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# Example of Customer Quality Job Description

Our innovative and growing company is looking to fill the role of customer quality. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for customer quality

* Reviews test datalog to provide test summary result
* Performs tester set-up and validation in preparation for electrical verification of customer returned units
* Performs basic troubleshooting and repair of FA Lab testers
* Proactively escalates or seek resolution for work related issues to immediate supervisor or subject matter expert
* Be able to initiate or support improvement projects
* Be able to handle assigned tasks beyond the normal scope
* Act as mentor or trainer to newly hired or junior technicians with respect to the work of a test technician
* Able to support 3D report generation for customer quality incidents
* Regularly generate and analyze individual performance metrics for communication to immediate supervisor
* Practice company values

## Qualifications for customer quality

* Lean-Six Sigma knowledge/ Experience
* Preference provided to engineering or technical associates degree
* Statistically data driven & Analytical
* Knowledgeable of GD&T
* Basic concepts of industrial and environmental security
* General aspects of the quality systems, preferably in TS16949