



Function Owner

Workplace: 10000, Rabat

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What to expect:

- Responsible for SEAT's error management.
- Main interlocutor between SEAT, consortium and supplier in the Error-Telcos.
- Error database monitoring (e.g. eliminating redundant tickets, verifying that error handling timings are met, etc.)
- Distribution of errors to be verified in each SW.
- Distribution to FOs of errors with vendor Open Requests
- Distribution to FOs of KPM tickets opening other areas.
- Weekly distribution of errors to be clarified, completed, etc.
- Review that the KPM tickets are properly opened and have all the necessary information to be analyzed.
- Reporting on error status (Anlaufrelevant Tickets, Fehlerstatistiks, Top Errors, Function Reports)
- Management and maintenance of reports created with Business Objects
- Management of external infotainment complaints (WiFa, SoFa, EG, GQ, customer complaints, etc.) and internal complaints (dep. test drives, management, group leaders, etc.).
 - ☒ Perform relevant HowTos (e.g. how to open

What you bring along:

- Weekly reports for each of the projects
- Weekly dispatch of Fehlerstatistik
- Assistance to module and supplier telcos
- Preparation of SEAT's ticket tracking telcos
- Management and centralization of complaints/complaints from other departments.

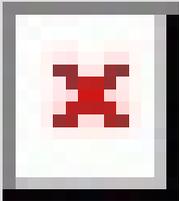
tickets, etc.)

- Preparation and leadership of internal Fehlerrunde (HOT FIX)
- Prioritization/error escalation to consortium and supplier
- Participation in the SEAT Error-Management forums of other areas.

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What we offer:



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