



ASQ CRE Prep course

Lesson I. A. 6.

Warranty Management

A woman with short brown hair and green eyes is looking intensely at the camera with a furrowed brow and an open mouth. She is leaning forward over a dark, textured surface, possibly asphalt. In the lower right foreground, a small, brown, cylindrical object, resembling a straw or a small bottle, lies on its side in a pool of white liquid that has spilled onto the surface. The lighting is bright, casting a shadow of the woman to the left.

The guarantee made real

WARRANTY MANAGEMENT

Product Warranty Terms

- **Full or limited**
- **Requirements (the law in some areas)**
- **Marketing**
- **Business sense**

Failure Criteria

- **What can go wrong**
- **FMEA and risk analysis**
- **Best practices**

Test to Failure

- **What fails?**
- **When does it fail?**
- **Why does it fail?**
- **What can we do about it?**

What's in your
warranty?



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Lesson I. A. 7.

Customer Needs Assessment