

Complaint Management Engineer (Ext)

ID: 1415 | 3-6 yrs | Pune | partner

- Execution of customer complaints with interdisciplinary coordination of root cause analysis and corrective measures as well as statements to customer
- Global coordination of Product Retrofit campaigns
- Preparation of project- and product-specific quality data analyses, failure statistics and 8D Reports
- Periodic Reporting about complaints of electronic products
- Definition, rollout and monitoring of Quality KPIs for Product Development
- Coordination of Lessons Learned activities concerning tracing of real Quality issues (design, production) and preventive measures during product development or product changes
- Professionalisation of Configuration Management for electronic products concerning traceability in case of quality issues

Benefits to know

1. Stable (Sustainable) product base company culture
2. Realistic KPI's and Good Increments
3. Cashless mediclaim policy over and above the CTC
4. Employee Stock Purchase Plans over and above the CTC
5. Flexible work atmosphere
6. 5 Day working
7. Onsite Opportunities are provided