

AUTOMOTIVE WARRANTY MANAGEMENT SUMMIT

1-2 December 2020 Bristol Hotel Berlin



ENSURING THE INDUSTRY IS PREPARED FOR CRISIS AND POST CRISIS TIMES

KEY TOPICS

- Lessons learnt on how the automotive industry can prepare for and deal with a global crisis
- The impact of mobility, car sharing and modern tech on warranty
- Ensuring data quality at the dealer level
- Insights on quality as a driver of continuous improvement for supplier warranty management
- Ensuring product and service quality with effective management of warranty processes
- New approaches to diagnosis systems improvement beyond NTF

WHY ENG?

- 50+ thought leaders in your industry
- Only 2 day in depth pan-european conference
- Strong track record over 8 years delivering timely topics and discussions
- 8+ hours of networking time beyond sessions to tackle issues of this crisis

Confirmed speakers include:

Christian Bley
Country Manager,
Director After Sales
Austria, Service, Parts &
Customer Care



Kajsa Walldin
Global Warranty Process
Leader



Georgios Pavlou
Field Quality Manager,
Global Thermal
Management



Pau Coll
Director Bentley &
Lamborghini



Ronald Hoedemakers
General Manager,
Regional Quality &
Operation Division



TOYOTA

Victor Manuel Borrego
Corporate Quality
Process Director



Bruno Debonnet
Director Quality
Planning



Leo Roeks
Chief Executive Officer
and Industry Expert



Wolfram Sopha
Professor of Automotive
Management



Anna Rokicka
Warranty, Quality,
Supplier Development
Industry Expert

Luke Evans
Global Auto Solutions
Manager



And participation from:

- BENTLEY MOTORS
- BMW
- MERCEDES-BENZ
- MITSUBISHI
- FORD
- SEAT
- YAMAHA MOTOR
- SKF
- KTM
- CNH INDUSTRIAL
- GRUPO ANTOLIN
- DOOSAN BOBCAT
- CHASSIS BRAKES INT
- DAYCO

...and many others.

09:40 Opening remarks from ENG

SPECIAL SESSION FOR OUR FRIENDS IN THE INDUSTRY

09:45 Panel discussion

Joining forces in times of the crisis: The impact of Coronavirus on the automotive industry

- ▶ Analysing the impact of the crisis on the automotive industry
- ▶ What's next: Overcoming key challenges and sharing best practices for crisis management now and in the future
- ▶ Warranty trends, risks and challenges in the new, post crisis business world

Panel facilitator:

Luke Evans, Auto Solutions Manager

STERICYCLE

Panellists:

Leo Roeks, Chief Executive Officer and Industry Expert

LEO ROEKS

Georgios Pavlou, Field Quality Manager, Global Thermal Management

MAHLE

Victor Manuel Borrego, Corporate Quality Process Director

GESTAMP

10:30 Case study

Improving daily business and warranty processes from a dealer subsidiary perspective

- ▶ Looking at the current state of the market compared to the normal flow
- ▶ Working together with the dealer to improve customer satisfaction
- ▶ Improving warranty costs, trouble shoot, saving time with the tools provided by HQ

Christian Bley, Country Manager, Director After Sales Austria, Service, Parts & Customer Care
FCA

11:00 Networking coffee break

11:30 Interactive audience session

Transforming warranty management from a cost centre into a profit centre: Improving dealer and customer satisfaction

- ▶ Overviewing the OEMs' warranty management and organizational set-up
- ▶ Examining initial data gathering, parts return operations, warranty chargeback and regress
- ▶ Valuing the impact of the provided parts and services on after-sales

Leo Roeks, Chief Executive Officer and Industry Expert

LEO ROEKS

12:00 Networking lunch break

13:00 Panel discussion

Customer care and goodwill in times of crisis and beyond

- ▶ Keeping customer care and warranty solid in tough times
- ▶ Authorizing goodwill decision-making by dealers and budgets in times of crisis
- ▶ Improving human interaction to stimulate customer satisfaction and reinforce clients' loyalty
- ▶ New approach to risks and decision making post crisis

Panel facilitator:

Wolfram Sopha, Professor of Automotive Management

NÜRTINGEN-GEISLINGEN UNIVERSITY

Panellists:

Ronald Hoedemakers, General Manager, Regional Quality & Operation Division

TOYOTA EUROPE

Anna Rokicka, Warranty, Quality, Supplier Development Industry Expert

INDUSTRY EXPERT

Pau Coll, Director Bentley & Lamborghini Dealerships

QUADIS

13:45 Strategic insight

Optimizing quality process to reduce the risk of warranty issues

- ▶ Moving from traditional approach to "Product quality control" to "Process quality control", focusing in special processes, in order to reduce the warranty risk
- ▶ Importance of harmonization of process quality activities in a worldwide company
- ▶ Importance of the human factor following a Learning Path

