



## Customer Quality Engineer

良好なWLB

### 募集職種

#### 人材紹介会社

パーソルキャリア株式会社 バイリンガル・リクルートメント・ソリューションズ (BRS)

#### 採用企業名

JN -082024-172064

#### 求人ID

1490832

#### 業種

その他（メーカー）

#### 雇用形態

正社員

#### 勤務地

東京都 23区

#### 給与

700万円 ~ 900万円

#### 更新日

2024年12月20日 03:00

### 応募必要条件

#### キャリアレベル

中途経験者レベル

#### 英語レベル

流暢

#### 日本語レベル

ネイティブ

#### 最終学歴

大学卒：学士号

#### 現在のビザ

日本での就労許可が必要です

### 募集要項

#### 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.

## スキル・資格

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
- 

## 会社説明

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。