



The Masterfoam Group has been processing flexible materials using technological diversity for over 50 years. Based on flexible foam, cellular rubber, and non-woven materials, we develop and produce customized products. Masterfoam produces in the Netherlands, Romania, Mexico and Spain and has a sales office in Germany. Masterfoam is an established partner of automotive suppliers, the packaging and general industry.

For our plant in Bistrita, Romania we are looking for:

Senior Customer Quality Engineer

We are searching for a communicative candidate who must have:

proven experience as Quality Engineer within automotive environment.

You act proactively and you are passionate about our products and the clients we serve. You will act as a point of contact for our customers. You will build long-lasting, mutually beneficial relationships with the contacts. You also aid internal departments by collecting information, assisting in the processing and analysis of data, and identifying industry trends.

The Job Description

Your main responsibilities:

- Leads customer communication, technical discussion, escalations;
- Develop and implement quality control plans and procedures to ensure adherence to industry standards, customer requirements, and regulatory guidelines;
- Conduct inspections and audits in-process production, and finished products to verify compliance with specifications and quality standards;
- Collaborate with cross-functional teams, including production, engineering, and supply chain, to address quality issues, implement corrective actions, and prevent recurrence;

- Lead and participate in problem-solving activities, such as root cause analysis, failure mode, 3D/8D analysis and effects analysis to drive continuous improvement & reduce defects;
- Tracks customer complaints, requests if needed samples and nonconformed products quality analysis and performs the complete analysis;
- Communicates action plans to involved teams and follows up its progress and effectiveness. Closes the claim according to actions completion and validation;
- Provide training and guidance to employees on quality standards, processes, and tools;
- Active role in the APQP implementation, coordinates and submits PPAP to customer (including customer portal);
- Monitors the customer portals related quality topics;
- Ensure compliance to company guidelines, policies and procedures.

The Successful Applicant:

- University Degree in Engineering, Quality management or similar fields;
- Proven experience as a Quality Engineer or in a similar role within a manufacturing environment, over 3 years required;
- Experience in working directly with OEM is mandatory;
- Solid understanding of quality management principles, methodologies, and tools, such as statistical analysis, root cause analysis, and process control;
- Excellent problem-solving skills, with the ability to identify root causes and implement effective corrective and preventive actions;
- Experience with EMPB / PPAP documentation;
- Experience with the 8D methodology;
- Strong communication and interpersonal skills, with the ability to collaborate effectively with cross-functional teams and suppliers;
- Detail-oriented mindset with a focus on delivering high-quality work;
- Fluent in written and spoken English is must, (Knowledge of German is a plus);
- Adaptable to new challenges and perspectives.

The above is meant to describe the General requirements and the work carried out by this position. It should not be taken as an exhaustive list of tasks, responsibilities or requirements of this job position.

We offer:

- Permanent position with long-term job and career prospects in a growing and internationally operating company.
- A wide range of tasks with a high degree of personal responsibility, a young and dynamic team and fast decision-making processes through flat hierarchies.
- Plenty of room for your professional development and the chance to take responsibility to achieve sustainable growth.

- Attractive and partly performance-related compensation package.

Please send your application documents in English by mail to m.pascu@masterfoam.com or p.talos@masterfoam.com

MASTERFOAM

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