



Senior Engineer Customer Quality

Job description

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In your new role you will:

- Customer Complaint Management: Managing customer complaints(Product Quality).
- Manage and coordination for customer audit / quality visit.
- Managing customer inquiry (product quality related) /quality interface relationship.
- Supporting for quality contract (i.e. QAA) with customers.
- Supporting the design-in projects at major customers (PPAP).
- Supporting the quality improvement activity with customers.
- Develop strategy for customer quality and service improvement.
- Quality marketing/training to customers.
- Manage customer satisfaction improvement program.

Profile

You are best equipped for this task if you have:

- Bachelor Degree above in Engineering.
- At least has 3 years' experience in Semiconductor industry and Quality.
- +2 years' experience as Customer Quality Management.
- Product quality knowledge.
- BE/FE process knowledge.
- Quality control methodology.
- 8D problem solving.
- Quality system know-how.
- Quality audit experience.
- Know-how on the power application is preferred.
- Know-how on the IGBT product is a plus.
- Ability to work independently and under pressure.
- Good skill in speaking / writing in English is required.
- Good communication skills.
- Good problem solving and risk assessment skills.

At a glance

Location: **Shenzhen, (China)**
Job ID: **350659**
Start date: **as soon as possible**
Entry level: **3-5 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: **350659**
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Benefits

- **Shenzhen**, : 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.

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.

