

"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:

- Your target is to achieve full customer satisfaction by balancing customer and business needs. To do so, you are in close contact with the customer, maintaining strong relationships and managing as well as prioritizing their claims.
- You manage 8D analyses and input data into the CAQ system.
- 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 and you possess several years of experience in quality methods, customer relations, and industrial knowledge.
- You are strong in building and maintaining customer relationships, understanding their needs and finding suitable solutions.
- You are an expert in quality methods (8D, Ishikawa, etc.), insurance processes, and local law. Mechanical or electronic knowledge is a plus.
- You are familiar with SAP and Office software.
- You are proficient in English, German is a plus. Additionally, you are open to occasional domestic business travel.

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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