

Notre client, acteur majeur du domaine de la santé et l'un des principaux fournisseurs mondiaux de dispositifs médicaux, recherche un/une :
Senior Customer Quality Manager – Global Accounts F/H

Reporting directly to the WW Director of Customer Quality- Global Accounts, you serve as the first point of contact for all assigned customer quality activities covering multiple sites. You are responsible for :

- directing all Quality activities related to the assigned global account(s).
- all customer quality interfaces for the assigned global customer(s) at each of its global sites including negotiation and approval of WW Quality Agreements and Customer Specifications. As the agreement and specifications will likely cover all global sites for the assigned customer, you frequently interact with the Director and/or VP of Quality of the account.

You work closely with :

- the WW Director of Customer Quality- Global Accounts and worldwide Quality counterparts to integrate international quality and compliance initiatives and promote WW business improvement for your global customer(s).
- Global Account Managers (GAM), as well as all key members of the Global Accounts LT (Leadership Team) and organization, as necessary. You bring the global customer's voice to the BU (projects, future development, issues, risks, trends scorecard results, etc) and are the voice of the BU to the global customer. You interact comfortably at the most senior management level (director and VP levels) and know when to involve the Company senior management.

You define and effectively manage the escalation process. You manage complex situations and internal resources to ascertain a global solution for customer issues. You stay abreast of quality/ technical knowledge critical for understanding customer technical/scientific requirements and the Company's capability to meet them.

Main responsibilities:

- Define and negotiate Customer Quality Agreements and Customer Specifications
- Manage Customer Complaints
- Facilitate Customer Audits
- Address Quality/Technical Customer requests
- Voice of the Customer
- Leadership/ Organizational Development

Location: Grenoble

Position Requirements :

Education	B.S. or M.S. degree in engineering or related scientific discipline
Experience	Minimum of 10 years of experience in pharmaceutical or medical device industries or equivalent.
Knowledge and Skills	<ul style="list-style-type: none"> • Strong Knowledge of Engineering and Pharmaceutical Processing • Strong interpersonal, organizational, communication and presentation skills; ability to give and receive feedback • Ability to understand PS business strategy and key strategic imperatives/metrics and align priorities and resources to deliver on customer commitments • Ability to interface with technical resources and scientifically based teams • Quality Engineering skills including a thorough understanding of Industry Regulations and basic Statistical Methods for Quality Assurance • Excellent problem solving and analytical skills • Ability to interact and influence autonomously with VP level at customer • Ability to influence internally at plant leadership level, WW functions leaders and WW LT levels, as well as other business units serving the global customer

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