Victor Manuel Borrego, Corporate Quality Process Director

GESTAMP

14:15 Networking coffee break

14:45 Round tables

Break out discussions on key topics

For these sessions, each day, members choose a different table to sit at for discussion. This will be a great point for all participants to interact

Topics will include:

- 1. Continuing the goodwill and customer care conversation – budget and policy adjustment in crisis**
 - 2. Improving the oem supplier dealer pipeline in warranty**
 - 3. Coping with crisis**
 - 4. Best practice in data management for warranty**
- Led by ENG

09:45 Opening remarks from ENG

10:00 Strategic insight

Effective management of warranty processes to ensure product and service quality

- ▶ Driving warranty development of processes to secure cost efficient production with high quality and segregation of duties
- ▶ Identifying and developing process improvements by finding ways to increase commitment
- ▶ Increasing cost efficiency through data quality by using already established processes and functions but in a different way

**Kajsa Walldin, Global Warranty Process Leader
VOLVO CONSTRUCTION EQUIPMENT**

10:30 Case study

Ensuring data quality at the dealer level

- ▶ Benefitting from the use of vehicle diagnostic data for early warning and root cause analysis
- ▶ Information captured from the vehicles as key to fast, first-time repair and development of the future, fault – free products
- ▶ Ensuring early visibility of an emerging problem by using Diagnostic Trouble Codes data and accelerating ability to anticipate, reduce and respond to warranty- related incidents
- ▶ Leveraging diagnostic data to improve detection-to-correction times and reduce incident rates, costs and warranty investment

**Pau Coll, Director Bentley & Lamborghini Dealerships
QUADIS**

11:00 Networking coffee break

11:30 Strategic insight

Warranty planning in project development phase

- ▶ Challenges in planning for warranty risk during the project development
- ▶ Change of mission profiles and validation requirements
- ▶ Design and manufacturing for liability, new technologies
- ▶ Recovery and NTF process changes
- ▶ Carry overs and global issues

**Bruno Debonnet, Director Quality Planning
YAZAKI EUROPE LIMITED**

12:00 Round tables

Break out discussions on key topics

As on day one, members choose a different table to sit at for discussion. This will be a great point for all participants to interact

Topics will include:

- 1. Continuing the goodwill and customer care conversation – budget and policy adjustment in crisis**
- 2. Improving the oem supplier dealer pipeline in warranty**
- 3. Coping with crisis**
- 4. Best practice in data management for warranty**

Led by ENG

13:00 Networking lunch break

14:00 Panel discussion

Impact of the electric evolution on warranty

- ▶ Warranty as a marketing tool to engage customers on hybrid and electrical vehicles purchase
- ▶ Trusting the reliability and affordability of the electrical battery by lengthening the warranty period
- ▶ Promoting the proliferation of electrical battery chargers throughout Europe by granting a cost-effective extended warranty
- ▶ Motivating clients to drive towards a more sustainable world through emission warranty advantages

Panel facilitator:

Anna Rokicka, Warranty, Quality, Supplier Development

INDUSTRY EXPERT

Panellists:

Georgios Pavlou, Field Quality Manager, Global Thermal Management

MAHLE

**Cristian Bley, Country Manager, Director After Sales Austria, Service, Parts & Customer Care
FCA GROUP**

SPECIAL SESSION FOR OUR FRIENDS IN THE INDUSTRY

14:45 Case study

Risk management from a warranty perspective in times of COVID-19

- ▶ Effective and efficient Warranty Management is a business goal: Looking at the environment of Warranty Management process
- ▶ Warranty Risk classification:
 - a) Strategic risk (technical, financial)
 - b) Operational risk (preventable)
- ▶ Quality of Warranty Management – audits summary

Anna Rokicka, Warranty, Quality, Supplier Development

INDUSTRY EXPERT

15:30 Closing remarks from the Chairperson and ENG

Thank you ENG would like to thank all who have assisted with the research and preparation of this event. In particular the speakers, sponsors and media partners who have supported the event through direct contribution. For further information, please refer to our website www.engevents.com

Attendees at our previous summits include:

