

CISB 444
**VOLVO WARRANTY
MANAGEMENT
SYSTEM**

Anis Zakiah binti Ismail
(ISO104602)

Najwa Nabila binti Azmi Basir
(ISO104801)

Intan Nor Mardhiah binti Nor Azam
(ISO104721)

Nur Nazleen binti Jailuddin
(ISO103024)

Loshshana Purushothman
(ISO102921)

AIM

To identify how does the warranty management system help Volvo to be more competitive



1 What is warranty management?

Ideas



Management of warranty and post warranty support

Example



- warranty registration claims submission
- claims processing and settlement
- fraud detection
- returns management
- supplier recovery
- extended warranty marketing
- replacement parts logistics
- inventory management

Benefits



- improve product quality
- eliminate fraud
- ensure effective revenue management



QUALITY AND WARRANTY ANALYSIS TOOLS

QWAT system contains information on all warranty claims reported for all Volvo trucks around the globe with additional detailed information of the circumstances regarding the truck and the warranty claims



Type of Strategic IS

– **Information based product and services.**

warranty management system fall under :
those that enable the organization to develop,
produce, market and deliver new or enhanced
products or services based on information



McFarlan and McKenney Strategic IT/IS Grid

We believe that warranty management
system fall under the classification of
key operational because it support the
business process by feeding data into
both the manufacturing process and
suppliers.



2 How WMS help Volvo to be competitive



1 MINIMIZE ADMINISTRATIVE COST

much more effective at narrowing down the list of vehicles fitted with a particular part to those that are most likely to have problems.



2 EARLY WARNING SYSTEM

helping to pick up any potential faults before they occur in a truck.



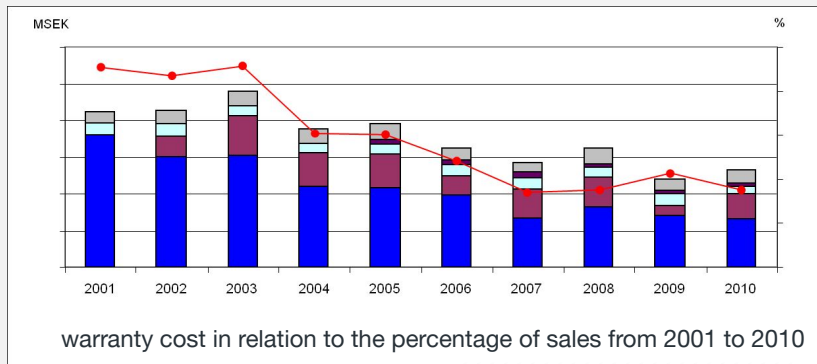
3 GAIN INSIGHT ON CUSTOMER REQUIREMENT

helps to give customers a wider range of configuration options without compromising on the manufacturer's standards or increasing support costs.

2 How WMS help Volvo to be competitive

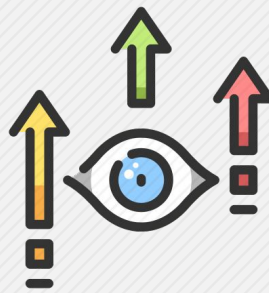
4 INNOVATIVE METHOD

- helps Volvo's design and manufacturing teams react to after-market problems with the trucks, and priorities design or production changes.



5 ENHANCE QUALITY

- can show quality information to them and they can improve products immediately



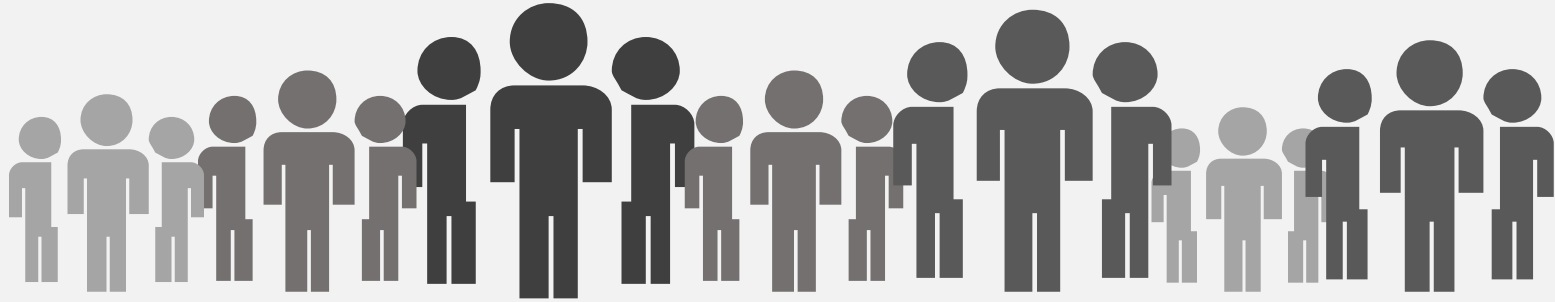
6 MINIMIZE WARRANTY COST

- Allow Volvo Trucks to deliver above-average service to vehicle owners while cutting its prices and increasing per-vehicle margins
- Being competitive on price

7 ENHANCE VISIBILITY

- to detect unusual or potentially fraudulent warranty claims.

3 Conclusion



Warranties help improve the after sales or service experience. This provides brand trust and product confidence, which leads to greater customer satisfaction and retention. Warranty management system that has been implied at volvo has brought many competitive advantage to the company. Examples of the advantage are minimize administrative cost, early warning system, gain insight on customer requirement, innovative method, enhance quality, minimize warranty cost and enhance visibility. Future investments that can be done to improve the current system includes update or replacing the software's technology.



THANKS

