

Job Description		Revision: 001	Effective Date: 2017.12.01
1. Title	CQE	Grade (if applicable):	
2. Incumbent #			
3.			
3.1 Direct Supervisor (indicating title)	QA Manager		
3.2 Subordinator (indicating title)	NA		
4. Purpose of position (why this position needed)	To be the owner for customer quality standards. Fully understand the customer's quality requirements and ensure that these are accurately communicated throughout the operation. Act as the customer quality representative in Operations. Handle all quality issue from NPI to end customer include supplier site.		
5. Main Responsibility (indicating main objectives and responsibility)	<p>1. Customer Communication – Be the key point of contact for customer SQE / Purchasing staff with regards to quality matters. Build good relationships with customer contacts.</p> <p>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</p> <p>3. Customer Requirements - Understand all customer requirements including product acceptance standards. Ensure that these a properly documented and included in NPI and Production plans</p> <p>4. Customer audit -- Lead customer process audit and visit, join system/EHS audit to fully understand customer's requirement</p> <p>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</p> <p>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.</p> <p>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.</p> <p>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</p> <p>9. Work with NPD&Purchase to support developing supplier in NPI Stage. Support SQE to solve supplier issue in daily basis.</p> <p>10. Carry out internal process audit to make sure process met customer's requirement.</p> <p>11. Provide necessary training and guidance for all QCs.</p> <p>12. Maintain and improve quality system, environment system</p> <p>13. other duties required by supervisor or manager</p>		

