



Team up with us! Vincotech, a group company within the Mitsubishi Electric Corporation, is a market leader and reliable partner in power modules. The enterprise develops and manufactures high-quality electronic power components for motion control, renewable energy, and power supply applications.

Headquartered in Unterhaching near Munich, Germany, Vincotech also owns and operates a production site in Bicske, Hungary, and maintains sales offices around the world. With some 800 employees worldwide, Vincotech delivers off-the-shelf products and application-specific solutions with utmost empathy for customers' needs – fast and flexible.

To reinforce our management team based near Budapest's western outskirts, we are seeking a

MANAGER CUSTOMER QUALITY [all genders]

Your skills are in demand. We need you to:

- / Manage and improve customer claims and returns (8D process)
 - Provide professional defect-analysis services to customers
 - Coordinate and deploy Vincotech resources to investigate issues reported by customers
 - Be a customer-facing negotiator who handles the details of quality issues such as determining the responsibility for and quantity of nonconforming products
- / Monitor/audit the organization to ensure known customer failures are corrected, communicate best-quality practices and ensure compliance with customer specifications
- / Organize, manage and follow up on customer audits
- / Proactively establish and coordinate quality improvement plans to reduce customer claims by analyzing risk factors and monitoring corrective actions
- / Represent Vincotech Quality at meetings with customers and effectively disseminate the information throughout the organization
- / Lead and continuously develop the Customer Quality team

Your credentials are persuasive. You have:

- / A university or college degree in mechanical or electrical engineering
- / More than five years' quality/manufacturing leadership experience with supervisory responsibilities and at least three years' experience in a comparable customer quality management position with proven complaint handling experience for an international clientele, especially Asian customers
- / Experience using quality tools and presenting technical information to a group with confidence and clarity
- / A hands-on, positive mindset
- / Excellent negotiation skills at all levels – this is a must-have

Your are:

- / A strong analytical thinker and an action-minded problem-solver
- / Organized and well structured
- / A team player with the ability to also manage an international lineup

We walk the talk. We offer an opportunity for you to:

- / Be part of a motivating company culture where flat hierarchies and quick decision-making are realities rather than wishful thinking
- / Find long-term career prospects, an attractive salary, very good benefits and a company car – all this can be part of your priority package at Vincotech

We welcome your application and look forward to discussing how Vincotech can become your next career choice.

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EMPOWERING YOUR IDEAS

Vincotech