



Job Title:	Customer Account Quality Engineer		
Department:	Quality	Grade:	L / M
Position Type:	Permanent, Full Time	Location:	Melksham
Job Description:			
Purpose of position:	To be accountable for managing Customer Quality issues within a fast-paced, high pressure environment and to lead problem solving investigations to mitigate immediate safety risk, manage Customers' expectations and prevent re-occurrence.		
Training / Education:	HND / Degree and practical experience of electronics engineering, mechatronics or mechanical engineering (or equivalent, extensive experience & training).		
Professional experience and / or qualifications:	<ul style="list-style-type: none"> • Experienced quality engineer / project quality engineer. • Experienced in problem solving methodologies (8D, 5Why, FTA, Kepner Tregoe etc) up to an industry best practice level • Knowledge of QM module on SAP is essential. • Competent user of Microsoft Office products (Word, Excel, PowerPoint, Outlook, Visio). • Previous experience in a high-pressure customer facing role. 		
Additional skills and requirements (IT, languages, extensive travel, etc.):	Travel within UK & Europe necessary.		
Financial responsibility:	None.		
Key indicators:	<ul style="list-style-type: none"> • Reaction time on complaint receipt acknowledgment. • Reaction times on goods receipt acknowledgment. 		
Responsibility for personnel:	None.		
<ul style="list-style-type: none"> • Ability to understand and capture the customer's voice at various stages of the complaint's management process. • Provide production support on problem solving and on defect reduction cycle. • Act as a quality lead in new product introduction process / APQP process. • Able to lead an inter-departmental / cross functional problem-solving team to provide a robust corrective and preventive action report. • Progress and validate corrective actions from inception to completion using 8D methodology and complementary problem-solving tools. • Monitor, review and report key performance indicator metrics and failure trends. 			

- Provide clear communication to customers and within business regarding warranty / customer quality issues.
- Liaise with customers to understand the in-situ concern.
- Identify and communicate product/service improvement opportunities to the management group.
- Facilitate the customer during Joint Investigations, workshops and continuous improvement activities.
- Play an integral role within the complaint's management process.
- Utilise the SAP QM Module to complete customer investigations through outcome reporting including containment, preventative action and any associated risks.
- Ensure that all significant issues are known, progressed or escalated internally (prior to customer escalation).
- Ensures Customer complaints are handled according to Company standards.
- Driven individual who can plan, prioritise workloads and bring tasks to completion within agreed timeframe.
- Manage the day to day workload and activities associated with investigating customer concerns & new product / services Introduction activities.
- Collaborate with Project & Sales in representing quality department during customer performance meetings.
- Own Customer complaint input into KB QRQC Board.
- Support complaint reporting on SAP.
- Visit customers to represent KBRS UK quality during monthly business reviews and escalation meetings or to support joint investigations / understand quality issues when necessary.

Applying for this position:

By email:

To apply by email, please send your CV and Covering Letter to: recruitment.resmlk@knorr-bremse.com.

Please include the '**Job Title**' in the email subject.

Please note that roles may close earlier than specified should we receive sufficient applications prior to the written closing date. You are required to provide your right to work in order to work in the UK. If you do not receive a reply from us within two weeks your application has, unfortunately, been unsuccessful.