

NCM COORDINATOR - APAC

Responsibility

Key Result Areas: Driving the customer complaint processes across APAC region.

Major Activities:

- Verification, controlling & improvement of complaint processes & handling times
- 8D reports vetting, prepare NCM presentations & other statistics / trends
- Analysis of NCM initial & direct the NCM pathway
- Coordination with complaint management team effectively
- Monitoring of Repeat complaints & review of root cause & CAPA with Operations & SCM.

Outcome:

- Improvement of complaint processes & handling times
- Improved customer satisfaction
- Standardize complaint process across APAC region.

Key Result Areas: Effective customer & vendor complaint process

Major Activities:

- Monitoring of Repeat complaints, review of root cause, and establishing CAPA studies.
- Optimization and adjustment of the complaint processes, including training as needed.
- Providing support to QM APAC for summary findings to Management team.

Outcome:

- Reduction of repeat complaints and Management awareness.

Key Result Areas: Driving the vendor complaint processes across APAC region

Major Activities:

- Monitoring of NCM for Raw materials, Additives, Services (SCM & OPS)
- Optimization and adjustment of the supplier complaint process, including training as needed.
- Verification, controlling & improvement of supplier complaint processes & handling times
- 8D reports vetting, prepare NCM presentations & other statistics / trends
- Analysis of NCM with SCM and OPS on vendor selection and elimination.
- Outcome :
- Standardize vendor complaint process

Key Result Areas: Direct support to ensure various sites/offices are meeting ISO9000 compliance with respect to non-conformance system application.

Major Activities:

- Internal auditing support
- External audit preparation & participation
- Support for documentation, review & revision
- Training

Outcome:

- Ensure adherence to ISO 9001 compliance and successful recertification.

Required profile:**Level of education & Knowledge:**

- Minimum Post graduation in Polymer Chemistry/Technology or Industrial engineering
- Knowledge of Quality Management and its rules
- Fluent English communication (spoken & written)
- Management skills by influence

Experience in general:

- Minimum 5 years of experience in relevant QM functions or Process Ownership

Technical skills:

- Good IT skills (mainly Outlook, MS Excel, MS Word, SAP)
- Sound analytical skills and abilities to abstract
- Strong understanding of technical information received
- Experience with ISO standards
- Strong statistical/analytical skills
- Specific Root Cause Analysis Technics (5-why, FMEA etc) and Appropriate Applications

Competencies, Behavioral skills:

- Ability to set priorities
- Well-organized, able to work to strict deadlines with a good attention to detail and accuracy
- Pro-active, Self-motivating, Cooperative & Assertive
- Team player
- Strategic, analytical and critical thinking.
- Initiative, flexibility and entrepreneurship
- Performance driven
- Eagerness to exchange knowledge and information

Performance indicators: Describe the criteria allowing to measure to what extent the results are achieved - related to the accountabilities

Effective coordination for Investigation of NCM

- affectivity of corrective actions - Reduction of Repeat Incident
- Throughput-time of complaints handling – KPIs
- Trend of complaint KPIs
- In-time NCM report preparation

Effective coordination for complaints related to Service, RMs, and Additives with SCM

- Trend of complaint KPIs
- Interdependent complaints reduction
- Compliance of systems at Toller's & Service providers
- Service provider NCM count as well as audits.

Job requirement

- May have to climb ladders and stairs for investigations.
- Walking up to 8 hours a day
- Must be able to lift up to 25 Kg for sample handling at times.

Legal training requirement:

- No specific legal training beyond company required.