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# Example of Customer Quality Engineer Job Description

Our company is searching for experienced candidates for the position of customer quality engineer. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for customer quality engineer

* Prepares customer related reports (for example customer scorecard) including analysis and driving implementation of needed actions
* Approves changes to existing products or process which have previously been agreed by the customer, partners with sales organization to gain acceptance of changes with customers
* Accountable for coordinating the investigation of customer complaints in partnership with local QA and responsible to communicate outcome to the customer including claim management
* Reviews and approves customer samples using quality control data
* Reviews and submits customer requested documentation such as requalification, data
* Proactively visits the customer's site as needed or requested
* Discuss with customer the PPAP submission requirements in case of changes due to Technical Change Management (TCM) and prepares the customer PPAP submission
* Manages the deviation process with the customer
* In case of an internal product non-conformance steers the evaluation of the non-conformity based on defined and agreed customer specifications
* In case of a customer complaint, leads the problem solving process with the relevant team

## Qualifications for customer quality engineer

* Receive requirement requests from customer
* Provide customer requirements list with status response back to customer and gain approval
* Manages derogations with the customer
* Has the responsibility and authority to stop non conforming products, shipments and / or production
* Positions require a Master’s degree in Industrial, Business Administration, or related field and 2 years of experience as a Supplier Quality Improvement Engineer, Customer Engineer, Logistics, Industrial Engineer or related position
* Alternatively, the employer will accept a Bachelor’s degree in Industrial, Business Administration, or related field and 5 years of experience as a Supplier Quality Improvement Engineer, Customer Engineer, Logistics, Industrial Engineer or related position