

5 Ways to Improve Warranty Management



There are five simple improvements you can make that will increase your productivity, shorten work order cycle times, and strengthen your customer relationships.

01

Standardize your Processes

How do you currently receive warranty repair requests? Email? Webform? Phone call? It is difficult to manage requests when they come in through different channels. Creating standard processes that are efficient and easily repeatable has enormous advantages - if you stick with it.

Train your employees and customers to follow the new standards, and you will see both employee productivity & homeowner satisfaction soar!



Do you know what they are?

02

Centralize Information

Handing your new homeowner a binder of manuals and warranties during their orientation is nice, but what are they going to do when something goes wrong? They aren't going to flip through 500+ pages, they are going to send an email or call with their questions.



03

Automate Customer Service

Today's homebuyers want customer service on their terms, through channels that are most convenient to them. They want to submit work requests digitally, and they want responses immediately.

They don't expect the job to get done overnight, but 70% are looking for self-service options. Implement a system that can send automatic notifications before they have a chance to pick up the phone and call you.



Invest in a secure platform that will keep all important documents electronically. Look for a solution that can be easily customized and scaled to meet your business needs.

04

Document Everything

Mitigate risk by documenting all requests and processes. Once a work order is assigned to a trade, it begins to age. If the trade does not respond within a set time period, what happens? How do you follow up? How are you notified when the work is complete?



Some work orders have to be reissued multiple times and eventually escalated. Every action taken by the builder representative, homeowner, and trade should be documented to avoid finger-pointing and prevent frustration.

05

Review Reports Regularly

Whether you are managing 25 homes or 40,000 homes, having access to real-time data is critical. Build reports to track aging, total open work orders, costs per lot, or costs per project. You will start to see trends and be able to identify common, costly occurrences that can be corrected in future construction.



SiteOne is a seamlessly easy 100% paperless Customer Service and Work Order Management platform for builders and managers.

In development for over 20 years, our platform provides a better, more effortless way to share critical information with homeowners, facilitate requests, automate processes and resolve concerns.

Research quoted: "Homebuilder Warranty Report 2019", Warranty Week Magazine, 13 June 2019, www.warrantyweek.com/archive/ww20190613.html. "4 Things Millennials Want From Customer Service." MHelpDesk News, 15 Jan. 2018, news.mhelpdesk.com/field-service-articles/millennials-customer-service-expectations/.