

Reducing Warranty Claim Processing Time

Problem

- Current warranty processing and returns procedures are slow and complicated

Objective

- Simplify and standardise the current procedures reducing process time, rework and associated paperwork

Achievements

- Warranty claim processing:
 - Overall annual warranty cost reduced by 47%
 - Overall processing time reduced by 48%
 - Walking time reduced by 60%
- Warranty returns procedure:
 - Overall processing time reduced by 23%
 - Walking time reduced by 14%