WARRANTY AUDIT
CONTRACTUAL RISK IN THE AUTOMOTIVE SECTOR

Our warranty audits examine the distributors' service area, allowing our clients to have a wider picture of warranty incidents reported to plant, validating documentation integrity of orders issued, and accrediting their validity.

The main objectives are:

IDENTIFY
Identify opportunity areas in processes established by the after-sales department for warranty orders application.

PROPOSE
Propose improvement strategies for the after-sales area regarding warranties' treatment.

CATEGORIZE
Categorize risk results obtained from warranty reviews.

PRESENT
Present the level of compliance for warranty reporting processes.

The main benefits are:

Compliance improvement for policies established by the automotive brand in the after-sales area, helping to control warranties reporting processes and reducing human error.

Optimizes processes and protects the brand perception by its clients.

Ensures warranties' integrity reported by the dealer.

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