



Infosheet
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.

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

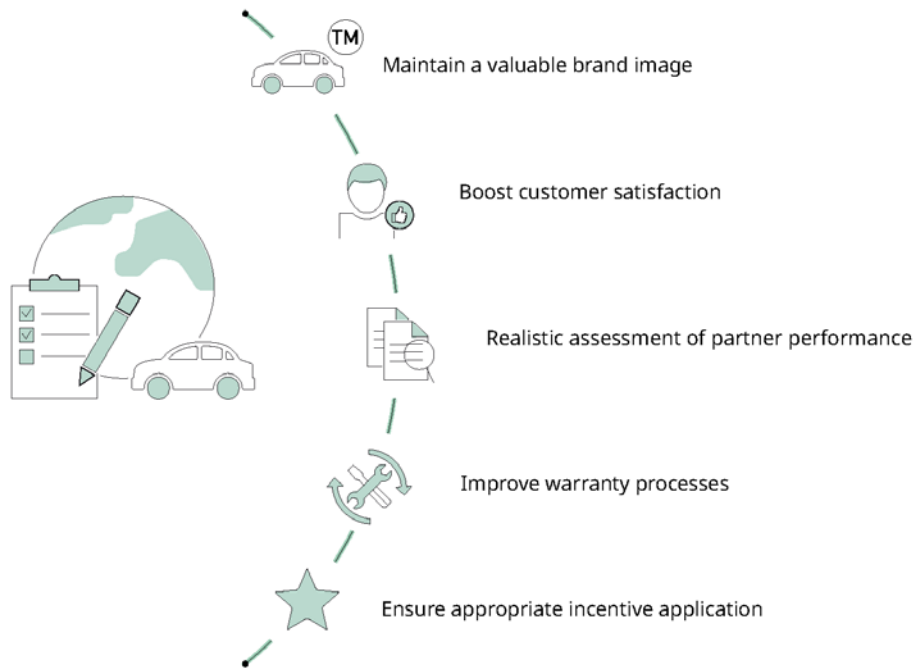
Designed to maintain valuable brand image and boost customer satisfaction, warranty audits provide you realistic assessment of partner performance to see that all requirements and expectations are being met. We conduct tailored audits to help you secure quality warranty services, improve warranty processes 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



Your benefits of our automotive warranty audits



Our experts are happy to answer your questions about our Warranty Audits. Get in touch today!

DEKRA Audits

With over 90 years' experience DEKRA has an enviable reputation as one of Europe's premier audit, inspection and certification organisations. Audits play a critical role in setting standards and the understanding, monitoring and strategic development of products and services that our customers provide to their customers. DEKRA are an independent and impartial partner for your auditing needs, whatever your business. Whilst we specialise in supporting the automotive sector, our audit services can be utilised by any business or network as part of a strategy to improve processes, compliance and adherence to brand standards and ultimately your customers' experience. Our auditing and inspection services build trust and confidence in your business and offer transparency and insight into yours and your suppliers services, not just demonstrating meeting the standards but raising the bar for your business.

We are a service unit of DEKRA SE, a global leader in safety since 1925 with over 48,000 employees in 60 countries and five continents. As a part of the world's leading expert organisation DEKRA, we are the global partner for a safe world.

We have offices throughout North America, Europe, and Asia.

Find out more information on
www.dekra-uk.co.uk

Would you like more information?

Contact