



## Customer Quality Engineer Manager

良好なワークライフバランス

### Job Information

#### Recruiter

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

#### Hiring Company

Job-00273305

#### Job ID

1490833

#### Industry

Other (Manufacturing)

#### Job Type

Permanent Full-time

#### Location

Tokyo - 23 Wards

#### Salary

9 million yen ~ 12 million yen

#### Refreshed

August 16th, 2024 15:33

### 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.
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## 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
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## 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。