



Customer Quality Engineer

良好なWLB

Job Information

Recruiter

PERSOL CAREER CO., LTD. Bilingual Recruitment Solutions (BRS)

Hiring Company

JN -082024-172064

Job ID

1490832

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

7 million yen ~ 9 million yen

Refreshed

September 27th, 2024 00:00

General Requirements

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Main responsibilities:

- Leader of 8D reports towards customers to secure proper lead time and high-quality level in response to claims, investigations, corrective actions implementation.
- Leader of cross-functional team in regards to proper execution of 8D methodology, originating from customer complaints;
- Driver of factory QRQC, ensuring right functions are involved depending on the failure symptoms.
- Act as Quality Coordinator role within quality related IT systems (IQOS, Salesforce);
- Coordinate necessary containment actions to minimize negative impact to the customer.
- Work closely and proactively with frontend functions to understand product usage in their application and contribute to improved customer product satisfaction.
- Support Local Inspection Centers to ensure a valid and fast response to customers.
- Initiate Quality Red Alerts on the production, originating from customer complaints; trainings to BCW.
- Maintain customer quality related data to share the status with the Management.

Required Skills

Minimum requirements:

- Demonstrable experience in a similar role (automotive experience is an advantage)
- Bachelor's degree in engineering (mechanical engineering preferable)
- Fluent English and Japanese
- Root Cause problem solving/ 8D methodology/ common quality core tools/ statistical knowledge
- Knowledge of relevant quality standards: ISO 9001, IATF 16949
- Strong communication and interpersonal skills, team player mindset
- High degree of proactivity, thinking out of the box and questioning status quo – mindset

Company Description

油圧機器の設計、製造、販売・修理に関する事業、ならびに関連する一切の業務を行う油圧機器メーカーです。