



Warranty Action Plan

October 22, 2008



What's the issue with Warranties?

- Warranties are relied upon heavily by the Services to support mission critical needs.
- Department lacks the enterprise capability that would provide:
 - Visibility and accountability of warranty data associated to acquired goods;
- Lack of capability results in increased vulnerabilities.
 - Increasing costs
 - Inability to recognize benefits included for free
 - Inability to recognize performance against government specified warranties
 - Decreased level of insurance for purchased goods
 - Insufficient durations of warranties for specific goods



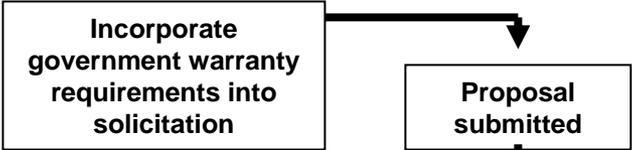
WARRANTY DATA – An Evolving Plan

Warranty Planning Process



AFMC Warranty Guide

Contract Writing



FAR/DFAR

Receipt & Acceptance



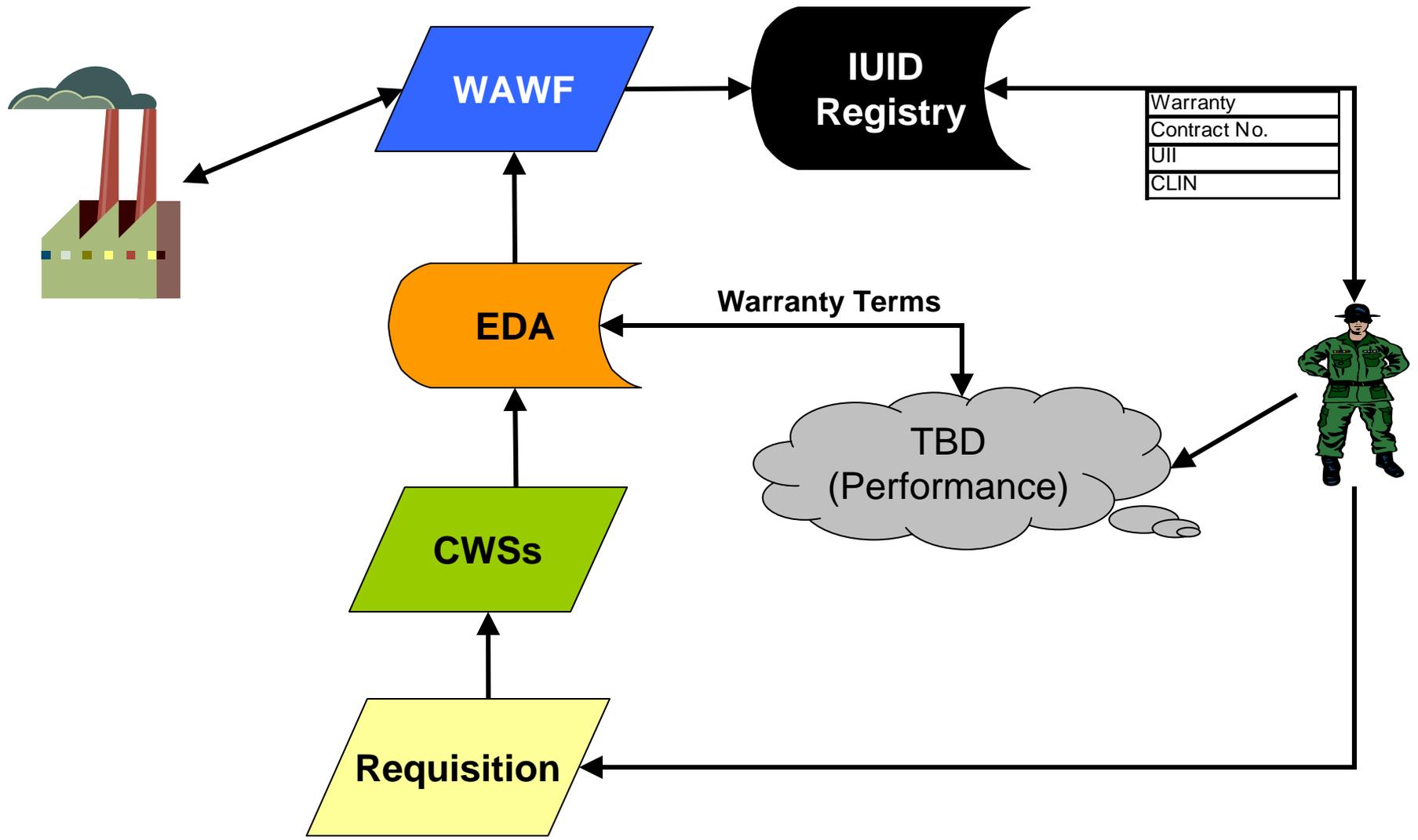
Use Phase



Army Warranty Regulation 700-139



Systems Perspective, To Be - Warranty Process





List of Assumptions

- Tackle only serially managed items first.
- Re-engineer in Phases.
- Tackle new contracts only; not existing items in the UID Registry.



Phase I: Acquisition Planning

- Action Plan
 - Task Components to review AF Guide -Purple Review
 - AF Guide can be included in / linked to:
 - PGI
 - 5000 (Defense Acquisition Guidebook)
 - 4140 (Supply Chain Regulations)
 - Systems Engineering
- Issues
 - Warranty Types, Definitions, & Units (V1.0)
 - Corrective Actions (V2.0)
- Schedule
 - Coordination (Mid NOV 2008)
 - Publication (JAN 2009)



Phase II: Solicitation / Contract

- Action Plan
