



Our Precision, Your Advantage

JOB POSTING

This document is used to provide a basic description of essential duties and other work elements.

Job Title: Customer Quality Engineer

KYB Americas Corporation, a subsidiary of one of the world's largest manufacturers of shocks, struts and hydraulic components, and a global leader in ride control technology for both OEM and Auto Care (Aftermarket) industries, is growing and we're seeking a Customer Quality Engineer to join our team!

If you are interested in a growing, fast-paced, collaborative company with lots of opportunity, KYB Americas Corporation is the place for you!

Purpose of Position/Summary:

The position of Customer Quality Engineer, CQE, is focused on achieving 100% customer approval. This is achieved through meeting and exceeding customer expectations. This applies to part quality, correct documentation and excellent communication skills. New launch skills are critical. The CQE reports directly to the Director of Quality.

The Customer Quality Engineer, CQE, works directly with the customer to help launch new products, complete quality documentation, facilitate changes and address quality issues in production. The CQE does whatever it takes to keep the customer's line up and running while being supplied with high quality parts.

Essential Duties/Responsibilities:

- Work with cross function team, CFT, to ensure all new launch requirements are met including internal and external documentation;
- Work with CFT to complete all QSA items. All items must be audited;
- Ensure safe launch requirements are met and communicated working with CFT;
- In the case of a customer quality defect, lead CFT to ensure complete investigation;
- Immediate claim notification to the affected department is required. A cell alert and sort must be immediately initiated;
- Working with CFT, complete 5-why and communicate to the customer;
- Upon acceptance of 5-why, enter all data into the PPH log. Ensure all items are closed;
- Prepare and present monthly customer quality reports;
- Travel to customer to confirm corrective actions and review any new issues;
- Lead customer visits and ensure required personnel are available;
- Interface between all departments to ensure KYB understands all customer requirements, including changed to SQM;
- Other duties assigned by immediate Supervisor or Manager on an as needed basis.

Job Requirements:

Bachelor of Science degree in Engineering is required from an accredited institution. 5 years of related experience may substitute for a college diploma. Minimum of 5 years CQE experience in the automotive field preferred. Ride control experience is a plus but not required. This position will focus on stamping, plastics, and welding. Ability to read drawings and communicate specifications is required. Microsoft skillset is required. Must have the ability to communicate across all departments both internal and external. Communication skills across multiple department levels required. Must be able to work with urgency and manage pressure.

ABOUT US:

KYB Corporation produces a variety of ride control, hydraulic, and electronic products for use as original equipment and replacement parts in automobiles, motorcycles, trucks, specialty vehicles, buses, aircraft, railroad cars, industrial applications, agricultural applications, and civil engineering projects. Our global headquarters are located in Tokyo, Japan, and we have facilities in Asia, the United States, Central and South Americas, and Europe.

KYB Americas Corporation, headquartered in Franklin, IN, is a producer of shocks and struts for several Japanese OEM's, such as Toyota, Honda, Nissan, Subaru and Mitsubishi, as well as, producing product for the Aftermarket business.

Website: <http://www.kyb.com>

Company Size: 501-1000 employees

*****NO AGENCIES PLEASE*****

KYB Americas Corporation is an Equal Opportunity Employer