

Contact: Eric Mayne

Kendell, William

Senior Vice President, North America Customer Experience, Stellantis North America

William Kendell was named senior vice president – North America customer experience at Stellantis North America in June 2023.

Kendell is responsible for the North American team's pursuit of industry leadership in customer experience, in keeping with the global organization's mission statement – Every Customer Counts, Every Journey Matters.

He joined the company in 1994 as an engineer in the original Trenton Engine Plant and subsequently held multiple quality- and manufacturing-related positions, including:

- 2023-current, Senior Vice President – North America Customer Experience, Stellantis North America
- 2021-2023, Vice President – Stellantis Global and North American Powertrain Supplier Quality Development
- 2015-2021, Head of Propulsion Supplier Operations
- 2014-2015, Head of Quality – Alfa Romeo
- 2012-2014, Head of Quality – Maserati
- 2010-2012, Director – Current Production Quality
- 2008-2010, Quality Responsible – Chrysler/FCA Powertrain
- 2006-2008, Quality Manager – Chrysler Mack Engine Plant
- 2003-2006, Production Manager – Chrysler Mack Engine Plant
- 1999-2003, RE Manager – Chrysler Mack Engine Plant
- 1998-1999, Supervisor: Reliability, Dyno and Proto – Chrysler Jeep Truck Engine Engineering

Kendell earned a Bachelor's degree in mechanical engineering from the University of Detroit-Mercy, as well as a master's degree in business administration from Michigan State University.

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