

JOB DESCRIPTION

Job Title: Senior Warranty Specialist

Company: AAR International

Location: Gatwick

Reporting Line: MRO Manager

Date Amended: March 2023

Job Purpose:

The core function of the Senior Warranty Specialist is to optimise revenue and cost savings from contractual warranty, reliability, product support conditions offered by the aircraft manufacturers and suppliers and insurance recoveries from damage and lost-in-transit events.

Prime accountabilities contain warranty, reliability, insurance and vendor performance management functions to be fully coordinated in providing an awareness and partnership role to support our customers. The role also requires the development of a strong relationship with partner airlines, external vendors and other concerned warranty organisations to ensure constant improvement is attained.

The role includes tracking, reporting and presentation of key milestones linked to departmental initiatives, sustainable future and other corporate objectives necessary in achieving and maintaining best practice for warranty management.

Key objectives include Warranty Management, Vendor Service Literature Review, Warranty Awareness, Vendor Warranty Performance Monitoring, Contract Advice, Technical Reporting, Rogue Unit & Performance Guarantee Strategies, Strategic and Business Planning, Systems Review and Improvement, Project Planning and Execution, Personnel Training.

Key Responsibilities:

- Initiate, process and authorise warranty claims against OEMs and vendors by obtaining technical descriptions of defects, corrective action taken, labour, material and other resource usage on behalf of AAR and customer contracts. Quotation evaluation and cost approval. This includes cost management to hold suppliers to contractual terms, warranty enforcement and making commercial challenges.
- Overview and management of warranty claims relating to New Aircraft Warranty, 3rd party repair warranty, workmanship & material warranty and purchase warranties.
- Review technical documentation such as Engineering Reports, Engineering Orders, Service Bulletins, Airworthiness Directives and Maintenance/Overhaul Manuals to determine applicability of warranty agreements.
- Challenge warranty rejections with technical rebuttals, and negotiate warranty settlements with manufacturers based on technical merit and/or special business considerations.
- Obtain from suppliers information pertaining to warranty invoices for work performed in order to provide the justification of charge to customer programs. Monitor and challenge suppliers to maximize financial compensation.

- Maintain knowledge of the Boeing PSAA & Airbus SSC and utilise and exercise such agreements with OEMs to ensure compliance with warranty and SPT commitments.
- Compile, submit and track Boeing PSAA & Airbus SSC freight claims to OEMs for components still covered under the new aircraft warranty period
- Ensure successful identification of customer induced damaged and misuse that leads to warranty rejection is correctly identified, captures and presented to the end customer in form of an O&A recharge. Ensure customer recharges are monitored and concluded in a timely manner with the customer to avoid increased cost on customer programs.
- Monitor vendor performance in terms of product support, receptiveness to warranty claims, and claim satisfaction rates and values, and report this information to Sourcing, Engineering and other concerned departments on a periodic basis.
- Periodically review and maintain internal AAR warranty database tables and new aircraft warranty tables to ensure accurate capturing of warranty start dates, expiry dates, extensions and effective capturing of warranties present at time of repair order creation.
- Work closely with the Key Account Management team to ensure we effectively capture introduction of new aircraft to coverage list to ensure warranty capture.
- Implement, lead and maintain global warranty performance reporting metrics for business unit to report on warranty performance on a supplier, program, fleet type and part number level. Ensure weekly, monthly and quarterly reports are produced for presentation on management meetings to report on warranty performance across the business unit.
- Investigate, recommend and implement new or revised methods to increase warranty recovery and cost savings. Identify, sponsor and coordinate development of automated warranty identification capabilities.
- Continue to improve warranty reporting system and procedures to ensure that revenues are maximised and that vendor warranty satisfaction rates are assessed as part of supply contract formulation.
- Formulate and implement a program for the systematic review of warranty-related vendor documentation. Ensure the effective identification and progression of changes to IT and procedural systems with a view to enhancing the productivity and effectiveness of warranty administration.
- Negotiate In-House Warranty Repair Agreements and extended warranty terms with manufacturers and vendors based on maintenance capability.
- Provide communications and subject matter expertise to Maintenance, Engineering and Purchasing personnel on all warranty related matters.
- Manage the formulation and implementation of plans to identify and pursue recoveries against suppliers in cases of defective material being delivered in satisfaction of orders.
- Manage the review of vendor Service Literature to identify and update warranty recovery opportunities by identifying performance shortfalls against which claims can be initiated.
- Promote warranty awareness in workshops by setting policies and procedures, conducting training of repair cycle management staff and encouraging referrals to warranty team members within repair cycle management where cover is uncertain.
- Study and instigate projects to improve the efficiency of warranty activity, with a special focus on introducing and adapting appropriate IT capabilities.
- Promote and develop staff expertise in warranty policies, procedures and systems. Initiate and continue a systematic warranty awareness claim amongst engineering staff
- Liaise with Finance for distribution of warranty recoveries and participate in preparation of budget for annual warranty recovery based on upcoming events.
- Maintain and gain knowledge as it relates to warranty recovery, OEM programs and other opportunities for maximizing warranty recovery
- Liaise and provide prompt feedback with internal & external customers in a timely manner.

