



Global Account Quality Manager

Job description

Do you have a strong background supporting customers in the Semiconductor Industry? Do you also have a passion for quality, accompanied by a drive to address challenges with strong problem solving skills? Join Infineon's growing Quality Management team and be an advocate for our biggest customers today!

In your new role you will:

- Set up and steer alignment process with all divisions for cross division quality related topics/requirements. Be accountable to achieve aligned Infineon position with regards to the new requirement taking into account both cost and quality aspects
- Manage quality management support for design-in projects
- Develop a strategy and follow-up on the execution of continuous improvement of customer satisfaction with regards to Infineon product quality and service
- Trigger internal escalation process, if required, to address critical topics with the appropriate Infineon escalation level (8D, Focus Team, Task Force Team)
- Support or lead focus and/or task force for critical issues. Provide key guidance to global focus and/or taskforce team on customer communication strategy. Ensure successful customer communication for update and closure of escalation topic
- Engage in regular customer visits for quality status update. Keep trustful relationship with customer quality management on all levels. Organize trainings and workshops for quality marketing purposes
- Deliver one voice to the customer for cross-divisional and cross-regional topics
- Lead Infineon customer audits/visits and Infineon management visits

Profile

You are best equipped for this task if you have:

- Bachelor's/Master's Degree in Electronics, Microelectronics, or related Engineering discipline
- 10+ years' working experience in semiconductor or related industry
- 5+ years' experience in a customer quality role handling big accounts
- Professional knowledge of quality systems, methods, procedures and tools (e.g. risk management, FMEA, 8D, 5why, etc.)
- Excellent communication in both written and verbal form

At a glance

Location: **Milpitas, CA (United States)**
Job ID: **332205**
Start date: **immediately**
Entry level: **5+ years**
Type: **Full time**
Contract: **Permanent**

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