



Mitsubishi Motors Malaysia Sdn Bhd is the official distributor of Mitsubishi Motors vehicles in Malaysia. As one of Malaysia's leading automotive company, Mitsubishi Motors Malaysia is committed to produce and sell vehicles that are technologically advanced, high in quality, performance, safety, and comfort.

We invite suitable talented individuals who are result-oriented, fast-paced and committed to join us as:

ASSISTANT MANAGER / MANAGER (WARRANTY MANAGEMENT) – FIELD SERVICE QUALITY (based in Shah Alam)


To strengthen dealer service operations towards customer satisfaction and efficiency through direct assistance in dealer support.

Responsibilities:

- **Reporting to HOD:**
 - Manage, plan, organize, implement, and report on overall warranty management service operations to achieve department goals and objectives.
 - Lead warranty team & managing overall warranty process effectively.
 - Develop processes for clear and concise internal/external warranty reporting.
 - Effective report - Ensure appropriate format and content accurately convey warranty claim status and counter measure.
- **Effective Warranty Budget Management:**
 - Ensure all warranty claims comply with warranty policies.
 - Manage claim rejection from principals, vendors, and insurance companies through effective communication and strong negotiation.
 - Conducts risk analysis & assessment on existing practices and monitors standards against trends & best practices in automotive industry.
 - Responsible in audit, conducting investigation on any irregularities and preparing report on finding.
- **Product Quality Analysis & Improvement:**
 - Perform analysis on product quality.
 - Provide comprehensive reports to principals, factories, vendors, and other related parties to improve product quality and warranty claim process.
 - Manage vendors related to efficient warranty claim process and improve customer satisfaction.
- **Enhancing Product Reliability:**
 - Support activities to improve product reliability despite market conditions.
 - Work closely with team members to identify and develop preventative measures to reduce incident and problem reoccurrence.

Human Capital Management Department

Mitsubishi Motors Malaysia Sdn. Bhd. (680028-M)
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- **Staying Current with AI Technology and Automation for daily Claims Validation & Consolidation:**
 - Validate and consolidate daily warranty claims in the in-house system.
 - Keep pace with claims processing technologies, procedures, and policies by exploring AI, digitalization, and process automation tools.
 - **Cross-Functional Resolution:**
 - Address and resolve technical and commercial warranty issues by working with cross-functional teams.
 - Work collaboratively, recognizing when team members require support and providing assistance as needed.
 - Continuously improve dealers' competency in warranty matters with minimal guidance.
 - **Monthly and Ad-Hoc Reporting:**
 - Compile monthly reports and ad-hoc reports as requested by superiors.

Requirements:

- Minimum qualification: Degree or higher qualification in Automotive/ Mechanical Engineering or any related discipline from recognized institutions.
- Minimum 7 years working experience preferably in after-sales at manufacturer or distributor level.
- Strong leadership quality and possess strong understanding of after sales business especially in managing customer needs & expectation.
- Ability to be self-directed in a remote work environment, adapt to changes and demonstrated teamwork skills.
- Strong analytical process, strategic mindset and principle-based problem-solving capabilities
- Ability to communicate professionally both verbally and written
- Pleasant personality, proactive and possess good analytical thinking
- Customer focus, highly committed and result oriented
- Experienced working with Microsoft Office Products (Excel, PowerPoint, Word) and other analysis tools such as Power BI

Interested applicants are invited to write-in, fax or email a detailed resume stating qualifications and experience, current and expected salary together with a recent passport-sized photograph to :