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| 1. Record Nr. | UNINA9910299477103321 |
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| Titolo | After-sales Service of Engineering Industrial Assets : A Reference Framework for Warranty Management // by Vicente González-Prida Díaz, Adolfo Crespo Márquez |
| Pubbl/distr/stampa | Cham : , : Springer International Publishing : , : Imprint : Springer, , 2014 |
| ISBN | 9783319037103 3319037102 |
| Edizione | [1st ed. 2014.] |
| Descrizione fisica | 1 online resource (xxii, 318 pages) : illustrations (some color) |
| Collana | Gale eBooks |
| Disciplina | 620 658.5 658.56 658514 |
| Soggetti | Security systems Industrial management Technological innovations Security Science and Technology Industrial Management Innovation and Technology Management |
| Lingua di pubblicazione | Inglese |
| Formato | Materiale a stampa |
| Livello bibliografico | Monografia |
| Note generali | Description based upon print version of record. |
| Nota di bibliografia | Includes bibliographical references. |
| Nota di contenuto | 1. Introduction -- 2. Current Issues in Warranty Management -- 3. A Reference Framework for Warranty Management -- 4. Development of the Framework Stages -- 5. Extensions to the Framework -- 6. Results and Conclusions. |
| Sommario/riassunto | This book explores the practical implementation of an advanced after-sales management framework devoted to warranty management. The framework is intended for companies producing either standardized or customized products, and such a management tool will facilitate organizational improvement and support innovative decision making processes for technical assistance in after-sales services. "After-sales Service of Engineering Industrial Assets" comprises a proposal for a |

warranty management framework, with an account of the different methods that can be used to improve decision making in the different stages of the after-sales service management process, and strategies for strengthening the structure and foundations of the framework. A review of the fundamental issues and current research topics in warranty management and after sales services is also provided, which is exemplified by a case study. This book is intended for postgraduates, researchers and engineers who are interested in aftersales management, assets engineering and warranty management.
