

Engineer QMPP C

Náplň práce

- Provide direct customer service by addressing quality reports received via email or through the customer's official portals.
- Respond promptly to customers upon detection of a potential quality issue in the field or on the production line.
- Participate as a member of a cross-functional team to develop and present structured problem-solving analyses (8D, A3, 5 Whys, Ishikawa) within customer-defined timelines and formats.
- Submit reports to customers on time, either via email or through customer-specific portals.
- Ensure the implementation of immediate, corrective, and preventive actions, verifying their effectiveness while acting as the internal customer representative.
- Manage the analysis of sensors with functional failures returned by customers to identify the root cause of the issue.
- Review technical reports for parts with functional failures to ensure they are clear and accurate for both internal and external communication.
- Coordinate containment activities at customer plants when deviations are detected in the field or during production.
- Communicate containment, corrective, and preventive actions to customers professionally and within the required timeframe.
- Maintain constant and effective communication with customers to ensure satisfaction and timely closure of open issues.
- Ensure compliance with customer-specific requirements related to processes, quality portals, audits, and KPIs (PPM, response times, and escapes).
- Participate in internal, customer, or certification audits (IATF/ISO), providing support to the necessary areas and ensure all relevant information is properly organized and up to date.
- Ensure timely and accurate closure of CQTS cases within the SAP system.
- Perform analysis of warranty data, trends, forecasts, and results.
- Prepare and deliver presentations related to 8D reports and Customer Quality escalations.



ID pozície
REF11572S

Pracovná oblasť
Kvalita

Miesto práce
Silao - Fipasi

Úroveň vedenia ľudí
Leading Self

Kontakt
Felisa Espinosa

Právnická osoba
AUMOVIO MEXICO, S. DE R.L. DE C.V.

Profil kandidáta

- Customer Specific Requirements (CSR).
- Failure Analysis (FA) - Laboratory Analysis - Testing methodologies - Product behavior.
- IATF 16949.
- ISO 9001.
- Strong problem-solving, attention to detail, proficiency in quality assurance methodologies, and excellent.

- Customer relationship management.
- English (advanced)
- Bachelor's Degree Industrial Engineering.

Čo ponúkame

We are committed to building an inclusive and discrimination-free ecosystem in Mexico, these principles are rooted in our corporate philosophy and culture. Therefore, it is totally forbidden to request a pregnancy or HIV test as part of our selection processes.

#LI-FE2

Ready to take your career to the next level? The future of mobility isn't just anyone's job. Make it yours! **Join AUMOVIO. Own What's Next.**

O nás

In September 2025, AUMOVIO emerged as a spin-off from Continental's former Automotive group sector and has since established itself as an independent technology company. The company offers a broad portfolio for safe, exciting, connected and autonomous mobility, including sensor solutions, displays, brake and comfort systems as well as extensive expertise in software, architecture platforms and advanced driver assistance systems for software-defined vehicles. In fiscal year 2025, AUMOVIO generated sales of € 18.5 billion. Headquartered in Frankfurt am Main, AUMOVIO has around 82,000 employees at more than 80 locations worldwide.