

Consulting Quality Management at Manufacturer of Rail Systems (5 months)

Customer	Function	Aufgabenstellung	Time
International Manufacturer of Rail systems and vehicles appr. 900 empl.	Aftersales	External Consultant Quality Management	5 months
Problem Description			
<p>After the take over of the company there were high warranty cost but low R&D cost The task was to analyse the cost and to define cost saving and optimization potentials. To eliminate warranty defects it was required to est up a „Schadenstisch (as VW)</p>			
Task			
<p>Analisis of internal processes and warranty cost, define optimization potentials Introduction of a Schadenstisch (as VW), set up of a process and workflow</p>			
Result			
<p>Development cost were booked as warranty cost, a proposal for a definition of cost types was prepared and presented Saving potentials of appr. 12 Mio.€ p.a. were presented and put into budget A process for a Schadenstisch was created and implemented</p>			