

Aubange, June 5<sup>th</sup>, 2023

## Customer Quality Engineer

First Brands Group, for its wiper division TRICO, is searching a Customer Quality Engineer. The position is based in the Manufacturing and R&D center located in Aubange – Belgium.

Reporting to the SQHE Manager, the primary function is to secure an effective management of customer complaints, related containment, corrective and preventive actions.

In this field, the position is:

- Responsible to maintain good relationship and keep close contact with customers.
- Responsible for contacts with customers in cases of complaint or product return, and for the timely treatment of customer quality complaints.
- In charge to communicate on customer complaints to all persons involved in the plant and outside the plant. Maintain a record of customer complaints.
- Securing that the root cause analysis is timely provided to the customer.
- Driving the definition and implementation of containment actions to protect the customer.
- Following up the timely implementation of corrective actions and verify their effectiveness.
- Making sure the customer is kept involved and aware on progress related to his complaint.
- Providing the customer with adequate feedback in the required format / system. Organize visit to the customer when useful or needed.
- Analyzing and reporting on the warranty returns.

Skills :

- Knowledge of quality basics (ADMEC/FMEA, 8D,..), automotive core tools are an asset
- Ability to synthetize complex situation in a didactic way
- Stress resistance and ability to manage communication during crisis
- Excellent interpersonal skills and team spirit
- Ability to simultaneously manage projects with various priorities
- Fluent in French and English. German and other languages are an asset.
- Good practice of MS Office (Word, Excel, Powerpoint),

Trico is offering as well :

- An attractive salary package in line with your experience, including extra-legal benefits and group insurances.
- Holiday package and work flexibility to balance work and personal life.
- Additional training and individual development programs to promote internal mobility and tailored career paths.

If you are interested, please contact Olivier MATHIEU with the ref QA-CQE at [Olivier.mathieu@trico-group.com](mailto:Olivier.mathieu@trico-group.com)