 - Develop warranty solicitation provisions / clauses only for non-government specified warranties, included in cost (best value – add warranty)
 - Establish minimum data required for any government required warranty
 - Requires new DFAR case
- Schedule
 - Introduction of DFAR case to DAR Council (JAN 09)
 - PDS: Phase III – Warranty implemented in CWSs & EDA – Target date OCT 2009



Phase III: Receipt & Acceptance

- Action Plan
 - Rewrite Appendix F to stipulate WAWF
 - DCMA is lead
 - Case is opened
 - Receipt & Acceptance templates
 - Requires a new DFAR clause for R&A
 - Includes minimum warranty elements
 - Introduce WAWF warranty ECP (Spring 2010)
 - Includes PDFs and possibly CDRL
 - UID Registry Changes (Spring 2010)
- Schedule
 - Introduction of DFAR case to DAR Council (Q2 FY09)



Keys for Tracking Warranty Performance

Isolate Minimum Data Elements (IUID Items only)

Phase I:

Acquisition Planning

Government Required	Warranty Type & Terms	Warranty Duration
---------------------	-----------------------	-------------------

Phase II:

Solicitation / Contract Award

Contractor Provided	CLIN	Warranty Type & Terms	Duration
Government Required	CLIN	Warranty Type & Terms	

Contract No.
Modification
CLIN / SLIN / ELIN
All IUID Data

Phase III:

Receipt & Acceptance

Contractor Provided	Manufacturer	Warranty Vendor
Government Required	Warranty Procedures	

Phase IV:

Use; New Contracts (issued after JAN 2010)

**** Goal: Clearly define contract data requirements. ****



Phase IV: New Contracts (Issued after JAN 2010)

Open Discussion...



