



INEOS
GRENADIER



Customer Quality Specialist (m/f/d) (Location: Böblingen, Germany)

INEOS Automotive: We have one goal: Manufacture, launch and deliver uncompromising, best-in-class vehicles. It's been an exciting Grenadier journey since our inception in 2017. We've flown past many milestones and, despite the global challenge of 2020, we're on track to deliver our plan. At INEOS Automotive, we're always looking for people who can bring new perspectives to our teams. People with entrepreneurial spirit, who enjoy taking on new challenges and are comfortable with handling risks and uncertainties. 2021 and 2022 are our years of execution and as a **Customer Quality Specialist (m/f/d)** you will play a huge part in this. If you are looking to join a scale-up business that values your curiosity, drive, and expertise whilst taking on a career defining role, then INEOS Automotive welcomes your application.

Your Role: The job holder manages the overall company's Customer Quality targets by defining, improving and continuously evaluating customer requirements during the development phase, as well as monitoring competitor solutions.

Responsibilities include (but are not limited to):

- Define, implement, maintain and continuously improve challenging overall Quality targets as a foundation for business success for all business units, in case of deviations define countermeasures
- Define, implement, maintain and continuously improve tailored made Customer satisfaction KPIs based on our brand for our products
- Define, implement, maintain and continuously improve methods to measure customer satisfaction even in project phase (to ensure customer satisfaction after SOP) and in case of deviations provide countermeasures
- Advise with appropriate measures how customer satisfaction will be achieved during product development phase
- Provide and align on reporting and adjustment of Quality Targets for Ineos and for each business unit
- Continuous evaluation of customer feedback and comparison with actual targets, in case of deviation definition of measures, escalation to line manager for major deviations
- Adjust and re-align quality targets and/or sensors continuously to the target customers by up-to-date knowledge of current and future quality requirements (e.g. by monitoring trends, also in areas outside the automotive industry, in coordination with the sales department) if needed

For the Customer Quality Specialist (m/f/d), we are looking for:

- Technical degree in engineering or similar studies
- Minimum of 3-5 years experience in Quality Management in Automotive Industry
- Minimum of 3-5 years experience in the field of quality KPIs and customer feedback
- Minimum of 3-5 professional experience in the field of customer studies and market research and analysis in the automotive industry
- High understanding and knowledge in how to improve customer satisfaction
- Good market overview and knowledge of competitor solutions
- Ability to create new quality standards and KPIs regarding customer feedback
- Good analytical thinking
- Very good English skills
- Willingness to travel for business trips

If the Customer Quality Specialist (m/f/d) role sounds of interest and you want to learn more, please apply with us today!

[Job Details \(ineosgrenadier.com\)](https://www.ineosgrenadier.com)

Your contact:

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