



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:

EXECUTIVE/ SENIOR EXECUTIVE – WARRANTY ANALYST **Field Service Quality Dept.** **(based in Shah Alam)**

Manage and lead warranty data analysis, the Extended Warranty Program (EWP), and digitalization projects for the warranty department. Simultaneously, initiate cost reduction activities based on quarterly performance by applying strong warranty judgment, Gemba Kaizen, and vendor engagement.

Responsibilities:

1)Warranty Analysis & Cost-Effective Activity

- Perform warranty claim trend analysis on a monthly and quarterly basis
- Compile Out of Manufacturing Warranty (OMW) utilization and provision
- Prepare comprehensive financial reports related to warranty claims
- Conduct product quality analysis and propose countermeasures to reduce expenses
- Use data analytics to keep an eye out for anything unusual in warranty claims data. Look for patterns like repetitive claims, unexpected part failures, or suspicious trends.
- Conduct market studies and understand the voice of the customer to balance customer satisfaction. Engage with customers post-warranty service and gather feedback on their experience.
- Hold quarterly and monthly meetings with TMI to discuss rejection rates and countermeasures.

Human Capital Management Department

Mitsubishi Motors Malaysia Sdn. Bhd. (680028-M)
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2) Digitalization & Warranty Business Improvement

- Lead the overall digitalization project in the FSQ department, with a primary focus on warranty analysis.
- Initiate the use of POWER BI as the main platform for warranty analysis.
- Lead the overall digitalization project in the FSQ department, with a primary focus on warranty analysis.
- Explore automated systems to ensure consistent handling of warranty claims, reduce paperwork, minimize delays, and prevent errors. Implement workflows that validate claims against predefined rules.

3) Collaboration & Product Quality Improvement

- Local Parts & Accessories Claims Routing Improvement:
- Provide alternate point of contact (after the Section Lead) for communication between MMM, MMC, and the insurance provider regarding warranty issues
- Collaboration with CKD/QA Team on Product Quality
- Cross-Departmental Collaboration on Warranty Audits
- Support Field Quality Department in Product Recalls
- Act as the point of contact for the Cross-Functional Team
- Handle special projects as necessary
- Undertake ad hoc assignments as directed by the Head of Department

Requirements:

- Bachelor's degree preferably in mechanical/automotive engineering or in related field
- Minimum of 3 years of experience in the automotive industry.
- Preferably with experience in managing warranty processes and exposure to analytical skills.
- Advance knowledge in Power BI or any analysis tools
- Possess strong technical know – how in diagnosis and troubleshooting for automotive/mechanical systems.
- Proficient in English including written & verbal communication.
- Strong communication skills & business presentation.

Interested applicants are invited to write-in, fax or email a detailed resume stating qualifications with a recent passport-sized photograph to: