Doctorate Program – Customer Quality 4.0

The drive of our customers should be an experience - breathtaking, unique, tailored to individual needs. Let's do so!

If you have a passion for cars and if you like to work in a dynamic, young and international atmosphere - SEAT is the place to be. We offer a 3-year Doctoral Program (PhD) to professionals with training in disruptive information and communication technologies and a fluent level of Spanish and English for the development of an innovative project within the Customer Quality department in collaboration with the Polytechnic University of Catalonia (UPC) in Barcelona.

What is the project about?

At SEAT, we care about the experiences and opinions of our customers. For this reason, we carry out a comprehensive evaluation of technical queries to ensure the excellence of our final products. With the help of emerging technologies such as Internet of Things, Big Data & Analytics, Artificial Intelligence and Blockchain, among others, new services and applications of Customer Quality can be created.

The main goal of this project is to develop new technological solutions that allow us to streamline the process of analysis and resolution of technical queries in Customer Quality.

What will you do?

- Seek for emerging technology trends, explore both internal and external innovation initiatives and evaluate the existing quality processes and systems to identify new business models and new data applications.

- Contribute actively to the definition and update of the future customer quality strategy and vision and to the development of key innovation and transformation projects of the department.

- Design and evaluate an innovative solution including the development, simulation and test of a prototype in a controlled environment and the study of practical and economic considerations for a future pilot and deployment of the proposed solution.

What are we looking for?

Academic training/education:

- Degree / Bachelor + Master or Higher Degree in Information and Communication Technology and Computer Science.

Complementary knowledge:

- Technical knowledge of vehicles.

- Master in new technology trends (Artificial Intelligence, Big Data & Analytics, Internet of Things, Bockchain...)

- Knowledge of the error and fault analysis process.

- Structured analytical approach for problem solving.

Languages:

- Must be able to speak, read and write Spanish and English (German is a plus).

Other requirements:

- Availability to travel.

- Have developed projects in industrial design, hardware design, artificial intelligence, etc.

- Structured analytical approach for problem solving.

- Experience in multicultural and multidisciplinary teamwork.

- Good communication, presentation, technical writing, critical analysis, and problem solving skills.

- Ability to work autonomously and proactively.

- Technical knowledge of the vehicle is a plus.

- Knowledge of the process in error analysis and failure is a plus.

What do we offer?

- Competitive salary conditions.

- Full time position.

- Work location: Barcelona HQ.

- International environment.

- Stays in other related departments at SEAT and other Volkswagen-Group brands.

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