



Managing Data to Improve Early Detection and Reduce Expenses
CLEPA Annual Meeting 2015, Bruxelles

May 28th, 2015

1 | Collecting Warranty Data

2 | Early-response Quality Processes

3 | Warranty Detection Systems



1 | Collecting Warranty Data

1.1 | CREDIT CLAIM

Claim n°	Composting n°	Cause Code	Imputation Code	Defect Code
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 Add



Amend



Delete

Credit Claim Details

Détails :

Imputation

Cause Type

Cause Code

Defect Code

Additional Information :

Fault Indicator

Approval n°

Associated Label

1. Symptom

2. Diagnosis

3. Remedy

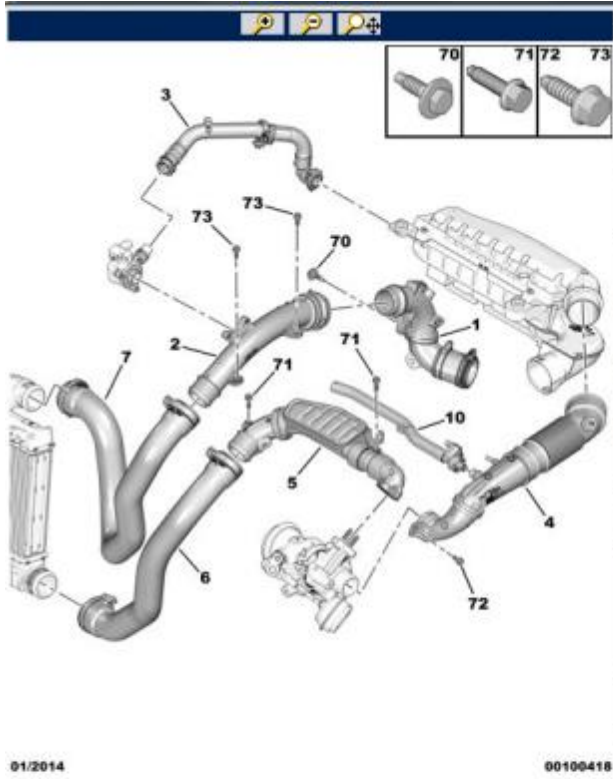


1 | Collecting Warranty Data

1.2 | CAUSE CODE

The **cause code** is the technical coding of an incident and is designed to identify a precise location.

28/05/13		TURBO AIR PIPING	
T9F 0 03L 60A		EB2DT ENGINE BASE	
01	96 773 559 80	01	DISTRIB.CHAMBER SIDE AIR UNION
02	96 775 373 80	01	AIR HOSE
03	96 787 476 80	01	AIR HOSE
04	98 079 397 80	01	TURBO AIR INTAKE PIPE
05	96 776 818 80	01	TURBO SIDE AIR UNION
06	96 735 871 80	01	DISTRIB.CHAMBER SIDE AIR UNION ENTREE
07	96 890 346 80	01	DISTRIB.CHAMBER SIDE AIR UNION SORTIE
10	98 042 640 80	01	HOUSING GAS RE-SUCTION PIPE - WITH SUMP GAS CIRCUIT REHEATING
	98 042 642 80	01	- W/O HEATER CASING GAS CIRCUIT
70	6922 C7	01	SELF LOCKING SELF-TAP SCREWS DIAM 6X100-30
71	6925 45	02	SCREW WITH BASE DIAM 6X100-25
72	6925 G5	01	SCREW WITH BASE DIAM 6X100-20
73	6925 G5	02	SCREW WITH BASE DIAM 6X100-20



