

Infosheet

Automotive Warranty Audits



The ability of network partners to deliver quality warranty services as part of your continuing care strategy demonstrates the strength of your system and commitment to your customers. **DEKRA automotive warranty audits** help you ensure excellent aftersales services designed to enhance your brand and boost customer satisfaction.

Aim of our automotive warranty services

Automotive warranty audits provide manufacturers the confidence that partners are delivering the highest levels of customer care according to contracted aftersales maintenance, repair, replacement policies and the warranty process. Our independent checklist audits verify the compliance and performance of service providers throughout your distribution network to protect the reputation of your brand in competitive world markets.

Your benefits

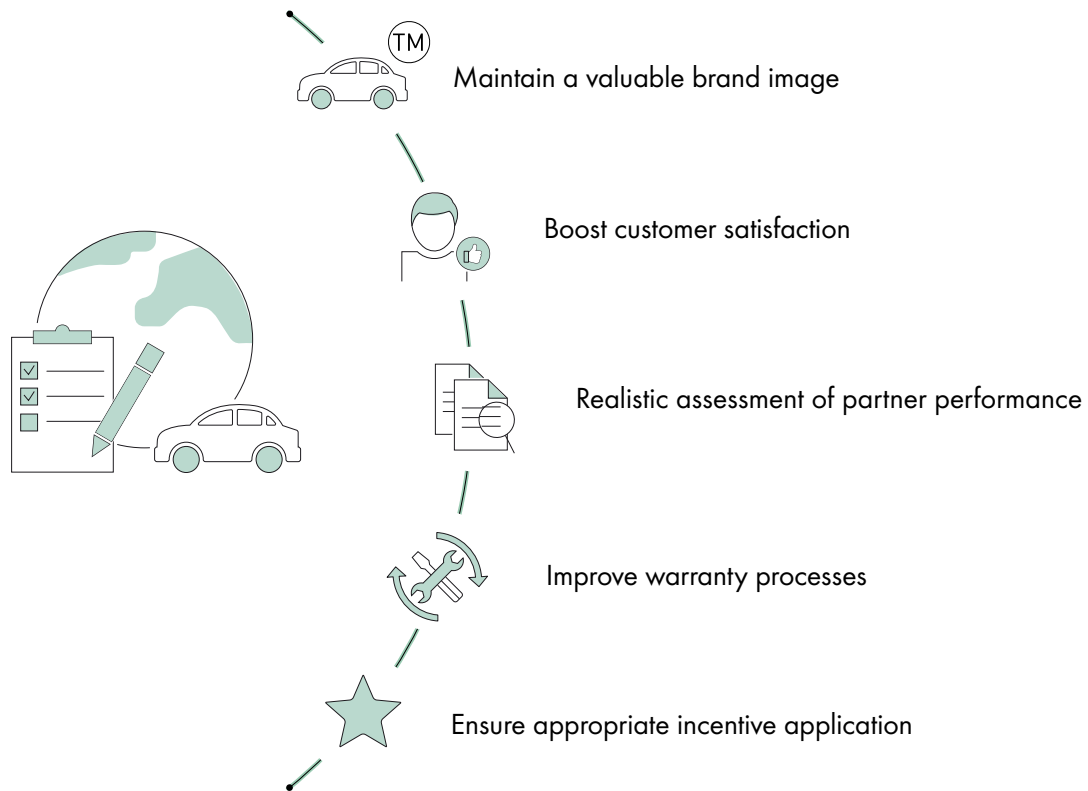
Designed to maintain valuable brand image and boost customer satisfaction, warranty audits provide you realistic assessment of partner performance to see that all requirements and expectations are being met. We conduct tailored audits to help you secure quality warranty services, improve warranty processes and ensure incentives are appropriately applied. Quality warranty services strengthen customer service strategies meant to increase satisfaction and encourage long-term loyalty.

What DEKRA offers

With a deep understanding of the automotive industry, our experienced and qualified auditors support you from start to finish with comprehensive preparation, planning, auditing and reporting. We examine the full scope of partner services to ensure quality performance for an enjoyable and productive customer experience. Our warranty audits are carried out with your individual circumstance and

specifications at heart. Complementary benchmarking analysis of warranty process practices to provide effective improvement recommendations is available at your request. We conduct independent, objective audit services you can rely on to implement effective strategies aimed at fortifying your brand, better serving your customers and achieving business success.

Your benefits of our automotive warranty audits



Our experts are happy to answer your questions about our automotive warranty audits. Get in touch today!

DEKRA Audit

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