

Revision: 001 Job Description **Effective Date: 2017.12.01** 1. Title CQE Grade (if applicable): 2. Incumbent # 3.1 Direct Supervisor **QA** Manager (indicating title) NA 3.2 Subordinator (indicating title) To be the owner for customer quality standards. Fully understand the 4. Purpose of position customer's quality requirements and ensure that these are accurately (why this position needed) communicated throughout the operation. Act as the customer quality representative in Operations. Handle all quality issue from NPI to end customer include supplier site. 1. Customer Communication - Be the key point of contact for customer 5. Main Responsibility (indicating main objectives and SQE / Purchasing staff with regards to quality matters. responsibility) relationships with customer contacts. 2. Customer Complaints – Ensure that customer complaints are reported and taken actions in a timely manner. Lead 8D activity to ensure good root cause analysis and effective corrective / preventive actions. Carry out verification of effectiveness of actions taken 3. Customer Requirements - Understand all customer requirements including product acceptance standards. Ensure that these a properly documented and included in NPI and Production plans 4. Customer audit -- Lead customer process audit and visit, join system/EHS audit to fully understand customer's requirement 5. Internal Communication - Ensure effective communications with both Operations and Sales staff of customer complaints, corrective actions, project database, include internal DPPM, customer feedback or other specific instructions 6. NPI – Participate in Design /Gate reviews ensuring that customer quality requirements are captured in the NPI plan and are properly translated into manufacturing requirements. 7. Process Control – Participate in development of FMEAs and Process Control plans to ensure robust process controls are implemented to ensure customer requirements are met. 8. Containment Support - Where necessary organize and lead onsite sorting / inspection of defective product at customers' site. Plan and execute sorting activity to maximize efficiency in support of customer build plans and minimize cost to factory 9. Work with NPD&Purchase to support developing supplier in NPI Stage. Support SQE to solve supplier issue in daily basis. 10. Carry out internal process audit to make sure process met customer's requirement. 11. Provide necessary training and guidance for all QCs. 12. Maintain and improve quality system, environment system 13. other duties required by supervisor or manager

6. Scope/Measurement of	1. Actions submission - Short Team <1day / 8D submission < 5days
Performance	2. RMA Scrap Rate <0.15% of sales value
	3. RMA TAT < 5 working days
	4. External DPPM < 5000DPPM
	Project quality database effective maintain
	6. CAR close rate timely 100%
	7. ECN fully implementation
7. Qualification	Education and Training:
	University degree or above
	Experience and Skills
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	At least 3 years experiences in quality management Cond (recycledge of ISO0001 % ISO14001 % TS 16040 and Robe EUS)
	2. Good knowledge of ISO9001 & ISO14001 &TS 16949 and Rohs, EHS
	requirements etc.
	3. Familiar with quality and analysis tools such as FMEA, SPC, DOE, 8D,
	control plan and etc.
	Personality and Competency:
	1. Excellent oral & written communication. Must be able to communicate
	effectively at different levels of the organization and with customers.
	2. Works under minimal supervision in choosing methods for accomplishing
	objectives. Applies advanced and comprehensive knowledge of Quality
	concepts.
	3. Excellent problem solving skills.
	Working knowledge of Statistical Process Control.
	5. Results oriented attitude, achieve through team concept skills/activities
8. Approvals	Signatures & Dates
8.1 Dept Supervisor/Mgr	Signatures & Dates
8.2 H.R. Manager	
8.3 Operation Director/GM	