



ASQ CRE Prep course

Lesson I. A. 6.

Warranty Management

A high-angle shot of a woman with short brown hair and a frustrated expression, looking down at a broken light bulb on asphalt. She is wearing a dark long-sleeved shirt with a floral pattern. The scene is set outdoors on a paved surface under bright sunlight, casting a shadow of the woman onto the ground.

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