



Customer Quality and Complaint Manager (f/m/div)*

Job description

Quality is a key value for Infineon. In order to continue providing a high level of customer support, we are looking for a professional to work as a Customer Quality and Complaint Manager. In such position, you will be managing the problem-solving process, based on customer inputs, with the support of a multi-disciplinary team from different departments and global locations at Infineon. You will also be able to do customer interfacing for quality-related topics, and to participate in projects or activities to further improve quality.

In your new role you will:

- **Manage customer quality requirements** and transfer them to the relevant departments at the company, to drive and **ensure customer satisfaction**
- **Manage the quality related customer complaints** using the **8D method**, focusing on sustainable problem solving and fast response to customers
- **Perform first verification of failure** and **plan the Failure Analysis** with the relevant departments, i.e. Research and Development and Failure Analysis Laboratories.
- **Be the interface with different teams** in Product Line and Operations, to drive **customer protection, problem resolution** and preventive activities
- **Drive escalations** regarding customer complaints for a fast resolution and customer protection
- **Lead and take part of improvement projects** to take **quality performance** and customer satisfaction to higher levels
- **Create reports, dashboards and AI tools** of lower complexity, to enable data analysis and improvement of product quality.

Profile

You are personally committed to the customer's concerns and award them a high priority while demonstrating strong communication skills and knowing how to establish lasting relationships and networks. Furthermore, you clarify areas of responsibility, coordinate your work with colleagues, and regularly share your insights with them? Then you should join our team!

You are best equipped for this task if you have:

- A **degree in Engineering**, preferably in Electronic or Microelectronics, **Chemistry, Computer Sciences** or in **Quality Management**
- **At least 3-5 years of working experience** in a **quality related function**, ideally in the semiconductor, electronics, automotive or related industry

At a glance

Location: **Munich (Germany)**
Job ID: **350330**
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:

Job ID: **350330**
www.infineon.com/jobs

Contact

Daniel Lichtblau
Talent Attraction Manager



- **Professional knowledge and experience** with quality systems, methods, procedures and tools (e.g. 8D, FMEA, 5why, etc.)
- A self-motivated mindset and **the ability to manage conflicts** by working independently and under pressure
- Experience with **customer management** is a plus
- Good knowledge of SAP and MS Office
- **Programming skills** on SQL, HTML/Java or Python
- **Lean Six Sigma Green Belt** accreditation is desired
- **Business fluent English** skills, advanced knowledge of German is a strong plus

Benefits

- **Munich:** 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; Home office options; Part-time work possible (also during parental leave); Sabbatical; On-site creche and kindergarden with 120 spots, open until 6pm; Holiday child care; On-site social counselling and works doctor; Health promotion programs; On-site gym, jogging paths, beachvolleyball, tennis & soccer court; On-site canteen; Private insurance offers; Wage payment in case of sick leave; Corporate pension benefits; Flexible transition into retirement ; Performance bonus; Reduced price for public transport and very own S-Bahn station; Access for wheelchairs

Why Us

Part of your life. Part of tomorrow.

Infineon is a world leader in semiconductor solutions that make life easier, safer, and greener. Our solutions for efficient energy management, smart mobility, and secure, seamless communications link the real and the digital world.

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Power & Sensor Systems (PSS) drives leading-edge power management, sensing, and data transfer capabilities –

Infineon **PSS** semiconductors are enabling intelligent power management, smart sensitivity, and fast, reliable data processing in an increasingly digitalized world. Our state-of-the-art power and connectivity devices make chargers, servers, mainboards, power tools, and lighting systems smarter, smaller, lighter, and more energy-efficient. In addition, our trusted sensors give things an intuitive sensing capability to make them contextually aware, and our RF chips support fast and reliable data communications. Infineon´s **Quality Management** department acts proactively to satisfy the needs of our customers to increase their success and to ensure 'best in class' product quality. Internally the department develops a living quality culture at all levels within the different divisions and at our partners.

[Click here](#) for more information about working at PSS with interesting employee and management insights and an overview with more #PSSDreamJobs.

** The term gender in the sense of the General Equal Treatment Act (GETA) or other national legislation refers to the biological assignment to a gender group. At Infineon we are proud to embrace (gender) diversity, including female, male and diverse.*

