



MSX Warranty Audit Management



Navigating the future of automotive warranty management

In today's complex world of automotive warranty management, OEMs face challenges spanning quality control and product reliability. Simultaneously, the need to control spending demands an expertly crafted strategic approach. In navigating this intricate landscape, OEMs must address complex and inefficient warranty processes, requiring skilled management to minimize waste and gain control over the warranty business.

Our wealth of experience in the deployment of warranty and technical assistance solutions for automotive clients, combined with our global presence and digital footprint, make MSX the perfect partner to support the development and evolution of your Warranty Audit solution.



64+

Countries



750+

Warranty experts



171

Projects



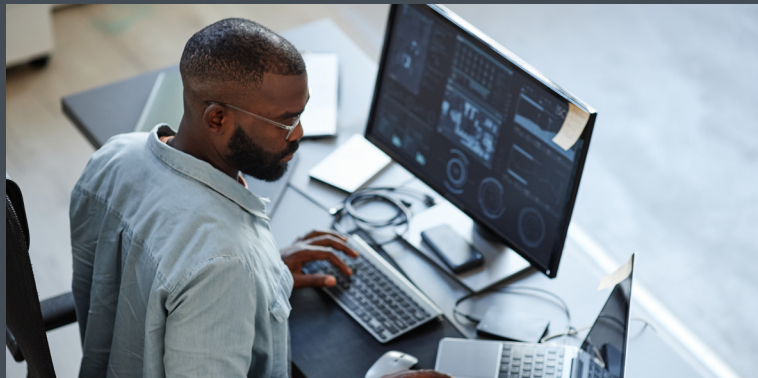
7K+

Audits performed

Our comprehensive Warranty Audit framework

MSX's Warranty Audit Management solutions help optimize audit management and improve warranty process compliance. It guides users on a structured journey through the assessment process to ensure all required information is captured and monitored and optimizes their progress to ensure all audits are carried out consistently and correctly.

Our lean methodology and systematic approach enhance operational performance and identify opportunities that continually evolve and improve the program. We offer technical assistance and advisory support to our clients' Audits Programs across four key areas:



Program set-up and roll-out

Thanks to our experience in launching multiple initiatives, MSX guarantees a smooth program ramp-up. We will set the foundation for the program covering comprehensive and bespoke training, collecting and standardizing warranty policies as well as normalizing audit procedures. In some cases, we suggest some pilots to fine-tune processes and align with local Sales companies before initiating country-specific audits.



Audit service delivery and methodology

MSX conducts thorough preparation and claim analysis, coupled with seamless coordination with the dealer network. The process encompasses onsite and remote audits, meticulous reporting, and the collection and validation of pictures and evidence for a comprehensive evaluation.





Governance, program management, and reporting

Our project framework entails meticulous planning, including scheduling auditor calendars, and managing travel logistics. Ongoing reviews and reporting to key stakeholders, as well as regular auditor training and engagement contribute to a culture of continuous improvement.



MSX digital audit tools

Our tools help standardize the audit process across regions and make the program run more efficiently. They also leverage data and compare results across regions to support OEMs in making educated decisions that help identify trends and continuously improve activities.

Driving operational excellence with robust methodology and tools

Our **quality management approach** helps deliver structured improvement programs that align with client expectations. It enables audit teams to deliver, manage, rectify, and plan their audit activities through a single tool.

Our Digital Audit Tools help standardize the audit process across multiple regions and deliver efficiencies across the program. Our **unique, secure, web-based platform technology** uses warranty data to pinpoint weaknesses in warranty processes, highlighting network issues and training needs, and offering a significant reduction in warranty waste.

Meanwhile, a **reporting toolkit** monitors performance and allows OEMs to access custom, interactive dashboards and make decisions that support both the trends identification and the continuous improvement of the activities.

These tools provide a high level of flexibility, quick data aggregation and dashboard updates, accommodating changes in priorities.



Our meticulous assessments transcend language barriers

Our audits are conducted by local language market experts, ensuring precision, while our dedicated translation support facilitates the audit process across a wide range of markets.



(from left: English, Chinese, Hindi, Spanish, Arabic, French, Russian, Portuguese, German, Japanese, Turkish, Korean, Italian, Dutch, Swedish, Danish, Finnish, Norwegian, Baltics, Greek)

Elevate your journey with MSX

MSX is more than a service provider – we are your co-creator, standing by to help you initiate, manage, and scale your Warranty Audit operations. Equipped with an advanced suite of tools, and expertise, we provide you with the information needed to help you make effective and informed business decisions.

Align with MSX, and together, we can help you reduce warranty waste, increase compliance to policies and procedures and ultimately enhancing customer satisfaction.



MSX Warranty Audit Management

Get in touch with us

Pasquale Aloï
Global Solutions Leader
paloi@msxi.com

