



How Nissan Leveraged The Power Of Proactive Analytics To Minimize Warranty Risk And Improve Customer Satisfaction

Panel Presentation:

Warren DeBardelaben III
Director, Dealer Support
NISSAN NORTH AMERICA
(Panel Moderator/Lead)
(To Be Confirmed)

Kristyn Lau
Senior Manager, Warranty
NISSAN NORTH AMERICA

Melissa Beasley
Manager, Warranty Analytics Projects
NISSAN NORTH AMERICA

This esteemed panel of speakers will discuss the following:

- I. Historical perspective of Nissan Policies and Procedure
- II. Nissan's refinement of analytics to improve identification of trends and anomalies
- III. STAT Project
 - a. Overview – using raw RO data to get ahead of the curve
 - b. Multiple Repair Warning System
 - i. Focuses on identifying repeat repairs and days down to improve customer experience
 - c. Anomalous Repair Control
 - i. Focuses on identifying above average use of repairs
 - ii. Allows Nissan to work with dealers to improve tech training
 - iii. Allows Nissan to work with dealers to improve over-repair
 - iv. Allows Nissan to identify potential warranty issues
 - d. F1 Diagnostics
 - i. Focuses on identifying complex repairs
 - ii. Channels technician to guided diagnostics
 1. Goal is to prevent over-repair when tech is uncertain
 - iii. Orders proper part or creates a case for TECHLINE