

# Original Equipment Suppliers Warranty Management Council.

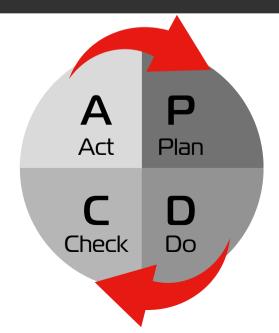
The Warranty Management Council (WMC) is an automotive-centric forum for warranty professionals to discuss the unique topics in thier field, such as warranty management, data systems and cost recovery process.

## **Key Accomplishments**

- OEM Warranty Process Comparative analysis
- Co-authors of AIG-OESA CQI-14 Automotive Warranty Management: A Guidelines to Industry Best Practices
- Authored Skills and Competencies for a Successful Warranty Workforce (a matrix for Warranty Professionals and organizations)

## **Discussion Topics Include**

- The impact of technology on warranty
- Warranty program updates
- Legislative and regulatory updates
- Warranty management insights and statistics
- Warranty at My Company



### **Council Perks**

#### Discussions & Networking

Learn from supplier members how to navigate the OEM warranty processes and respective changes.

#### Insights & Benchmarking

Gather best practices to improve customer satisfaction and reduce risks for one's organizational warranty related expenses.

#### **OEM** Engagement

Get early introductions to OEM warranty programs, with potential to influence the programs.

## **Council Benefits**

- Gain insights and assistance in warranty problem-solving navigation and process concerns
- Hear directly from OEMs on warranty programs- 14 presentations over the past 3 years
- Hear from future new mobility OEMs and provide insight as they create their warranty management process
- Participate in workshops focused on warranty
- Peer-sharing opportunities at MEMA
   Original Equipment Suppliers and industry-related events

#### Contact us to learn how you can participate.

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