**Warranty & Service Contract Awards**



# Submission Guidelines/Criteria

Awards will be presented in the following categories:

* Excellence in Warranty
* Excellence in Service Contract
* Innovation in Warranty
* Innovation in Service Contract

Awards will be presented at the 2016 GWSCA Conference on Warranty and Service Contracts this September in Chicago. Award recipients will receive industry recognition in WarrantyWeek® magazine.

# Nominations

Submissions must be postmarked or emailed & confirmed received by

 **August 1, 2016**

# Deadline

You may nominate your company or other companies for consideration. Information submitted with remain proprietary for use only by the awards evaluation committee and not returned. Details on next page.

You may nominate your company or another company for consideration. Information submitted will remain proprietary for use only by the awards evaluation committee and will not be returned.

# Award Categories & Presentation

Developing and sustaining exceptional warranty and/or service contract capabilities has become increasingly critical as the need to improve quality, and retain customers and competitive advantage grows in the recovering economy. Companies who harness these capabilities can achieve greater revenues at higher profitability, and healthier customer loyalty.

***The Global Warranty and Service Contract Association*** will recognize an exceptional few brand owners or companies that offer product warranties, and/or service contracts that are nominated for a ***Warranty and Service Contract Award, and meet the required criteria***.

# Nominate Your Company or a Company You Know

Submit Nomination to:

Mail:

GWSCA

 c/o Terry Hawkins, President

740 Zorn Ave, 5C

Louisville, KY 40206

Email: gterry.hawkins@gmail.com

NOMINATION DEADLINE

Friday, January 10, 2014

This form is also
available at
GWSCA.org./AboutUs NewsandEvents

2015-2016

# Excellence in Warranty / Service Contracts

Looking for company's ability to achieve sustained excellence (year over year) and continuity of excellence in more than one of the following areas:

* Warranty Costs/Cost to Serve
* Warranty or Service Contract reserves accuracy
* Service Contracts Sales growth
* NPI related Warranty/Service Contract management
* Supplier Cost Recovery, Management and collaboration
* Customer Loyalty/Channel Management and collaborative customer and service practices

Nominations must include a detailed description of areas of performance, and provide actual numbers to back nomination, to show that the organization has achieved excellence in warranty/service., Provide examples/ exhibits of performance, financial and other relevant information (including description of time-frame processes or performance reflects and if practices/processes, performance are same or different today). Provide a description of how performance was/is achieved: e.g. Successful implementation of analytics, early warning, fraud detection, collaborative practices internally and with partners, etc.) Discuss organizational structure and support mechanisms to accomplish performance as well as what metrics were used internally and with partners to measure and achieve progress.

Companies can be nominated for up to two categories.

# Previous GWSCA Award Winners

Kohler Company 2015

Registria 2015

Warrantech 2015

PCMI 2015

Sheila Cardines 2015

Ashok Kartham 2015

Oracle 2014

Ford 2014

Seagate/Fulcrum 2014

Sub-Zero Wolf 2014

SCIC 2014

Eric Arnum – Warranty Week 2013

Alison Griffiths-ALG Associates 2013

Case New Holland 2012

Mitsubishi Caterpillar Forklift America 2012

Volvo Powertrain 2012



# Innovation in Warranty / Service Contract

Looking for company's use of innovation in warranty and service contracts including utilizing new frameworks, approaches, technologies and the like, with the end result being a major improvement in warranty and or service contract, either internally with suppliers or customers. Example areas impacted may include:

* Warranty Costs/Cost to Serve
* Warranty/Service Contract reserves accuracy
* Service Contract Sales growth
* NPI related Warranty/Service Contract management
* Supplier Cost Recovery, Management and collaboration
* Customer Loyalty/Channel Management and collaborative customer and service practices

Nominations must include a detailed description of areas of performance, and provide actual numbers to back nomination, to show that the organization has achieved significant improvement related to warranty/service contracts, Provide examples/ exhibits of performance, financial and other relevant information (including description of time-frame processes or performance reflects). Provide a description of how performance was/is achieved and how innovation came about. Discuss organizational structure and support mechanisms to accomplish such performance as well as what metrics were used internally and with partners to measure and achieve progress.

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**Become a member of the GWSCA Today!**

DATE SUBMITTED:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ RECEIVED BY GWSCA \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

NOMINEE INFORMATION

Company\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ , email address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Nominated Catefory :

* Excellence in Warranty
* Excellence in Service Contract
* Innovation in Warranty
* Innovation in Service Contract

NOMINATED BY

Company\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ , email address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Describe why you are nominating this company

What are the quantitative measures

How was this achieved

Describe the organizational structure

PLEASE ATTACH ADDITIONAL EXHIBITS THAT SUPPORT THIS NOMINATION