

## WARRANTY MATURITY MODEL

GWSCA has supported and guided several companies through the self-assessment of the Warranty Maturity Model over the years. We see a growing demand from companies wanting to utilize this model in an effort to plan for advancement in their warranty and service contracts.

If interested please contact Terry Hawkins at:  
[thawkins@gwsca.org](mailto:thawkins@gwsca.org)



## CONFERENCE

### GWSCA Second Annual Conference on Warranty & Service Contracts September 16-18

The Agenda and Speakers are ideally suited for professionals working in warranty and service contracts and for the organizations serving those disciplines.



“We anticipate a great conference,” says GWSCA President, Terry Hawkins. This is our second Annual GWSCA Conference and “the response has been better than originally anticipated,” says Paul Wojcicki, who will chair the conference.

The GWSCA conference attracts top-level, highly respected speakers to address key industry-wide issues that separate the GWSCA conference from others.

Register at our web site: [www.gwsca.org](http://www.gwsca.org).

## WEB SEMINARS

Terry Hawkins, President of GWSCA stated, “We are excited about our 2015 training program. We continue to deliver expert instruction in a format convenient for our warranty and service contract professionals.”

Training has always been a primary mission of GWSCA.

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*Contact Us*

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**Global Warranty and  
Service Contract  
Association (GWSCA)**

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<http://gwsca.org>

To that end, GWSCA has arranged two Webinars to develop, train, and inform our members. The first Webinar was conducted by Paul Wojcicki, Senior Shareholder at Segal McCambridge Singer & Mahoney Ltd. The theme, Warranty in Practice, was about Warranty and Law.

GWSCA's second web seminar is "Warranty and Service Contract Financials 101". Michael Paczolt of Milliman and William Eliason of Oracle served as instructors. This session discussed the financial side of warranties and service contracts. Topics included accruals, revenue recognition, and reserving. You can download this Webinar from our web site:

[www.gwsca.org](http://www.gwsca.org).

Next webinar will be presented by Mize, Inc. in August and there are more planned.

## **FEEDBACK?**