



Senior Engineer Customer Quality Management

Job description

As a Senior Engineer Customer Quality Management, you are responsible to lead and manage effective communication and ensure all complaints are acknowledged in a timely manner, and manage the resolution of customer complaints.

In your new role you will:

- To be an effective communicator and ensure all complaints are acknowledged in a timely manner and customers and Business Units are kept informed throughout the complaint process.
- To manage the resolution of customer complaints, within given timescales.
- To be the first point of contact for all customer escalation issues.
- To provide complaint trends and communicate lessons learned to the organization.

Profile

You are best equipped for this task if you have:

- Bachelor's Degree in Physics, Electronic/Electrical, Chemical, and Manufacturing Engineering with minimum 5 years of related experience.
- Technical Knowledge (Back-end/Front-end process, Quality control methodology, 8D problem solving, Failure analysis, Quality system, Quality audit).
- Strong problem-solving skills (5whys, fault tree analysis including 8 discipline knowledge, risk assessment of quality problem).
- Strong proficiency in English with excellent communication skills.

Why Us

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At a glance

Location:

Job ID: **368438**

Start date: **as soon as possible**

Entry level: **5+ years**

Type: **Full time**

Contract: **Permanent**

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