

# Warranty Administration

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# Strategic Forum on Quality and Warranties

Warranties of highway products, if properly structured and administered, will improve quality on Michigan's highways by:

- Drawing contractors' attention to quality during construction.
- Eliminating the true lemons or premature failures.
- Allowing MDOT to optimize the use of a limited inspection work force.

# Strategic Forum on Quality and Warranties

- Allowing MDOT to better address public concerns with quality of work.
- Fostering innovation with new materials and processes.
- Increasing the Contractors' awareness of those factors that best influence product performance.

# Keys to a Successful Warranty Program

- Must have good pavement management data.
- Proper project scoping
- Performance measures must be linked to warranty length.
- Performance thresholds must be based on real life pavements.
- Warranty Administration

# MDOT Warranty History

- Mid to Late 1990's – MDOT, through Lansing C&T and Maintenance started placing warranties in projects.
- Fall 2000 – Metro Region Engineers start discussion about warranty administration.
- 2001 – Statewide Warranty Admin. Team forms.
- Summer 2002 – Statewide Warranty Administration Database (SWAD) Planned.
- Nov. 2003 – SWAD is delivered.
- 1996-2004: 685 CPM warranty projects

# STATEWIDE REPORT

- Projects With Warranties (Active and Closed)
- Total Warranties (Active and Closed)
- Warranties in Conflict Resolution (Different From Corrective Action Needed)
- Warranties Requiring Inspections (Interim and Final)
- Warranties With Corrective Action Completed

# REGION/TSC REPORT

- Expired Warranties (Last 3 Months)
- Active Warranty Summary
- Warranties Requiring Inspections (Interim and Final)
- Warranties Inspections Due Within Next 3 Months

# CONTRACTORS

- View limited to their jobs.
- Not able to view canned reports.
- Need to click on disclaimer.
- Concern over Warranty Bond/Warranty Contractor information and other data.
- SWAD is a work in progress/continuously improving.