Head of Warranty Policies RENAULT	Director Global Warranty FORD	Vice President Aftersales Strategy, Planning and Steering BMW	Head of Group Warranty & Service Contract Management PSA PEUGEOT CITROËN	Brand General Manager Aftersales Business Development & Marketing NISSAN EUROPE
Chair - Warranty Working Group CLEPA	Quality Strategy & Planning Director WABCO	Director of Warranty Operations VOLVO CAR CORPORATION	Director After Sales JAGUAR LAND ROVER	Quality Director LEAR CORPORATION HOLDING
Head of Warranty Management - Head of Customer Mobility Support FIAT	Head of After Sales MCLAREN AUTOMOTIVE	Head of Global Account Management UNICREDIT LEASING	Global Warranty Development Manager VOLVO TRUCKS	Engineering Quality Expert Global Engineering Excellence BORGWARNER TURBO SYSTEMS ENGINEERING
Warranty and Homologation Manager GREENIBCAR	Warranty Director MANN + HUMMEL	Warranty Manager MOLLERGRUPPEN	Deputy General Manager NISSAN OTOMOTIV	Senior Manager - JLR Warranty JAGUAR LAND ROVER
After Sales Manager HYUNDAI BELGIUM	Vice President Aftersales NISSAN EUROPE	Senior Project Manager Aftersales VOLKSWAGEN & AUDI DEALER COUNCIL OF THE NETHERLANDS	Global Warranty Manager VOLVO CONSTRUCTION EQUIPMENT	Managing Director SKODA
Manager European Warranty Group NISSAN MOTOR PARTS CENTER	Chief Executive Officer UNICARS VOLKSWAGEN	Manager Training Development Service Quality JAGUAR LAND ROVER	Project Manager International Warranty VOLKSWAGEN FINANCIAL SERVICES	Senior Vice President Customer & Dealer Satisfaction System PIAGGIO
Project Manager Warranty RLE INTERNATIONAL	Service Manager HYUNDAI BELGIUM	Regional Managing Director MANHEIM	Managing Director Global Services Division EUROTAXGLASS'S	Customer Service Manager MERCEDES-BENZ
Director IMA BENELUX/UK	Deputy Chief Executive Officer ALD AUTOMOTIVE		Executive Director Central, Eastern Europe and Russia GENERAL MOTORS	
	Managing Director SUZUKI BELGIUM			

Testimonials

By far the most interesting and relevant conference I have attended in recent years. An absolute must for warranty professionals from any part of the automotive warranty chain.

Global Warranty Specialist
MANN+HUMMEL GROUP

This is THE conference for the auto warranty market. All of the key players attended with an open atmosphere of sharing and collaboration. Highly recommended.

CEO
WARWICK ANALYTICS

A great opportunity to share ideas, insights and best practices and to learn from colleagues.

Manager Accessory Supplier Quality & Homologation
MOBIS

Well produced and organised conference encouraging genuine opportunities to network and pursue benchmarking contacts.

Quality Engineering Director
JAGUAR LAND ROVER

Delegate Information

Title Name
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Position
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E-mail
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Consent to data processing and future marketing
The European Networking Group is a GDPR (General Data Protection Regulation) compliant company and as such would like your consent to process your data in order to complete your purchase and market to you future events. By completing this form you are giving consent to our processing your information and permission to market our products to you through the details given. You may rescind your permission to use this information for marketing purposes at any time by contacting us at database@engevents.com. We will also need to share data with our providers of IT, Legal, Accounting and Payment Processing, and any appropriate country vat authority including Spain and the host country of the event.

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I further give permission for ENG to share data with the sponsors of the event for exclusive offers open to attendees only.

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The European Networking Group is a GDPR (General Data Protection Regulation) compliant company and as such would like your consent to process your data in order to complete your purchase and market to you future events. By completing this form you are giving consent to our processing your information and permission to market our products to you through the details given. You may rescind your permission to use this information for marketing purposes at any time by contacting us at database@engevents.com. We will also need to share data with our providers of IT, Legal, Accounting and Payment Processing, and any appropriate country vat authority including Spain and the host country of the event.

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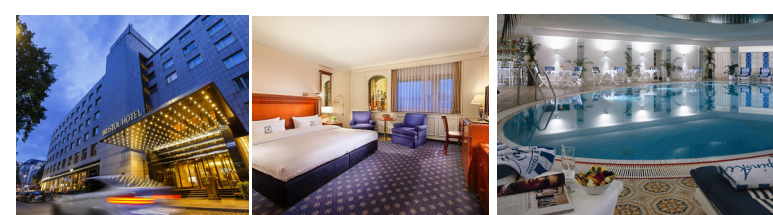
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Hotel Accommodation

The conference fee does not include accommodation rates. Upon receipt of your registration you will receive an email with information on how to secure your accommodation at the **Bristol Berlin Hotel**. Please note that after the cutoff date one month before the event, rooms are subject to availability and rates are determined by the hotel.



Enjoy your stay at the **BRISTOL BERLIN** in the perfect location in the centre of Berlin on the famous Kurfürstendamm. From the hotel, Berlin's numerous attractions are easily reachable. Staying with them, means going home. Find charm, elegance and style in 246 rooms and 55 suites and experience authentic service in 3 restaurants and one bar. The Bristol Spa invites you to relax in the pool, sauna, steam bath and mini-gym.

