IBM

Warranty and quality management for automotive

Highlights

- Cut warranty costs by improving component quality and reliability

- Reduce the time from problem detection to resolution

- Expedite the recall process to avoid a potential chain of failures and reduce related costs

- Utilize insight from historical data to prevent future failures and limit their costs

- Avoid liability judgments by lowering the chances for component failures that could cause injury or death

- Establish and preserve a reputation for product quality through long-term quality strategies and leading practices

Today's automakers are constantly seeking to reduce time to market as well as broadening warranty coverage to remain competitive—but the risks and costs are skyrocketing. The growing use of mechatronics in vehicles is increasing potential failures in manufacturing and maintenance and making it more difficult to identify the causes of problems. Meanwhile, warranty litigation and safety regulations are driving up product liability beyond break/fix cost.

The warranty and quality management solution for automotive from IBM can help you recognize and solve problems faster, while using historical data to help prevent future failures and reduce warranty costs. The solution combines best-of-breed components into a nearly seamless system designed to help automakers monitor and analyze the post-sale performance of vehicle types and components.

We offer an analytical framework to help you gather and integrate data from sources across your extended enterprise, such as call centers, warranty claim reports, service bay diagnostics and telematics. Our unified view of virtual real-time and historical information facilitates collaboration and expedites problem diagnosis, alert escalation and issue resolution.

Our advanced analytics correlate critical vehicle failure information to help automotive engineers identify the root cause of problems. You can continuously monitor quality key performance indicators and share information across departments through dashboards.
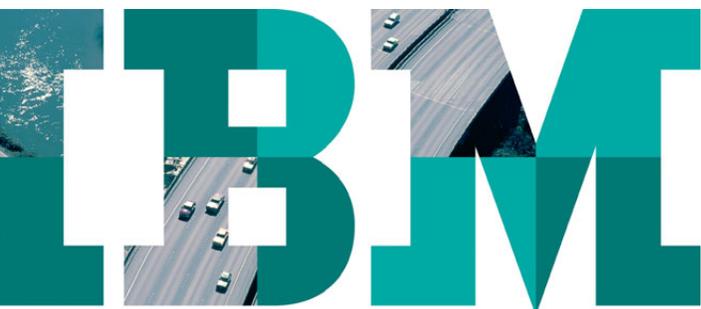
IBM's warranty and quality management solution can help reduce the number of automobile warranty claims and the cost of repairs by establishing a more effective warranty management strategy. The solution is designed to help you:

- Establish and preserve a reputation for product quality by identifying specific failure patterns to formulate long-term strategies and leading practices.
- Predict potential post-sale failure problems earlier in the manufacturing process.
- Reduce catastrophic component failures.
- Expedite recalls, resolving problems faster to avoid additional costly failures.
- Reduce costs in time and money for regulatory compliance.
- Integrate critical symptom, cause and failure, and cost information across multiple formats.
- Combine near real-time and historical analysis to facilitate long-term quality improvement, product development and strategic planning.
- Deliver virtual real-time access to information for searches across multiple data sources and formats.
- Support seamless information exchange among various lines of business within your enterprise.
- Reduce the costs of claims processing by enabling collaboration across the automotive community—integrating applications of manufacturers, dealers, suppliers, regulatory agencies and other partners.
- Avoid liability judgments by lowering the chances for component failures that could cause injury and death.
- Cut warranty costs by improving component quality and reliability.

Conclusion

Our warranty and quality management solution can help you systematically avoid costly problems through better prediction, analysis and resolution of manufacturing challenges. Let us help reduce warranty costs as you improve value and reliability.

For more information

To learn more about the warranty and quality management solution from IBM, please contact your IBM representative or IBM Business Partner, or visit:
ibm.com/automotive