

**Site** : Pont de l'Arche (27)  
**Service** : SAV - Export  
**Type de contrat** : CDI  
**A pourvoir** : Immédiatement

Le groupe **Luneau Technology** est un des leaders mondiaux sur le marché de l'optique ophtalmique. Il développe et distribue des équipements de haute technologie destinés aux acteurs de la santé visuelle.

**Luneau Technology France** est une filiale du groupe éponyme, localisée près de Rouen à Pont de l'Arche dans l'Eure. Luneau Technology France valorise le savoir-faire des professionnels de la santé visuelle : Ophtalmologistes, Orthoptiques, Optométristes et Opticiens en leur proposant des solutions innovantes qui fluidifient et améliorent le parcours (ou l'expérience) du patient.

Le Groupe conçoit des équipements aux technologies innovantes sous les marques Visionix, Briot et Weco et propose différents instruments médicaux grâce à l'intégration de Haag-Streit France et la distribution de la marque Canon.

Notre service export recherche un(e) **Gestionnaire satisfaction client / Customer success manager** pour participer à l'amélioration de la satisfaction client des sociétés du groupe.

**Main tasks of job** : *(ce poste requiert la maîtrise de l'anglais, aussi l'offre a été volontairement traduite en anglais)*

Customer satisfaction via long term product reliability – Customer Success manager is responsible to ensure internal and external processes support organisational goals to meet customer expectations. This means product quality standards, high quality transparent intercompany communication and the creation of positive partnerships with all other departments to foster continuous improvement culture

- Customer satisfaction in terms of product reliability and service response (Distributors, OEM, End users - Internal and external clients)
- Work with cross functional departments on product fault types to prioritise focus on client focused product improvements.
- Process efficiency – identify and quantify cost of quality issues – internal and external. Prioritise resolution and implement cross functional solutions.
- New product launch – working with cross functional departments to drive new product reliability and post sale support - analysis, design feedback, fault types, training, spare parts. Actively participate in production meetings with the manufacturing team.
- Quality positions manufacturing VX/PDL – dotted line to Quality manager. in manufacturing to standardise reporting / quantify issues and track resolution
- Review of quality control manufacturing - in all locations
- Quantitative data standards - regular analysis of statistical faults, monthly review meetings with technical teams to drive improvement to drive excellence
- Change management – Must be able to deliver services whilst introducing change to the operation
- Introduce, Track & manage quality & safety metrics for each facility & product line to meet agreed targets
- Drive the Critical Success Measurement process into the regions focusing on the metrics
- Comply with the HSE policies and Quality Management.
- In addition to the duties and responsibilities listed, the job holder is required to perform other duties assigned by the manager from time to time in relation to the job holder's skills and abilities
- Analyse failure cases in the field and prioritise efforts to improve product reliability, training needs and business solutions
- Analyse issues to consider solutions that are cost effective without compromising quality

**Profile & Experience :**

- ✓ Technical/Engineering qualification
- ✓ Minimum 5 years' experience in a QA or process improvement position with product manufacturer. Experience implementing quality processes within a matrix international organisation. Experience implementing change to improve the customer experience.
- ✓ Strong rigor
- ✓ Fluent english required

**Professional Skills :**

- ✓ Skills include strong leadership, management abilities, analytical and problem-solving abilities.
- ✓ Leadership skills and ability to influence others.
- ✓ Excellent analytical skills with problem solving ability – team player,

**Liaison / Influence with :**

- ✓ All departments - including sales, R&D, Technical service teams, Product Management, Production, Customers and distributors

Please send us your CV and cover letter by email.: [DRH-recrutement@luneautech.com](mailto:DRH-recrutement@luneautech.com)