

JOB DESCRIPTION

SUPPLIER & CUSTOMER QUALITY ENGINEER

Job Description

Missions

- Ensure contacts with the customers for any problems detected in the factory.
- Ensure the timely processing of customer claims and ensure the implementation of curative, corrective and preventive actions.
- Follow-up and treatment of incidental supplier quality issues.
- Manage quality in the project phase (Product & process modification).

Responsibilities

- Manage the 8D relating to the customer complaints and inform them on the Customer portal.
- Ensure the implementation of security, corrective and preventive actions related to customer claims.
- Participate in QRQC Autonomous Production Unit meetings.
- Participate in the reverse AMDEC activity.
- Follow 8D vendors due to quality issues detected on purchased components.
- Ensure that the PSWs of the components are validated by the group before they are used.
- Set up and monitor the reception check activity.
- Provide the Purchasing Department with all the necessary data for supplier evaluation.

Desired Skills and Experience

Job Skills

- Control of the process approach
- Risk analysis
- Knowledge of ISO 9001 and IATF 16949 requirements
- Control of the requirements of basic tools
- Proficiency in auditing techniques according to ISO 19011
- Knowledge of the specific requirements of the Renault customer
- Control of the use of the Renault portal
- Knowledge of injection and assembly processes
- Knowledge of monitoring plans and AMDECs

Specific Skills

- Control of the 8D approach and problem solving tools.
- Ability to work in a team.
- Leadership
- Good interpersonal skills
- Autonomy
- Adaptability/Rigorous
- Fluent in French & English.

Education / Experience

- Quality Degree.
- Experience more than 4 years in a similar post.
- Experience in automotive industry.

Further information

- Location : Tetouan, Morocco