Swan, Director Global Warranty
CUMMINS**

2:45 Partner track

Using warranty analytics to enhance dealer performance

- ▶ Determining areas of opportunity
- ▶ Creating benchmarks and identifying outliers
- ▶ Setting new standards
- ▶ Adjusting claims adjudication policy

**Dan Hulkower, Senior Vice President, Business Development
AFTER**

3:00 Strategic insight

Effective containment using product traceability systems to pinpoint at risk products

- ▶ Defining an appropriate system to initiate quick, focused containment
- ▶ Successfully implementing the traceability system
- ▶ Effectively using traceability to facilitate containment and reduce risk/exposure/costs

**Brian Martensen, Sr. Program Manager Quality Products & Services
AIAG**

3:45 Networking coffee break

4:15 Roundtable discussion groups

1. **Parts return process: How to expand OEM parts return system into suppliers**
Paul Garand, Warranty Engineer **MULTIMATIC DYNAMIC SUSPENSIONS**
2. **Warranty cost sharing between OEM's and suppliers: Working together to drive down overall warranty costs efficiently and fairly**
Sandy Dietrich, Global Director of Quality **TENNECO**
3. **Managing warranty parts reimbursement**
Chris Wolf, Manager Warranty Compliance **VOLKSWAGEN GROUP OF AMERICA**
4. **Converting warranty data into product improvements**
Arshad Ishaque, Director Global Warranty Systems **MAGNA POWERTRAIN**
5. **Warranty Terms & Conditions**
Jeffrey Sutter, Global Director, I&C/M & Warranty Analysis **NEXTEER AUTOMOTIVE**
6. **TREAD: Compliance, adherence and process improvements**
7. **Goodwill management / SOX compliance**
8. **Methods & tools for high cost claim adjudication**
9. **Lemon laws: Buyback strategies**
10. **Impact of electrification, autonomous driving and new foresight technologies on warranty overall**
11. **Outsourcing claims processing for dealers**

5:15 Closing remarks from the Chairperson

5:30 Networking reception begins

7:00 Close of networking reception

WEDNESDAY, OCTOBER 23, 2019

8:00 Registration and welcome coffee break

8:30 Opening remarks from ENG and the Chairperson

8:45 Keynote presentation

Takata replacement recalls outreach efforts from strategy to roll-out

- ▶ Creating a taskforce
 - ▶ Implementation
 - ▶ Expansion
 - ▶ Setting national trends for completion
- Anthony E. Gomes, Assistant Vice President - Parts, Service, and Technical**
AMERICAN HONDA MOTOR CO.

9:30 Partner track

Digital process automation technologies and applications for warranty
TECH MAHINDRA

9:45 Strategic insight

Utilizing social media during the recall notification process

10:30 Networking coffee break

11:00 Case study

Using Lean & CI tools to impact cost of poor quality in custom manufacturing

- ▶ Key pillars to successful systemic improvements and product recall reduction using Lean tools
 - ▶ Tying shop floor product compliance to warranty improvements
 - ▶ How better standards, customer feedback, & CI loops impact the Plant associates
- Serena Oberhaus-Price, Corporate Director of Quality**
SPARTAN MOTORS

11:45 Interactive session

Supplier warranty platforms: Enabling suppliers to manage claims, returns, and quality for all OEMs

This interactive workshop will focus on covering topics such as:

- ▶ Exchange of claims, returns, and correction data between OEMs and suppliers
 - ▶ Platform to support complete supplier warranty management process
 - ▶ Tools and capabilities for returns analysis, warranty analytics, and early warning detection
 - ▶ Collaborative models to reduce warranty costs, reduce cycle times, and improve quality
- Ashok Kartham, Chief Executive Officer**
M-IZE

12:45 Networking lunch break

1:45 Strategic insight

Transforming warranty management into improved customer satisfaction

- ▶ What defines a good warranty from a customer's point of view, not just claim customer?
- ▶ Reducing T&C's and simplifying for customer
- ▶ One time use parts compliance
- ▶ Seamless warranty resolution equals customer retention/satisfaction

Ed Roberts, Fixed Operations Director
BOZARD FORD LINCOLN

2:05 Panel discussion

Warranty process improvements

Panel discussion with 2-3 speakers.

