

Customer Quality Engineer

Lear Corporation is a Fortune 500 company that designs, engineers and manufactures world-class products. We provide complete seating and electrical power management systems worldwide. In our Plant in Tetovo, we have currently open position for Customer Quality Engineer in the Quality department.

Job Responsibilities:

- Daily morning calls with customer SQE for daily rejects and possible claims review
- Weekly meetings with customer representatives regarding RPPM, QN status, 8D reports, and systematic action plan update
- Average official claims raised 2 per week + average 1 non-SQTS claim per week
- Ensures forwarding and understanding of client requests within the organization
- Acts as the primary contact in case of client complaints
- Organizing immediate containment at customer site with external sorting company, providing sorting details, MO, and follow up of results
- Creating 8D report, SQTS entry, for each official claim. This includes composing team according defect definition/origin/impact. Perform root cause analysis, 5-why, Ishikawa, define test, implement and validate corrective action, PFMEA/CP review and update
- Coordination of the process for problem resolution after receiving a client complaint
- Support and moderation of client audits and support of continuous improvement processes
- Organize, perform and overview trials requested by Customer
- Create, propose, edit points in Gray book and boundary samples
- Keeping track of RPPM and overall quality status at customer site – roadmap/action plan

Required qualifications:

- Education: VI-VII level Technical education
- Work experience: 3 years of work experience in a similar or same position preferably in Automotive industry
- Experience and knowledge of quality systems in production and activities for communication with customers
- Language: Advanced level English
- Computer skills: Microsoft Office

Please send your application to the following email lear.macedonia@lear.com.