1 | Collecting Warranty Data

1.3 | FAULT CODE

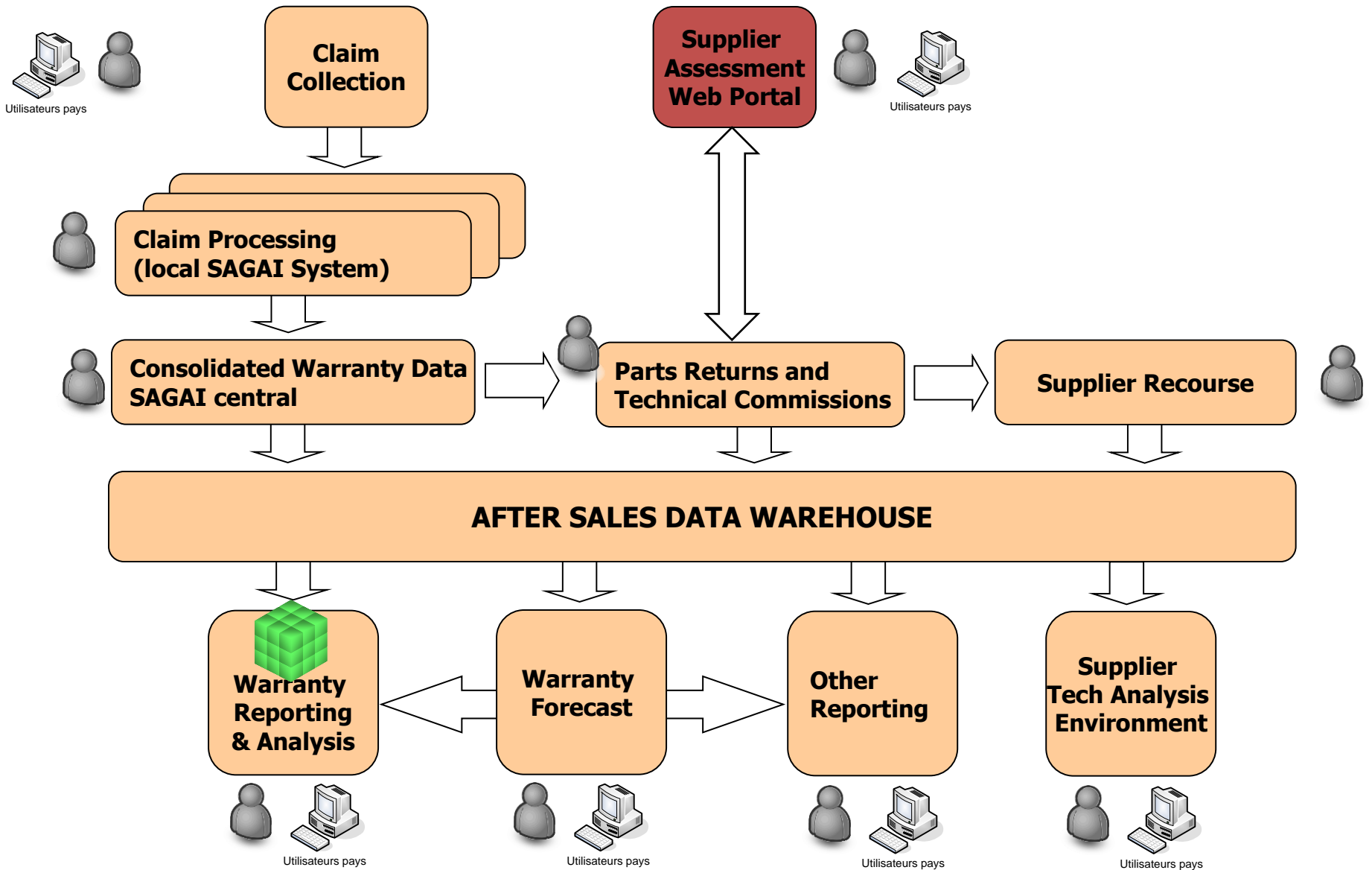
- The **fault code** is for qualifying the symptoms, faults or features of the malfunction
- The Repairer chooses from the list of fault codes the one that most precisely describes the malfunction

Electrical malfunction

Broken - blown - worn out	401
Short circuit	440
Discharged	446
Electronic fault	448
Slackened - unfastened	415
Unwelded - uncrimped	405
Wire cut - kinked	442
Wire disconnected - incorrectly connected	443
Wire bared - poorly insulated	444
Wire too short - inversion	445
Incomplete- missing	496
Ineffective	493
Unstable	434
Interference - disturbance	447
Badly fixed - badly fitted	419
Poor contact	441
Not in conformity	497
Corrosion	491
Lighting of warning lamp	499

1 | Collecting Warranty Data

1.1 | IT FLOW CHART



1 | Collecting Warranty Data

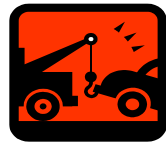
2 | Early-response Quality Processes

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2 | Early-response Quality Processes