- Follow Up and coordinate all material discrepancies and payment issues with vendor, product lines and accounts payable.
- Formulate, instigate and where necessary, conduct training of warranty administration procedures, incorporating interfaces with other elements of the support organisation.
- Work with the Engineering department to help manage the formulation of technical reports on product performance in support of warranty claim actions.
- Provide warranty specific review and input to contract formulation and General Terms Agreements (GTAs) by liaising with the Sourcing department
- Develop positive and strong supplier, customer and internal relationships, seek to improve working methods and communications.
- Report any issues to the Manager in a timely manner
- Understand and contribute to ensuring departmental and company targets are met
- Adhere to all Health & Safety guidelines and Quality responsibilities
- Adhere to all AAR procedures and processes
- Ensure the work areas are kept in a clean and tidy condition
- As business needs dictate, the post holder may be required to undertake additional duties of a level commensurate with their existing responsibility.

PERSON SPECIFICATION

Candidates will be assessed on and must demonstrate how they meet the essential criteria during the recruitment and selection process.

I = Interview T = Test A = Application P = Presentation

Criteria	Essential (E) or Desirable (D)	Assessment Method
Qualifications and Education		
Hold a HNC/HND or Degree in an Engineering discipline or have direct relevant experience in repair cycle management with exposure to warranty repair order management	E	A, I
Experience, Knowledge & Technical Ability		
Strong knowledge of repair cycle management and warranty principles in the engineering and preferably aviation sector	E	A, I
Familiarity with aircraft systems and aircraft/engine maintenance practices and procedures	E	A, I
Skills & Abilities		
Communication: excellent interpersonal, oral and written communication skills	E	A, I
Analytical skills: must be able to effectively handle and analyze large volumes of data to identify trends whilst possessing high level of critical thinking and problem-solving skills	E	A, I
Technical Knowledge: possess the ability to successfully review repair quotations and determine warranty outcomes based on data available in the AAR system and shop findings reports	E	A, I
Time management: ability to organize and manage multiple priorities and effectively deal with tight deadlines and pressure	E	A, I
Financial skills: must be able to identify financial risk, make sound cost approval decisions and possess the ability to compile and present reports on the financial performance of the project	E	A, I
Negotiating skills: Effective influencer and negotiator, able to deal at management level with vendors. must have confidence and the ability to be persuasive and assertive	E	A, I
Personal Traits		
Dependable: personally responsible, completes work in a timely manner, and performs tasks accurately	E	I
Self-motivated and able to work without direct supervision, must maintain a positive attitude and strong work energy	E	I
Organised: very detail oriented and always comes prepared	E	I
Flexible: able to adapt to changing workloads and tasks	E	I

Job Circumstances		
Valid UK Driving License and ability to drive company vehicles	D	I
Ability to work in a non-discriminatory manner	E	I