For interest please contact pwalter@engevents.com

Ed Roberts, Fixed Operations Director
BOZARD FORD LINCOLN

2:30 Strategic insight

Hiring and retaining service technicians and warranty administrators

- ▶ Evaluating current hiring, onboarding, and retention strategies to identify potential opportunities for improvement
- ▶ Examining onboarding best practices as the bridge between hiring and retention
- ▶ Improving employment cycle procedures and processes to increase employee engagement, satisfaction, and performance

Steve Brazill, Instructor | Academy
NATIONAL AUTOMOTIVE DEALERS ASSOCIATION

3:15 Case study

Tying warranty policy to customer experience

- ▶ Rewarding dealerships for performance
- ▶ Focusing on fixing cars right the first time
- ▶ Requiring dealerships to meet training requirements

Tom Gianfermi, Manager, Warranty Administration
FCA-MOPAR PARTS DIVISION

4:00 Closing remarks from the Chairperson

Close of conference

THANK YOU

ENG would like to thank all who have assisted with the research and preparation of this event, in particular the speakers, sponsors and media partners who have supported the event through direct contribution. For further information, please refer to our website www.engevents.com.

Conference Fees*

The Tier 1 rate applies to:
Automotive OES / OEMs and Dealers:

Tier 1 - 2 Day Fee	\$1500.00
20% Tier 1 Discounted Fee for Groups of 3-4 Attendees**	\$1200.00
30% Tier 1 Discounted Fee for Groups of 5+ Attendees**	\$1050.00

Optional Pre-Conference Workshop October 21
Supplement (plus 2 Day Conference Fee)
5/pp per OEM limit \$300.00

Documentation Pack Only \$545.00

The Tier 2 rate applies to:
Consultants, Finance, Insurance, Software and Legal Providers:

Tier 2 - 2 Day Fee	\$2000.00
20% Tier 2 Discounted Fee for Groups of 3-4 Attendees**	\$1600.00
30% Tier 2 Discounted Fee for Groups of 5+ Attendees**	\$1400.00

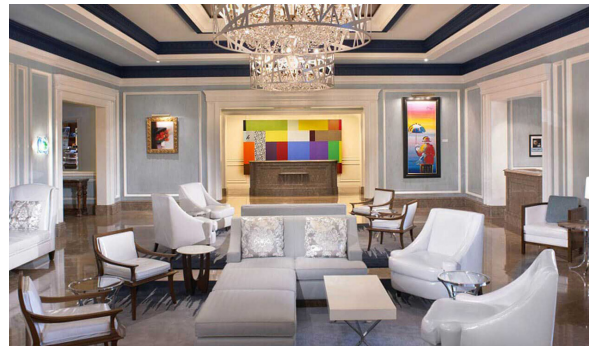
*E.N.G. has the authority to approve final ticket price category.

**To qualify for the group discounts these conditions apply:
▶ All delegates must register on the same day at the same time
▶ Delegates must be from the same company

*Discounts are not reimbursed for previously purchased tickets. Prices are per person and include the conference documentation, lunches, refreshments, the networking dinner reception and service charge but exclude hotel accommodation. Applicable VAT will be charged. Prices subject to change.

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Hotel Accommodation*



The Henry, an Autograph Collection Hotel in Dearborn possesses a spirit of independence that is reinventing the art of hospitality for the sophisticated modern traveler. Graced with splendid contemporary art on nearly every elegantly paneled wall, the luxurious interior is punctuated with dazzling chandeliers and boldly imagined color accents.

* The conference fee does not include accommodation rates. Upon receipt of your registration you will receive an email with information on how to secure your accommodation at the hotel. Please note that after September 23, 2019, rooms and rates will be subject to availability.

Attendees at our previous summit include:

Director Global Warranty
& Data Analytics
**TENNECO GLOBAL
RIDE PERFORMANCE**

Manager Warranty Parts
Return Center
**VOLKSWAGEN GROUP
OF AMERICA**

Warranty Engineering
Leader
GKN ePOWERTRAIN

Director Warranty
Management Thermal
System Business Group
VALEO

Quality Manager
BOSCH
ARC Program Manager;
Senior Warranty
Analytics Analyst
**NISSAN NORTH
AMERICA**

Department Head,
Warranties
BMW GROUP

National Warranty
Manager
**KIA
MOTORS AMERICA**

Director Global Warranty
Operations
**FORD MOTOR
COMPANY**

Warranty Field
Operations Manager
**TOYOTA MOTOR
NORTH AMERICA**

Senior Group Manager,
Internal Audit
**HYUNDAI MOTOR
AMERICA**

Senior Professional -
Warranty Cost Recovery
FIAT CHRYSLER US

Global Technical Director, GM
INALFA ROOF SYSTEMS

Director Commercial Vehicle
Warranty
DANA INCORPORATED

Global Director, Innovation
and Continuous Improvement
Methodologies,
Warranty
NEXTEER AUTOMOTIVE

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