



Customer Quality Engineer Manager

良好なワークライフバランス

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)

採用企業名

Job-00273305

求人ID

1490833

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

900万円 ~ 1200万円

更新日

2024年08月16日 15:33

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.
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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
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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。