



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 their 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.

Ginger Juncker, Vice President, Programming
(248) 430-5953 | gjuncker@mema.org

Keiyanina Mann, Director, Councils
(248) 430-5952 | kmann@mema.org

