



Senior Customer Quality Engineer

Job description

Support customer quality activities for key Silicon Microphone account in China, to ensure customer satisfaction in terms of product, complaints and quality service.

In your new role you will:

- 1.As the quality interfaces of customer, coordinate the internal partners to follow the customer quality requirements.
- 2.Manage customer quality requirements, transfer the requirements to internal, and drive for the satisfied alignments.
- 3.Manage the quality related customer complaints, focusing on sustainable problem solving and fast response to customers.
- 4.Responsible for quality related reporting to customer.
- 5.Support customer quality visit and audit.
- 6.Support the quality improvement activity with customers

Profile

You are best equipped for this task if you have:

- 1.Bachelor degree or above in electronic, microelectronics, or related engineering.
- 2.5+ years' working experience in semiconductor or related industry.
- 3.Professional knowledge of quality systems, methods, procedures and tools (e.g. risk management, FMEA, 8D, 5why, etc.).
- 4.Familiar with semiconductor processes including Front End, Back End and Test.
- 5.It is required to have good problem solving and customer communication skills.
- 6.Self-motivated and ability to work independently and under high stress.
- 7.Good spoken / written English is necessary.
- 8.Quality audit experience is preferred.
- 9.Knowledge on the silicon microphone or MEMS sensor related experience is preferred.

Benefits

- **Shanghai, :** Coaching, mentoring networking possibilities; Wide range of training offers & planning of career development; International assignments; Different career paths: Project Management, Technical Ladder, Management & Individual Contributor; Flexible working conditions; Medical coverage; On-site social counselling and works doctor, in Wuxi only.; Provision of health tips, health knowledge sharing, annual medical check; Employees in Shanghai are entitled to use a gym located close to the office for free; On-site canteen, in Wuxi only.; Private insurance offers in some sites.; Wage payment in case of sick leave; Corporate pension benefits in some sites.

At a glance

Location: **Shanghai, (China)**
Job ID: **311228**
Start date: **as soon as possible**
Entry level: **5+ years**
Type: **Full time**
Contract: **Permanent**

Apply to this position online by following the URL and entering the Job ID in our job search:

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Why Us

Part of your life. Part of tomorrow.

We make life easier, safer and greener – with technology that achieves more, consumes less and is accessible to everyone. Microelectronics from Infineon is the key to a better future. Efficient use of energy, environmentally-friendly mobility and security in a connected world – we solve some of the most critical challenges that our society faces while taking a conscientious approach to the use of natural resources.

Quality Management

The Quality Management plays an essential part within Infineon striving for Zero-Defect. It ensures the quality of our products and services. Therefore it conducts continuous procedural improvements to increase customer and people satisfaction. Thus it contributes actively to the business results. Tasks include: Efficient implementation and operation of the Infineon quality management system, analysis of customer requirements so that business processes can be improved continuously and the execution of preventive quality management methods to reduce failure costs.

