



Customer Quality Engineering Manager

Job description

Quality Engineering (QE) in Customer Complaint Management and Interface to Global Customer Quality & Service (CQS) team. Manage customer complaint and interface to Business Division QM and Customer Quality & Service (CQS). Responsible for all customer complaint, drive 8D investigation and corrective/ preventive actions (CA/PA), as well as CA/PA follow up until closure, with validation for sustainability/ effectiveness of actions.

In your new role you will:

- Responsible to **deliver products to customers at committed functionality, reliability, time, volume and cost**
- Interface to **Business Division QM and Customer Quality & Service (CQS)** for all customer complaints
- Responsible for all **customer complaint, drive 8D investigation** and corrective/ preventive actions (CA/PA), as well as CA/PA follow up until closure, with validation for sustainability/ effectiveness of actions.
- **Key contact window** to Customer Quality & Service (CQS) counterparts for all complaints / information request
- **Drive / moderate investigation** and root cause findings of customer complaint using 8D methodology
- **Define / support risk assessment** from customer complaint / quality issue whenever necessary
- **Responsible that the 8D report(s) are reviewed and released** in terms of customer specific requirements
- **Drive for achievement of customer complaint** response time (FAR 8D TAT fulfilment & reporting)
- **Ensure a close loop closure of 8D via CA/PA verification of FAR** committed actions
- **FAR analysis and reporting to management**, with proposal of focus area for improvement

Profile

You are best equipped for this task if you have:

- **Degree/Master/PhD in Engineering (Semiconductor Technology, Microelectronics, Electronics, Mechanical, Electrical, Material Science)**
- **Preferred with minimum of 8 years of experience in semiconductor manufacturing** with good package manufacturing knowledge and quality systematic knowhow
- **Minimum 2 years of experience in customer complaint handling** in semiconductor manufacturing
- Good knowledge of semiconductor manufacturing process and packaging technology
- **Good knowledge in 8D methodology, Fish bone / Cause and Effect analysis, Fault Tree Analysis, 3x5Why, Is/Is Not**

At a glance

Location: **Melaka**
Job ID: **29978**
Start date: **immediately**
Entry level: **Professionals / experienced**
Type: **Full time**
Contract: **Permanent**

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- Good knowledge of Deviation management
- Good knowledge of failure analysis and knowledge of reliability assessment will be added advantage
- Ability to demonstrate a methodical and logical approach in problem solving analysis
- **Knowledge of Statistical data analysis, 7QC tools, FMEA and SPC tools**
- Good personality, positive mindset and independent

