



PR/110690 | Customer Quality

Job Information

Recruiter[JAC Recruitment India](#)**Job ID**

1609445

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

India

Salary

Negotiable, based on experience

Refreshed

September 22nd, 2026 15:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

- Act as the primary quality liaison for customers, ensuring timely and effective issue resolution.
- Manage customer complaints and warranty claims, driving customer satisfaction.
- Lead root cause investigations using structured problem-solving methodologies, including 5 Why, Fishbone, and 8D.
- Prepare, review, and submit comprehensive 8D reports to customers.
- Coordinate and support customer visits, audits, and quality reviews.
- Drive implementation of corrective and preventive actions (CAPA) to eliminate recurring issues.
- Monitor and analyze customer quality metrics, including PPM, complaints, and field performance.
- Support APQP, PPAP, FMEA, SPC, MSA, and Control Plan activities throughout product development and production.

- Ensure compliance with IATF 16949 standards and specific customer quality requirements.

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Company Description