...Agendas

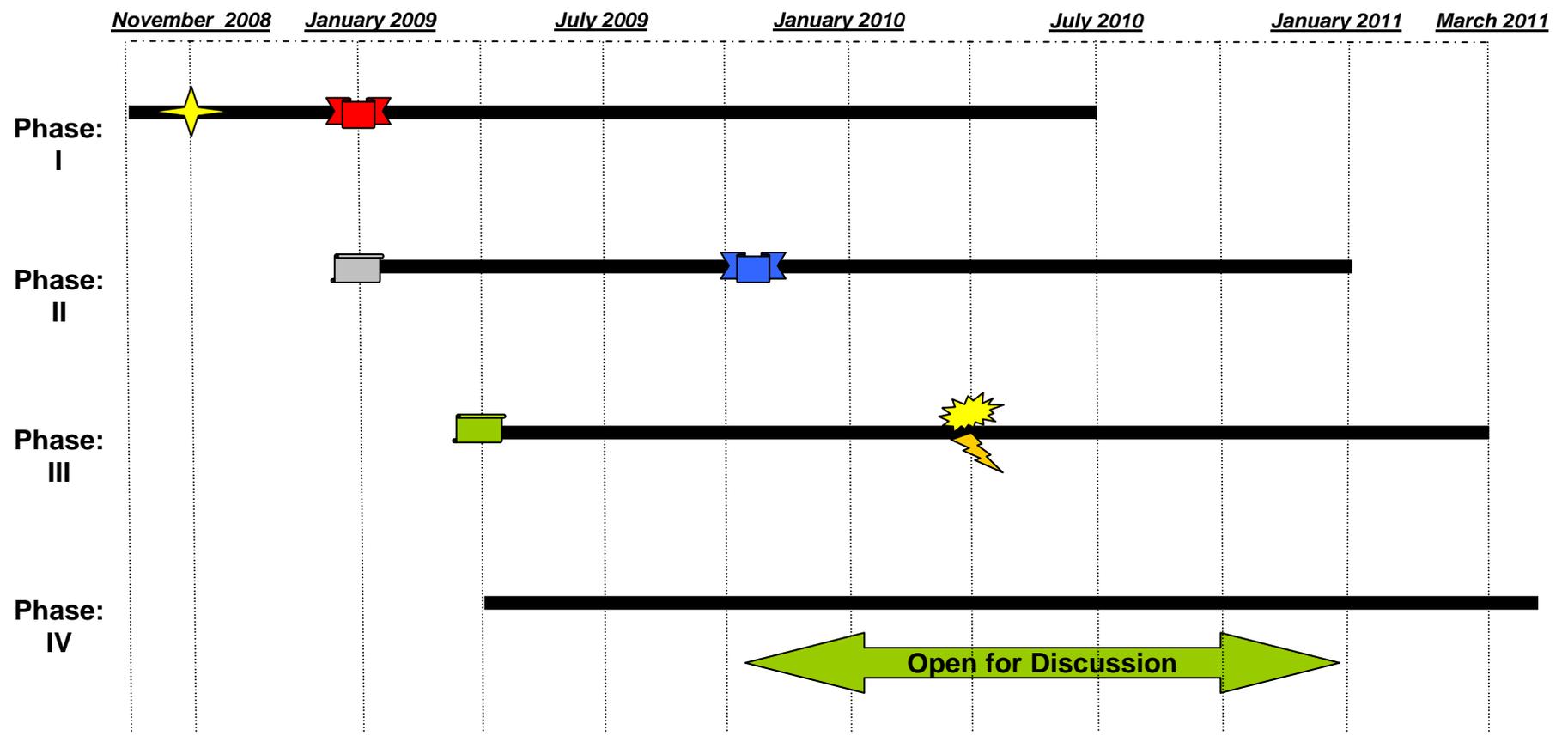
...Timeframes

...Other Dependencies



Action Plan Timeline

- Coordinate Guidebook
- Publish Guidebook
- Introduce Warranty DFAR Case
- Publish PDS Phase III
- Introduce R&A DFAR Case
- Introduce WAWF Warranty ECP
- Introduce UID Registry Changes





What's in it for me?

<u>Roles & Responsibilities</u>	<u>Action</u>	<u>Guidance</u>
Program Managers	<ul style="list-style-type: none"> Specify government required warranty type, terms, & duration 	DoD Warranty Guide
Contract Specialists	<ul style="list-style-type: none"> Gather data in solicitations about commercial warranties Specify by CLIN, government warranty type, terms, & duration 	DFAR (TBD)
Industry	<ul style="list-style-type: none"> Submit data in solicitations about commercial warranties Price / meet terms of government specified warranties Enter data in WAWF 	DFAR (TBD)
WAWF Users		
DoD	<ul style="list-style-type: none"> Ensure capturing and sharing of warranty data occurs across DoD 	All
Logisticians		