

# **FLEETWHIZ™**

## **DECISIONMAKING TOOLS**

**Maximize  
Performance Guarantees, a  
Financial and Operational  
Risk Management Tool**

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**Management Textbook MDC 25**

## **GUARANTEES – 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 performance guarantees to minimize costs, risks and liabilities. Performance guarantees, warranties, 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 "Performance Guarantee and Warranty" 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 five (5) subsections included in this textbook.

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

1. Introduction to Performance Guarantees, a Risk Management Tool
  2. Apply Up to 18 Criteria to Evaluate Performance Guarantee Options.
  3. Introduction to Total Life Cycle Price Guarantee Options, the Ultimate Risk Management Tool
  4. Appendix – Over 40 Learning Opportunities Create Well-Defined Career Training Ladders Which Can Be Applied to Recruit–Retain–Develop Employees.
  5. Master's Degree Certifications Open-Book Test Questions
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**TEXTBOOK 25 – MAXIMIZE PERFORMANCE GUARANTEES,  
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The background features a gradient from dark blue at the top to light blue at the bottom, with several curved, parallel lines in shades of blue sweeping across the upper half of the page. The logo 'FLEETWHIZ™' is in a large, bold, blue, sans-serif font, with 'FLEET' and 'WHIZ' in all caps and 'W' being significantly larger. Below it, 'DECISIONMAKING TOOLS' is written in a smaller, white, all-caps, sans-serif font.

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