

# **FLEETWHIZ™**

## **DECISIONMAKING TOOLS**

**Maximize  
Warranties, a Financial  
and Operational Risk  
Management Tool**

***FleetTextBooks.org Library™***  
**Management Textbook MDC 24**

## **WARRANTY – TO THE READER**

### **SUGGESTIONS ON HOW TO USE THIS TEXTBOOK AS AN IMMEDIATE TRAINING SOURCE AND LONG-TERM REFERENCE SOURCE**

**Introduction:** The objective of this textbook is to assist fleet–shop–parts–fuel managers apply warranties to minimize costs, risks and liabilities. Warranties, performance guarantees, funding options and physical damage and liability insurances can be applied as effective financial and operational cost, risk and liability management tools. Warranties cover financial and operational risks caused by defects in fleet assets' and suppliers' materials and workmanship. Performance guarantees cover financial and operational risks caused by defects in fleet assets' and suppliers' materials and workmanship merchantability and fitness for use. Funding options which allow return without penalties can be applied to eliminate most financial and operational risk exposures caused by a given fleet asset, for example, a "lemon". Insurance covers accident, physical damage, theft and liability exposures caused by owning, operating and disposing of fleet assets, and performing shop services. The "Warranty and Performance Guarantee " textbooks were written to be read together. Compare the fleet–shop–parts–fuel department's current risk management practices to the world-class practices discussed in this textbook. Implement required changes and earn \$100,000 annually with 90% decisionmaking control and achieve Vice President and Director status.

#### **Remarks:**

1. The following illustration lists the six (6) subsections included in this textbook.

#### **Illustration – Introduction to Applying Warranties as Cost, Risk and Liability Management Tools**

1. Introduction to Warranty, a Risk Management Tool
2. Apply Up to 14 Criteria to Evaluate 19 Warranty Options.
3. Introduction to 17 Standard Industry Warranty Practices
4. Introduction to Warranty Negotiations
5. Appendix – Over 40 Learning Opportunities Create Well-Defined Career Training Ladders Which Can Be Applied to Recruit–Retain–Develop Employees.
6. Master's Degree Certifications Open-Book Test Questions

**TEXTBOOK 24 – MAXIMIZE WARRANTIES,  
A FINANCIAL AND OPERATIONAL RISK MANAGEMENT TOOL.  
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