

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · WARRANTY MANAGER

1	What experience do you have working with warranty programs?	1 2 3 4 5	
2	How familiar are you with the warranty regulations of our industry?	1 2 3 4 5	
3	How do you go about ensuring that customer claims are addressed promptly?	1 2 3 4 5	
4	What strategies have you implemented to reduce warranty costs?	1 2 3 4 5	
5	How do you communicate warranty information to customers and other departments?	1 2 3 4 5	
6	Have you ever had a situation where the warranty claim was disputed or denied? How did you handle it?	1 2 3 4 5	
7	How do you keep abreast of changes in warranty law and best practices?	1 2 3 4 5	
8	Describe a situation where you had to manage multiple warranty requests simultaneously and successfully deliver all the repairs within the timeline.	1 2 3 4 5	
9	What steps do you take to ensure customer satisfaction when dealing with warranty claims?	1 2 3 4 5	
10	How do you cost-effectively manage warranty claims?	1 2 3 4 5	

OVERALL ASSESSMENT

CRITERIA	SCORE (1-5)	NOTES
Educational Background Appropriate qualifications or training for the position.	1 2 3 4 5	
Prior Work Experience Skills or qualifications acquired through past work.	1 2 3 4 5	
Qualifications / Experience The technical skills the position actually needs.	1 2 3 4 5	
Problem Solving Abilities Demonstrated critical problem-solving.	1 2 3 4 5	
Communication Team building and communication skills.	1 2 3 4 5	
Organizational Fit Would this hire steer the organization the right way?	1 2 3 4 5	

CRITERIA

SCORE (1-5) NOTES

Directional Fit

A step forward, or backward, in their career?

1 2 3 4 5

RECOMMENDATION

☐ Advance ☐ Hold ☐ Decline

1 = well below the bar · 3 = meets it · 5 = clearly above it

AvaHR — hiring software for teams without a recruiter
Use the same scorecard for every candidate in this role.