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# Example of Customer Quality Job Description

Our growing company is looking for a customer quality. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for customer quality

* Development, maintainance and continious improvement of customer complaint processes by considering effective tools, methods and compatibility with quality management and production systems
* Handling each customer complaints by analysing root causes, defining and implementing corrections and corrective actions effectively
* Coordination between customers, sales departments, factory, headquarter and customer complaint team with a customer focused approach
* Estabilishing, maintaining and improvement of an effective digitalizied recording, tracking, analysing and reporting tool
* Providing feedbacks for necessary product and process development requirements to the concerned parties like R&D, production and other quality funktions as a result of returned goods root cause analyses
* Continious self development on product and process specific knowledge and concerned national and international standarts
* Development competencies of customer complaint team by training on relatet product and processes
* Handling on site failure detection and repair activities when necessary
* Participation and contribution to the quality processes and activities like audits, CIP, assesments, trainings
* The preparation and technical authorship of customer and internal quality related documents required for the introduction of our new products into manufacturing locations, utilising the statistical analysis skills and technical and quality knowledge that you will gain

## Qualifications for customer quality

* Laurea in Lingue o in discipline economiche
* Preferibile esperienza lavorativa di 1-3 anni
* La conoscenza di una seconda lingua straniera (Spagnolo o Francese) è requisito preferenziale
* Buona conoscenza dei sistemi informatici, in particolare del pacchetto Office
* La conoscenza di gestionali aziendali ERP – CRM è requisito preferenziale
* Flessibilità e precisione