

Experienced

Assistant Manager

Modules & Polymer Products - Motherson Technology Services Limited (MTSL) - Sanand, India

At Motherson, we’re committed to creating long-term jobs and advancing global careers. Featured on TIME’s World’s Best Companies list, we are a diversified global design, engineering, manufacturing, assembly and logistics specialist, delivering full-system solutions to customers across industries. With a focus on innovation, quality and sustainability, we strive to be a trusted industrialisation partner and an employer that nurtures a diverse, inclusive workplace.

Our Modules and Polymer division leads automotive innovation, producing everything from plastic components to complex integrated systems. Trusted by major OEMs worldwide, we also specialise in mould design, tooling, and high-quality upholstery for passenger vehicles. Join us in shaping the future of mobility.

What you'll do

- Required Skills & Competencies
- • Good knowledge of MS Excel and PowerPoint
- Leadership and cross-functional team coordination skills
- Ability to work under customer timelines and pressure
- Preferred Background:
- • Tier-1 automotive supplier experience
- Automotive lighting industry experience preferred

What we are looking for

- 1. Customer Quality & OEM Handling
 - • Independently handle customer quality activities for MSIL, Tata Motors and other OEM customers.
 - Handle customer complaints from initial reporting to final closure within the agreed timeline.
 - Attend customer meetings, quality reviews, audits and concern investigation activities.
 - Ensure timely submission of containment, root cause analysis and corrective action reports.
 - Monitor customer quality performance and initiate improvement actions for repetitive concerns.
- 2. Customer Complaint & Problem-Solving
 - • Strong knowledge of structured problem-solving methodologies such as:
 - 8D, Why-Why Analysis
 - Ishikawa / Fishbone Analysis
 - FTA
 - Conduct detailed analysis of Occurrence, Detection and Outflow causes.
 - Coordinate with Production, Process Quality, R&D, Supplier Quality and Manufacturing Engineering for root cause identification.
 - Define and monitor containment, corrective and preventive actions.
 - Implement horizontal deployment of corrective actions wherever applicable.
- 3. Warranty Management
 - • Handle field and warranty complaints received from OEMs/dealers.
 - Perform warranty part analysis and coordinate detailed investigation with concerned teams.
 - Conduct failure mode and failure mechanism analysis of returned parts.
 - Identify whether the concern is related to manufacturing, assembly, supplier, electronic component, handling or field conditions based on technical evidence.
 - Drive actions for reduction of warranty PPM and warranty cost.
- 4. Automotive Lamp Product Knowledge