

ContiTech OESL Japan Customer Service Engineer

Descrição da função

顧客工場と顧客の品質基準を理解し、OESLと顧客とのインターフェイスとなり、顧客にとって価値ある/信頼されるコンタクトパーソンとしての役割を担って頂きます。

■主要職務内容

<OESL関連部署と顧客工場の品質部門とのファシリテーション>

- 顧客工場固有のパフォーマンスモニタリングおよび社内関係者への情報提供
- 顧客工場が感じている品質の状況を正確に把握し、社内の関係者へ共有・伝達
- 品質/製造上の問題について、製造工場およびセグメントに迅速かつ正確なフィードバック
- コストと品質問題の影響の抑制調整、立ち上げ段階から各セグメントや工場のサポート

<顧客工場・品質部門への対応>

- 担当する顧客工場のエンジニア、ラインオペレーター、品質部門、物流部門、顧客サービス部門との信頼関係の構築
- 積極的な顧客の各拠点への訪問・状況の把握
- 取引先顧客での問題発生時の対応窓口担当及び対応
- 担当顧客の関連工場における外部品質サービスプロバイダーの活動調整
- インシデント発生時は迅速な対応により顧客へのインパクトを最小限とする調整（顧客工場における選別または手直し作業の調整）
- 顧客保証返品センターでの共同事前分析/事前選定を行い、部品返品と関連コスト削減
- 製品変更、顧客工場での試運転、顧客施設での安全な立ち上げ活動のサポート

その他

- 関連するOESL工場/分析センターへの返品部品の移送を調整し、該当する場合は返品データベースへの登録
- エスカレーションが間近に迫っている場合や、重大な事態に対処するために工場品質が顧客先に常駐する必要がある場合に、工場品質とCQM関与へのアプローチと調整

The Customer Service Engineer is the initial quality interface into the relevant customer plants who has to be a valued / trusted contact person to the customers and is seen as a transparent facilitator between CT OESL and the assigned customer plant quality organizations.

For this purpose he/she is responsible for ensuring the initial customer contact and the initial processing of 0-km issues and if applicable warranty field returns. An additional focus is



Identificação da vaga
REF73290Z

Local
Yokohama-shi

Nível de liderança
Leading Self

Modalidade de trabalho
Hybrid Job

Pessoa jurídica
ContiTech Japan Co., Ltd.

the support of Segments/ plants regarding sorting actions, pre-analysis of return parts and activities also in the launch phase to minimize costs and quality issues.

Main tasks could be as follows but not limited

- Establishes a trusting relationship with the customer' s plant engineers, line operators, quality departments, logistic departments and customers service organizations in all assigned customer plants
- Performs regular proactive visits to relevant customer locations at a frequency agreed with the customer.
- Operates as the initial direct contact and response person to customer' s complaints (if applicable).
- Coordinate activities of external Quality Service Providers in relevant plants of assigned customers
- Coordination of sorting or (if applicable) rework actions at the customer facilities and implements immediate actions to minimize customer disruption.
- Provide a true reflection of the customer plants perception of CT OESL' s quality performance by customer plant specific Performance Monitoring and information to internal stakeholders
- Provides quick and accurate feedback to the manufacturing plants and if applicable to the Segments regarding quality/manufacturing issues
- Coordinates the transfer of return parts to relevant OESL plants / analysis centers and, if applicable, registers complained parts in the return database.
- Engage Plant Quality and CQM when an escalation is imminent and when Plant Quality needs to be on-site at Customer to handle critical situations.
- Joint pre-analysis / pre-selection at the customers warranty return centers, resulting in discussions to reduce part returns and the related costs.
- Support of product changes, customer plant trial runs and of safe launch activities at customers facilities.

Requisitos

・理工系大学にて機械工学、電器工学または近しい学位を取得された方

または技術者として同等の教育を受けた者で、さらにビジネススキルを有すること

・自動車業界において5年以上の職務経験、またOEM顧客との直接取引経験を有すること

・ネイティブレベルの日本語力（読み書き会話）お持ちの方

・ビジネスレベルの英語力（海外拠点とオンライン会議ができる）お持ちの方

・自動車運転免許証（普通免許）お持ちの方

[望ましいスキル]

・プロジェクトおよび/またはプロセスの経験

- ・担当顧客の品質要件およびツールに関する知識（報告書/スコアカードを含む）
- ・一般的な品質メソッドとツールの知識
- ・IATF要求事項の知識
- ・コミュニケーションスキル（交渉および紛争解決テクニックを含む）
- ・計画および組織化スキル

- Graduated in automotive engineering, mechanical/electrical engineering or equivalent education as a technician, ideally with additional business skills
- Fluent in English and native language of assigned customer plants (written and spoken)
- More than 5 years of professional experience in automotive business with direct OEM customer contact
- Project and / or process experience is a plus
- Knowledge of Quality requirements and tools for assigned customers (incl. reporting/score cards)
- Knowledge of general quality methods and tools
- Knowledge of IATF requirements
- Communication skills (incl. Negotiation and conflict resolution techniques)
- Planning and organizational skills

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Quem somos

ContiTech is one of the world's leading industry experts. Far beyond our roots as a rubber products manufacturer, we offer connected, environment-friendly, safe and convenient industry and service solutions using a range of materials for off-highway applications, on rails and roads, in the air, under and above the ground, in industrial environments, for the food industry and the furniture industry. As a group sector of Continental, ContiTech currently employs more than 40,000 people in 40 countries and regions and is active as a global industrial partner in Asia, Europe, North America and South America.