Business Opportunities

A limited amount of exhibition space is also available at the forum. Sponsorship opportunities covering luncheons, evening receptions and advertising in documentation packs are also available. For further details please contact:

Julia Labrum, Sponsorship Manager
+34 91 535 7087 jlabrum@engevents.com

To Register

Online: www.engevents.com/warranty2020
E-mail: warranty@engevents.com
Tel: **+34 91 535 7087**
Fax: **+34 91 535 9804**

Who Should Attend?

This programme has been researched extensively and convened with the cooperation of senior executives. The executives that will realise the greatest benefit through attendance are: **Chief Executive Officers, Executive Vice Presidents, Senior Vice Presidents, Chief Operating Officers, Directors and Heads of:**

- ▶ Warranty
- ▶ Engineering & Quality
- ▶ Aftersales/ Aftermarket
- ▶ Supplier Business (TIER1 / TIER2)
- ▶ Service Quality
- ▶ Marketing
- ▶ Customer Satisfaction

Conference Fee

The Tier 1 rate includes any Automotive OEM, Independent Dealer, Distributor, Bank, Captive, Rental or Leasing companies:

- Tier 1 Virtual Attendance*** € 800.00 + VAT
- Tier 1 Virtual Discounted Rate for 2 Attendees**** € 720.00 + VAT
- Tier 1 Optional Add-on 6 Webinar Package** € 200.00 + VAT

The Tier 2 rate includes consultants or service providers:

- Tier 2 Virtual Attendance*** € 1000.00 + VAT
- Tier 2 Virtual Discounted Rate for 2+ Attendees**** € 900.00 + VAT
- Tier 2 Optional Add-on 6 Webinar Package** € 200.00 + VAT

*E.N.G. has the authority to approve final ticket price category.
**To qualify for the group discount these conditions apply:
▶ All delegates must register on the same day at the same time
▶ Delegates must be from the same company

*Discounts are not reimbursed for previously purchased tickets. Prices are per person and include the conference digital documentation package. 16% VAT will be charged. Add-on webinar packages are only available with a virtual ticket purchase. Prices subject to change.

Methods of Payment



Card holder's name
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Card no. Expiry Date (mth / yr)
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MasterCard/VISA 3 DIGIT CIC last 3 digits, back of card
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Date Signature
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**I agree with the Terms & Conditions
This booking is invalid without a signature**

For other payment options please contact ENG at +34 91 535 7087
Payment is required within 5 days. Please quote as reference SP188.

Confirmation You will receive an email outlining the details two weeks before the event. For any further information please contact the Operations department at ENG.

Terms & Conditions By completing this registration form, I/we (the delegate/s) hereby agree to the following: For cancellation of full attendance ENG will not be able to mitigate its losses for any less than 50% of each the individual delegate registration at full price, even if cancelled within 1 day after booking. Cancellations must be received by mail, fax or email three weeks before the conference. In case of cancellation thereafter the full conference fee is payable. No credit note will be issued if cancellation is received 3 weeks or less prior to an event. Delegate substitutions are welcome at any time prior to the dates of the conference.

If for any reason ENG decides to amend or to cancel the conference, ENG is not responsible for any costs and/or damages, such as covering airfare, hotel and/or other costs incurred by delegates. In the event that ENG cancels the conference, ENG reserves the right to provide a credit of an equivalent amount to another conference within the same sector.

ENG does not bear responsibility for any conference/programme amendments and/or cancellations, such as speaker cancellation. ENG also reserves the right to change the programme as it sees fit. ENG does not provide refunds due to programme changes and cancellations. ENG reserves the right to refuse at its discretion delegates and companies wishing to attend or register for any of its events. Please note on virtual attendance and webinar participation your booking covers your participation only. The information is under no circumstances to be shared, viewed by multiple parties, recorded or rebroadcast in any way. By signing this document you are expressly agreeing to the same and understand that any violation will be prosecuted to the full extent of the law. Further, we have done our best to note in brochure what sessions are available virtually and what are live only, however, all sessions are subject to change or cancellation of virtual component.

Special conditions during coronavirus For bookings made between March 13th, 2020 and August 31, 2020, for clients unable to travel due to crisis or due to ENG postponing the event we will offer a choice of:
1. Change of booking to virtual attendance which bears a cost of 800€ + Vat and reimbursement of remainder. No further reductions or discounts apply.
2. The client may opt to pay the agreed upon booking price in full and receive a voucher for full two day attendance the following year and virtual attendance this year in lieu of reimbursement.
All special conditions that include return of payment or cancellation of same applicable until 31 Aug 2020.