



Customer Quality Engineer

欧州系の外資系機械部品メーカーからの求人です。日本国内に工場も擁しており、顧客...

Job Information

Recruiter

JAC Recruitment Co., Ltd.

Hiring Company

外資系機械部品メーカー

Job ID

1550628

Industry

Machinery

Company Type

International Company

Job Type

Permanent Full-time

Location

Kyoto Prefecture

Salary

7 million yen ~ 9 million yen

Work Hours

08:00 ~ 16:45

Holidays

【有給休暇】有給休暇は入社時から付与されます 有給：入社初日より付与（最大22日）※入社月により付与日数が異なる
【休日】完全...

Refreshed

July 24th, 2025 20:00

General Requirements

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

【求人No NJB2243784】

- ・ Leader of 8D reports towards customers to secure proper lead time and high quality level in response to claims investigations corrective actions implementation.
- ・ Leader of cross functional team in regards to proper execution of 8D methodology originating from customer complaints;
- ・ Driver of factory QRQC ensuring right functions are involved depending on the failure symptoms.
- ・ Act as Quality Coordinator role within quality related IT systems (IQOS Salesforce) ;

- Coordinate necessary containment actions to minimize negative impact to the customer.
 - Work closely and proactively with frontend functions to understand product usage in their application and contribute to improved customer product satisfaction. Support Local Inspection Centers to ensure a valid and fast response to customers.
 - Initiate Quality Red Alerts on the production originating from customer complaints; trainings to BCW.
 - Maintain customer quality related data to share the status with the Management.
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Required Skills

- Demonstrable experience in a similar role (automotive experience is an advantage)
 - Bachelor's degree in engineering (mechanical engineering preferable)
 - Fluent English and Japanese
 - Root Cause problem solving/ 8D methodology/ common quality core tools/ statistical knowledge
 - Knowledge of relevant quality standards: ISO 9001 IATF 16949
 - Strong communication and interpersonal skills team player mindset
 - High degree of proactivity thinking out of the box and questioning status quo • mindset
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Company Description

油圧機器の設計、製造、販売ならびに修理。左記に付帯する事業ならびに関連する一切の業務