2.4 | SUMMARY

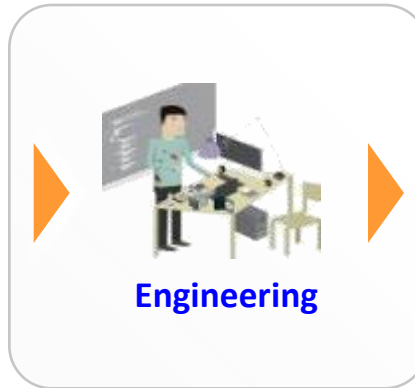


CLIENT

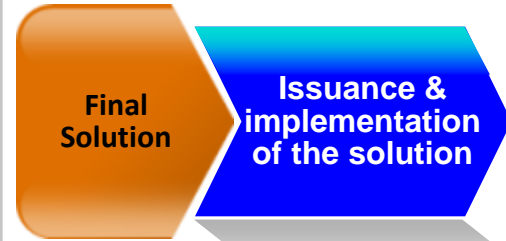


Manufacturing plants

After sales



Engineering



Manufacturing plants

After sales



Time

1 | Collecting Warranty Data

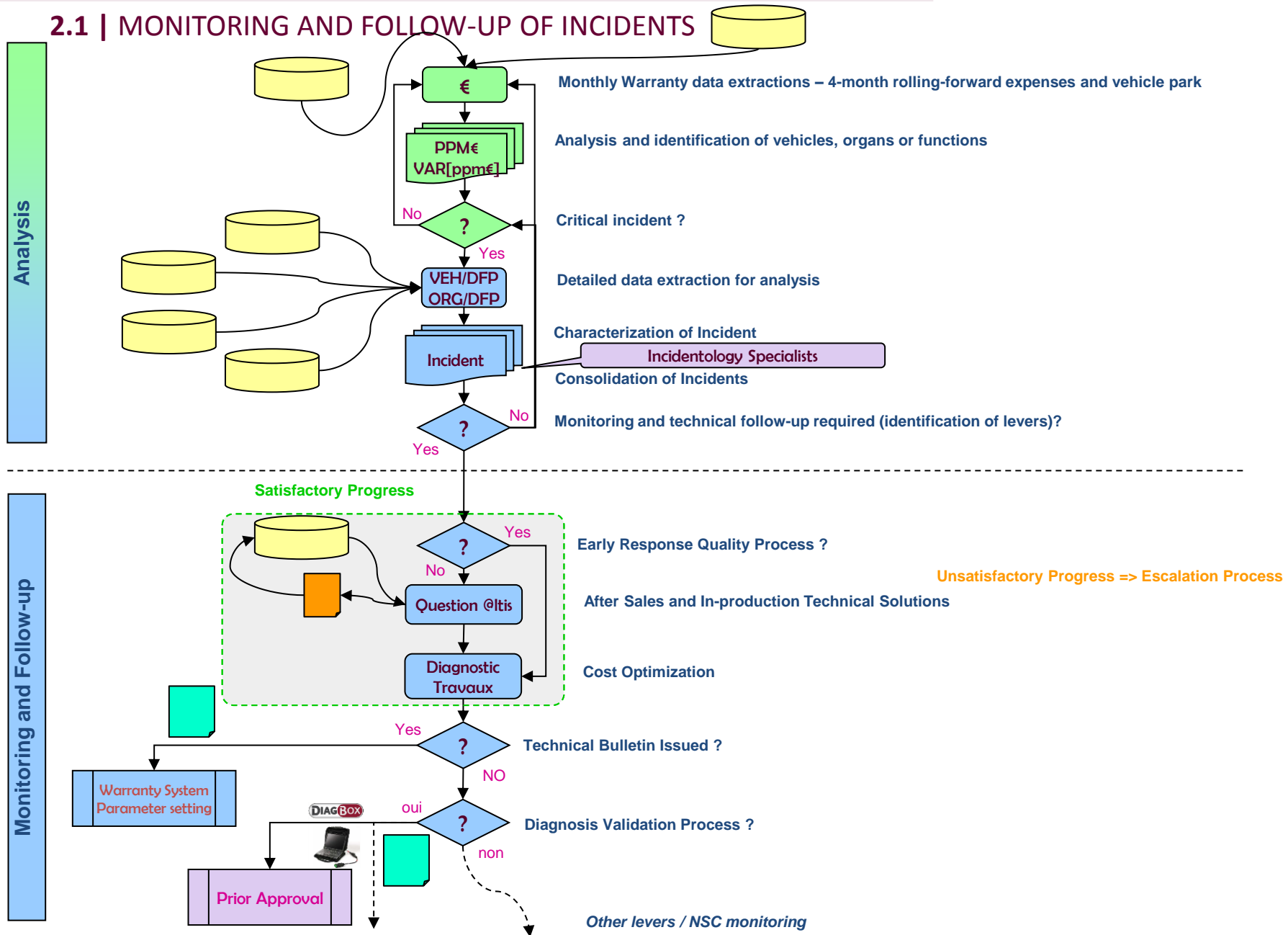
2 | Early-response Quality Processes

3 | Warranty Detection Systems



3 | Warranty Detection Systems

2.1 | MONITORING AND FOLLOW-UP OF INCIDENTS



merci / thank you / gracias /谢谢 / спасибо

