

JOB DESCRIPTION
Quality Customer Specialist
(Number of Positions : 1 / Location : **Tanger**)

Reports to : Quality Manager

Responsibilities :

- Analyses results and undertake
- Prepares and coordinates customer audits and visits then documents and communicates audit/visit results. Undertakes appropriate actions and containment plans and oversees its progress and effectiveness to avoid deviation recurrence.
- Communicates customer's claims to concerned parties. Animates claim treatment meeting to investigate customer complaints and perform initial analysis. Communicates 3D report on time to customer including defined containment actions.
- Tracks customer complaints, requests if needed samples and nonconforme products quality analysis and performs the complete analysis with further tests in order to identify nonconformity & nondetection root causes.
- Prepares and communicates to customer 8D report on time including root causes analysis, corrective and preventive action plans.
- Reviews regulary (according to predefined frequency) claim summary with concerned parties and provides proactive and effective support to enhance customer satisfaction and keep a high level of communication and collaboration.
- Stops the production in case of non conformity and takes appropriate decisions according to the non coformity product treatment procedure.

Qualifications and Experience :

- Engineering degree (industrial or technical fields)
- 3 years in similar position in automotive sector
- Customer Relationship Management & Quality standards and system regulations
- Manufacturing processes and associated technologies, Process improvement techniques, Audit techniques
- Quality tools (FMEA, SPC,MSA, Root Cause Analysis, etc.)
- Continuous improvement techniques, Analytical and problem solving skills
- Budgeting & Cost estimating, Project Management, Risk Management, Customer relationship management.
- English and French
- Behavioral competencies: Communication, Building relationships, Self development