



Customer Quality Senior Engineer/ manager

Job description

Manage customer product quality related complaint, support customer quality activity and project, support design in activity, manage and improve customer satisfaction.

In your new role you will:

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

Profile

You are best equipped for this task if you have:

1. Bachelor Degree above in Engineering
2. At least has 5 years' experience in Semiconductor industry and Quality
3. +2 years' experience as Customer Quality Management
4. Product quality knowledge
5. BE/FE process knowledge
6. Quality control methodology
7. 8D problem solving
8. Quality system know-how
9. Quality audit experience
10. Know-how on the power application is preferred
11. Know-how on the IGBT product is preferred
12. Ability to work independently and under pressure
13. Good skill in speaking / writing in English is required
14. Good communication skills.
15. Good problem solving and risk assessment skills.

At a glance

Location: **Shanghai, (China)**
Job ID: **62607**
Start date: **immediately**
Entry level: **1-3 years**
Type: **Full time**
Contract: **Permanent**

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