

1. Record Nr.	UNINA9910299477103321
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Titolo	After-sales service of engineering industrial assets : a reference framework for warranty management / / Vicente Gonzalez-Prida Diaz, Adolfo Crespo Marquez
Pubbl/distr/stampa	Cham [Switzerland] : , : Springer, , 2014
ISBN	3-319-03710-2
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	Warranty Maintainability (Engineering) Industrial 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.
