

Job Description – Final Quality Inspector

Job Title:	Final Quality Inspector
Department:	Service
Position Type:	Full-time
Reporting To:	Works Manager
Responsible on absence:	Floor Supervisor

The Final Quality Inspector acts as a key contributor to help the dealership maintain highest level of service, operating and quality standards in conformance to Royal Enfield norms.

Primary Responsibilities

- **Quality Standard Maintenance**
 - Act as the owner of the final service quality check at the workshop before delivery
 - Carry out post service test drives and regular checks to document any failures in compliance with Royal Enfield Operating Standards & work procedures
 - Involve the relevant stakeholders in case of any service failure and ensure resolution
 - Assist Works Manager in keeping a track on recurring lapses and technical issues
 - Over a period ensure that FQI checklist is internalized and practiced at the floor level
- **Customer Satisfaction**
 - Implement measures and programs to achieve customer retention, and improve services by dealing with repeat repairs cases.
- **Skill Development**
 - Identify quality related training requirements for service staff

Candidate profile

- **Educational Qualifications:** Diploma / Graduate / extensive technical experience
- **Industry:**Auto [2 wheeler preferred]
- **Minimum experience:** 2-3 years
- **Profile:**1-2 yrs of technical experience in automobiles [2 wheelers]
- **Competencies:**
 - Technical Knowledge - Service