



Overview

Country : North America
Industry : Automotive
Product : Bus

Company

A leading manufacturer of trucks, buses, construction equipment and marine and industrial engines with global operations was growing by acquisition and geographical expansion. The Company employs about **100,000 people**, had production facilities in **19 countries and reaching out to 190 markets**.

Business Challenges

The company was facing challenges on warranty analysis and approvals front including:

- I. Huge inflow of claims in a week (**500+ Claims**) leading to backlog.
- II. Lead time to process the claims is very less.
- III. Huge pile of already existing (**9000+**) claims to be processed and non-availability of skilled resources.
- IV. Quality of processing the claims and handling customers in different counties was a challenge.

V. Revenue leakage due to incorrect processing of claims.

Considering the financial and non-financial implications of warranty backlog and inflow, senior management quickly wanted to standardize the process and bring about a comprehensive approach to address the issues. After a thorough evaluation the management considered decision to outsource the complete process to domain experts. Company executives evaluated several players in the market and selected Quest Informatics based on our two decades of expertise in aftermarket, cost effective, process oriented professional approach and also the trust created with existing customers.

Customer Expectations

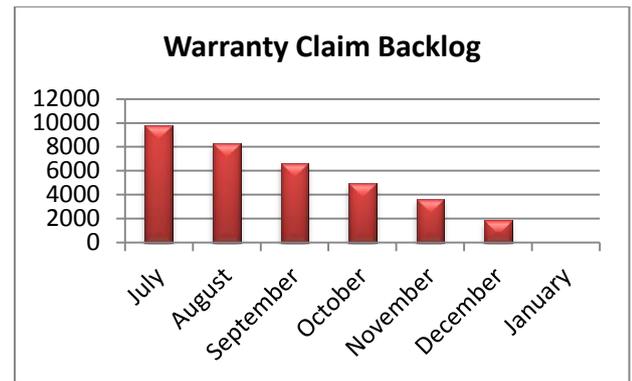
1. Reduce the backlog and bring it down to Zero in 3 Quarters.
2. Manage the newly added claims with the set KPI.
3. Cut the revenue leakage due to incorrect claim approvals.
4. Resource should have French knowledge to deal with Canadian customers.
5. Team should work in Canadian timings catering to customer needs.

Quest's Service approach

Quest engineering services put together a dedicated team focusing on the task. The team was led by a senior manager overseeing the day to day delivery activity and reporting directly to management on the project outcomes. The team with right mix of experienced engineers, fresher, and Bus experts initiated pilots to sort out delivery process and gain relevant knowledge. Formal knowledge transfer and process management procedures were discussed and frozen after the kickoff. Quest management created a comprehensive mechanism to review the project outputs.

Outsourced project Outcome

- Warranty Claim backlog was brought down to **ZERO** in **2 quarters**.
- We have maintained quality level of **98%** from **day-1** we started the operations.
- Considerable amount of cost savings done by stopping the revenue leakages.
- Process improvements are made to reduce the analysis time and approval of claims generated.



While these were the direct benefits of outsourcing, client also highly appreciated Quest commitment and support in going beyond the brief. The client gained substantially in other areas, including:

- I. Entering the claims in SAP with all details necessary to process claims.
- II. Creating record in SAP to track repeated claims for same vehicle.
- III. Getting approval from warranty account managers to extend the goodwill warranty.
- IV. Sending acknowledgement e-mails for all received and processed claims to customer.
- V. Created a tracking process for validation which helps warranty managers to take quick actions.