



## Customer Plant Quality engineer

グループ売上1兆円以上！大手車載機器グローバル企業で経験を活かしませんか？

### Job Information

**Hiring Company**

Faurecia Clarion Electronics Co., Ltd.

**Job ID**

1483139

**Division**

Japan

**Industry**

Automobile and Parts

**Company Type**

Large Company (more than 300 employees) - International Company

**Job Type**

Permanent Full-time

**Location**

Saitama Prefecture

**Salary**

5 million yen ~ 9 million yen

**Refreshed**

January 30th, 2025 12:00

### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Daily Conversation (Amount Used: English usage about 25%)

**Minimum Japanese Level**

Fluent

**Minimum Education Level**

Bachelor's Degree

**Visa Status**

Permission to work in Japan required

### Job Description

**業務要約：**

自動車メーカーの顧客窓口として、納入不具合（お客様の製造ラインで発生した不具合）のハンドリング・報告書の作成、顧客報告を担当します。

**業務内容・責任：**

主な業務内容は以下の通りです。

- 納入不具合対応（代替品手配・顧客/社内在庫点検指示・報告書作成・顧客報告）
- 自社製品起因の不具合である場合、製造・設計部門と連携した対策立案
- 不具合解析には、FTAなど品質ツールを用いて解析をリードする
- 工程変更申請
- 顧客評価を分析し、適宜必要なアクション策定・実施
- 顧客満足度の向上

### **Essential responsibilities and duties**

The main missions of the role are to:

As a customer contact, responsible for FCE 0km claim handling, problem analysis, make report.

You will responsible to obtain precise information for quality improvement in cooperation with manufacturing process and R&D team by

- Dealing with supply faults (arranging replacement parts, giving instructions for customer/internal stock checks, preparing reports, reporting to customers)
- If the fault is caused by the company's own product, planning of measures in cooperation with the manufacturing and engineering departments.
- Lead analysis of defects using quality tools such as FTA
- Application for process change
- Analyse customer evaluations, formulate and implement necessary actions as appropriate
- Improvement of customer satisfaction

Global Key account center

As a part of global team (Mainly China, Thai), you need to support local site interims of analysis and communicate with customer. The team will also work with other teams(mainly Program management, R&D, Production planning) in dealing with it.

Reporting to: Customer Experience, Customer Plant Quality Manager

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### **Required Skills**

#### **Qualifications**

- Education Level: Bachelor and above
- English: Basic to Business level (TOEIC Over 500, do not feel uncomfortable with English)
- Japanese: Fluent (N1) or Native

#### **【必須】**

- Tear-1サプライヤーでの品質管理または品質保証業務経験3年以上（自動車関連経験は必要）
- OE顧客窓口経験1年以上
- 半導体/電子部品/モジュール部品および関連技術、業界動向に関する幅広い知識
- お客様とコミュニケーションを取り、依頼内容や要望を正しく理解し、その課題点などを把握しお客様にも意見を言いつつ最適解を導き出す経験を持ったMechanical engineer もしくは Application Engineerの経験者

#### **【尚可】**

- ISO9001 / IATF16949の経験・知識
- PPAPの経験・知識
- 工程変更申請対応

#### **必要なスキルと適正：**

##### **【必須スキル】**

- 関連部署を巻き込むことのできるコミュニケーション能力
- 分析能力、問題解決能力、情報収集能力
- 論理的思考（ロジカルシンキング）
- 8Dレポート、なぜなぜの作成
- 日本語および英語での口頭および書面でのコミュニケーション能力

##### **【必須適正】**

- やる気、責任感、協調性、積極性（指示待ちではない方）、前向きな姿勢
- 多様性を尊重したグローバルな環境への適応力
- 起業家精神／自律性／責任感

【あれば尚可スキル】

- ISO、IATF の知識

**Experience:**

【Must】

- Minimum 3 years working experience in quality in Automotive Tier-1 supplier.
- Minimum 1 year working experience as customer interface
  - Extensive knowledge on semiconductors / electric components / module components and related technology, industry trend
  - Experienced Mechanical Engineer or Application Engineer with experience in communicating with customers, understanding their requests and requirements correctly, grasping the issues and other problems, and deriving the optimum solution while also giving opinions to the customer.

【Nice to have】

- Knowledge & experience of ISO9001 / IATF16949 / PPAP
- 4M change request

**Skills and competencies:**

Skills and competencies:

【Must: Skill】

- Claim handling
- Collaborate with related partners
- Communication
- Analytical, problem solving, information gathering
- Create 8D report include 5 why
- Logical thinking
- Strong verbal and written communication ability both in Japanese and English

【Must: Competencies】

- Self motivated, responsibility, collaborative, proactive and positive attitude,
- Adaptability to global setup with respect to diversity
- Entrepreneurship/Autonomy/Accountability

【Nice to have】

- Knowledge of ISO, IATF

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Company Description