

Sr. Customer Quality Engineer

Your tasks

We're looking for a detail-oriented and analytical Customer Quality Lead to join our organization in La Tijera Guadalajara. This role acts as the key interface between customers and internal teams, handling quality issues, driving root cause analysis, and ensuring timely and effective corrective actions.

Key Responsibilities:

- Serve as the primary quality contact for customers for all product-related issues.
- Lead investigations of customer complaints and warranty returns, including failure analysis of electronic components.
- Coordinate and drive 8D problem-solving processes to ensure timely containment, root cause identification, and corrective actions.
- Ensure compliance with automotive standards such as IATF 16949, ISO 9001, and customer-specific requirements.
- Monitor customer quality KPIs (PPM, warranty claims, complaints) and drive continuous improvement actions.
- PPAP submission into Customer Portal
- Participation and coordination in customer audits and ensure closure of findings.
- Collaborate with cross-functional teams (Manufacturing, Engineering, Supplier Quality, R&D).
- Ensure proper documentation and communication of quality issues and resolutions.
- Analyze trends and implement preventive actions to improve product reliability and performance.
- Support field issue management and escalation handling.
- Establish and maintain strong customer relationships, conducting regular reviews of quality performance and improvement plans.

Your profile

- Bachelor's degree in electrical engineering, Industrial Engineering or related field.
- Understanding of: Automotive Core Tools (APQP, PPAP, FMEA, SPC, MSA), problem solving techniques, automotive standards such as IATF 16949
- Excellent organizational and time management skills with the ability to manage multiple priorities.
- Organizational and project management skills.
- Effective cross-functional collaboration.
- Skilled in creating well-structured reports and visual presentations

Preferred skills and experience

- Experience managing Customer Portals (STLA, Ford, GM, Honda, Nissan)



Job ID
REF9555Y

Field of work
Quality

Location
Guadalajara - La Tijera

Leadership level
Leading Self

Contact
Marcela Martin del Campo

Legal Entity
**AUMOVIO GUADALAJARA
MEXICO, S. DE R.L. DE C.V.**

- Strong Customer focus and communication Skills
- 6+ Years of experience in: Automotive industry, Quality and/or Customer Quality Roles, Electronic Products.
- Strong written and verbal communication skills in English.

Our offer

At AUMOVIO 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-MM1

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.**

About us

Since its spin-off in September 2025 AUMOVIO continues the business of the former Continental group sector Automotive as an independent company. The technology and electronics company offers a wide-ranging portfolio that makes mobility safe, exciting, connected, and autonomous. This includes sensor solutions, displays, braking and comfort systems as well as comprehensive expertise in software, architecture platforms, and assistance systems for software-defined vehicles. In the fiscal year 2024 the business areas, which now belong to AUMOVIO, generated sales of 19.6 billion Euro. The company is headquartered in Frankfurt, Germany and has about 87.000 employees in more than 100 locations worldwide.