

Warranty Administration

Kevin Kennedy

Michigan Department of Transportation
Midwestern Pavement Preservation Partnership

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.