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Improving the system of warranty service of trucks in foreign markets

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Abstract

The article is devoted to the practical methods development of improving one of the ways to ensure the health of trucks in the system warranty. Methodology is aimed at optimizing the processes of formation of warranty spare parts kits during the implementation of KAMAZ trucks in foreign markets. The example is given to demonstrate the importance of different factors in the formation of the warranty set for different regions. The algorithm was developed to assess the qualitative composition formed warranty package that will optimize the planning and organization of activity centers to improve operational reliability of commercial trucks. A basis for acceptance of the scientifically-proved decisions is the statistical data analysis of requests monitoring that allows organizing duly replacement of parts with expired service life, and also promotes customer servicing quality improvement and reliability of trucks by prevention of its failures.

Keywords

Forecasting of failures, Reliability of trucks, The analysis of claims