

Warranty in a digital world

18-19 September | Radisson Blu Hotel, Frankfurt

Preliminary programme

Networking Dinner

18th September 2018 starts 18:00

Warranty Conference

19th March 2018 starts 09:00

Networking Dinner 18th September 2018

Times	Speakers	Presentation
18:00-19:30	Registration & Cocktails	
19:30-19:45	Sigrid de Vries , CLEPA	Welcome address
19:45-20:15	TBC	Keynote Speech
20:15-22:30	Networking Dinner	

Conference March 19th September 2018

Times	Speakers	Presentation
08:00-09:00	Registration & Breakfast	
09:00-09:05	Frank Schlehuber , CLEPA	Opening Speech
09:05-09:30	Frank Schlehuber , CLEPA	The transformation of industry and impact on suppliers
09:30-10:00	TBC	Competence in warranty handling as USP and driver for profit
10:00-10:30	Christian Kessel , Bird & Bird	Legal aspects of warranty contracts in automotive industry

Industry Trends and
Legal Aspects

10:30-11:00

Coffee Break

11:00-11:30	Wolfgang Deußenroth , VDA	Field Failure Analysis (FFA) Process
11:30-12:00	Jason Payne , OESA	Warranty processes in North America
12:00-12:30	Nandit Soparkar , ubiquiti	Process design and IT solutions for warranty management

Global and
Customer View

12:30-13:30

Lunch break

13:30-13:50	Gwaenel de Calan , CARUSO	Data based business models and new industrial processes
13:50-14:10	Dirk Grote , Marsh	Liability & insurance issues surrounding recall & warranty
14:10-14:30	Klaus Sekot , Robert Bosch GmbH	In-vehicle data-based warranty handling
14:30-14:50	Wolfgang Deußenroth , Continental	Closing Remarks

Challenges
regarding processes
& liabilities