

"At Diehl, we combine tradition with innovation to provide **sustainable solutions** for our customers."

MAKE IT WORK SMARTER



Customer Quality Manager

These are your tasks:

- You manage 8D analyses and input data into the CAQ system.
- You manage and prioritize the customer claims.
- You conduct risk analysis and propose provisions if necessary.
- You define transactional agreement protocols.
- You prepare cost collection processes for significant claims. Additionally, you are responsible for managing and reporting KPIs.

Who we are looking for:

- You hold a Bachelor's degree or other engineering diploma.
- You possess several years of experience in quality methods, customer relations, and industrial knowledge.
- You are an expert in quality methods (8D, Ishikawa, etc.), insurance processes, and local law. Mechanical or electronic knowledge is a plus.
- You are proficient in English, German is a plus.
- You are familiar with SAP and Office software.

Work location: Lisle, IL

Job Level: Professional

Working mode: Hybrid working

Working time: Full time

Employment contract: permanent

Division: Diehl Metering

Start: as soon as possible

As an established company, we aim to achieve solid and lasting growth. You will enter into a diverse corporate world, which gives you the room to develop your own ideas and solutions, of which both you and we are proud. We offer an excellent benefit package, flexible working hours, tools for professional and personal development and the opportunity to be part of a growing subsidiary within an international company. Diehl Metering is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

These are your potential benefits



Professional and personal development



Onboarding program



Family-owned company



Extra vacation days



Company mobile and laptop

Achieve what matters, with Diehl.



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