

Aubange, March 11th, 2025

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. Our team of around 200 people designs, develops and manufactures wiping solutions for the original equipment of the world's leading car manufacturers.

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

Position main activities:

- > 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.
- > Responsible of the root cause analysis coordination, formalization and reporting to the customer as per customer timing.
- > 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.

Required Skills:

- > Knowledge of quality basics (ADMEC/FMEA, 8D...), automotive core tools are an asset
- > Ability to synthesize 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.

Hiring process:

If you are interested, please contact Olivier MATHIEU with the ref QA-CQE at Olivier.mathieu@trico-group.com

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