



01 WARRANTY STRATEGY

- ✓ Have We Thought Of Everything? A Warranty Digitalization Journey
- ✓ Maximizing The Value Of Connected Equipment Through Lifecycle Engagement
- ✓ Warranty Lifecycle Of The Future: Connected Stakeholders, Processes And Data
- ✓ Stakeholder Collaboration To Drive Cost Efficiencies And Customer Satisfaction
- ✓ Rethinking and Negotiating Liability Risks As We Diversify Our Mobility Portfolios

02 QUALITY MANAGEMENT, FORENSICS COLLABORATION & ROOT CAUSE

- ✓ We Were Busy: Our Top 20 Quality Processes Implemented In 2021!
- ✓ Utilizing Process And Warranty Analytics To Drive Quality Management
- ✓ Combining Warranty Data With Surveys To Better Understand Your Customers
- ✓ Designing Thinking Workshop: Designing A Warranty And Knowledge Sharing Program
- ✓ Leveraging AI To Drive Early Warning Processes
- ✓ Field Quality: How Collected - Reported - Addressed
- ✓ Solving Root Cause With Limited Versus Open Data

03 DEALER SERVICE OPERATIONS & FIELD SERVICES

- ✓ Assisted Reality Solutions To Deliver Realtime Insights
- ✓ Technician Training And Diagnostics Development
- ✓ Customer Publications/Remote Consultations/Tech Manuals/Hotlines/Training
- ✓ Warranty Claims Processing Rules
- ✓ Audit Review Criteria, Processes And Training

04 FINANCIAL SERVICES & EXTENDED SERVICE CONTRACTS

- ✓ Utilizing Predictive Models To Optimize Extended Warranty Marketing Campaigns
- ✓ Do Longer Warranties Translate Into More Sales And Profits
- ✓ Forecasting Warranty And VSC Revenues, Claims And Accruals
- ✓ Finding The Right Balance: Insourcing Versus Outsourcing Versus Hybrid Models
- ✓ Putting A Positive Spin On Emerging Risks

05 CONNECTED CUSTOMER CARE & RECALL

- ✓ Connected Customer Care Revolutionized By Technology
- ✓ Utilizing An Informal Dispute Settlement Program To Drive Performance Gains In Customer
- ✓ Service and Owner Retention While Lowering Total Cost
- ✓ Digital Subscriptions And Processing Best Practices

06 SERVICE OPERATIONS & PARTS

- ✓ Reimaging The Parts Return Process
- ✓ Enabling The Dealer Network To Optimize Parts, Service & Warranty To Drive Service Profitability
- ✓ Warranty Trends In the Aftermarket With A Special Focus On Parts Return Reduction Strategies
- ✓ Digitalizing & Automating Processes To Increase Operational Efficiencies

07 EV's: DESIGNING & MARKETING SERVICES & PRODUCTS

- ✓ Right-Sizing Extended EV Warranty And CPO Policies
- ✓ Reinventing The Service Contract For EV's: Fact - Fiction - Promise
- ✓ EV Sales Models And Customer Journeys
- ✓ Reengineering New Products For Human Interface Changes

08 LEGAL & REGULATORY COMPLIANCE

- ✓ Warranty Reimbursement Rates
- ✓ Right To Repair
- ✓ Key Trends To Building Warranty Programs
- ✓ OTA Updates And Maintenance