

# Customer Product Quality Management

## Jūsų užduotys

**Tracking and Monitoring** Monitoring of 8D processing in terms of cycle time and quality in both, CQTS and customer portal

Lead high level internal and external issue resolution, for multiple Continental plants ensuring timely response & customer satisfaction  
**Data Management, Reporting & Escalation** Customer performance and scorecard monitoring for all BA products and plants, and initiate actions in case of identified deviations to target

Identify & escalate customer-related risks & critical issues to be handled as tC clearing and tC case management  
**Customer interface** CPQM is a global overarching customer interface for Quality related matters

Represents Quality Management of the Business Area towards his/her assigned Customer on a worldwide basis

Monitors Customer Performance Rating / Score Card - triggers actions in case of deviations

Responsible for preparation and participation in regular and/or global Customer Meetings at operational and executive levels.

Leads customer specific quality reviews, both, internal and external  
Supports safe launch activity support at the customer

Ensure outcome of customer Q targets and CSR negotiation is taken into account during the entire Product Life Cycle. Collect, communicate and train on the customer requirements within the BA and plants, for timely execution.  
**Training / Know-how Sharing / Coaching** Initiate and lead global Read Across process for multiple Conti locations. The emphasis is on Lessons Learned sharing, issue prevention and plant-wide quality improvement initiatives, supporting a proactive culture within the BA.

Offers training & coaching for Customer related APQP process

Plans, implements and directs high-level quality improvement activities in collaboration with the customer and CQM

Provides customer-related BA Quality information and best practice to global BA plants and drives the organization to improve  
**Customer Audits & Visits** Responsible for the preparation of the project in case of customer audits

Monitoring the execution of corrective actions resulting out of the audit findings and escalation of delays

Supports the locations during customer-visits  
**Prevention & Problem Resolution** Offers support in the resolution and prevention of noncompliance issues (incl. support for anomaly analysis, customer returns).

Responsible to support or moderate the root cause analysis and ensurance of the corrective and preventive actions.

Support in identification of systemic root cause

Ensures that lessons learned are collected, documented, communicated and considered in the project(s).  
**Warranty Management / Field Failure Analysis** During the Quotation phase, the CPQM lends support to the acquisition team in estimating the failure risks (ppm calculation) for 0 km and field



Darbo ID  
**REF2798P**

Vieta  
**Jia Ding Qu**

Lyderystės lygis  
**Leading Self**

Darbo laiko lankstumas  
**Onsite Job**

Juridinis asmuo  
**Continental Autonomous Mobility Co., Ltd.**

Drives negotiations regarding warranty costs in coordination with Plant Quality and Customer Center(External NCCs)

Negotiations with the customer regarding the technical factor must be carried out in coordination with the Quality Manager of the supplying plant.

### **Reikalavimai**

- Bachelor in Engineering or similar experience
- At least 4 years experience in the automotive or consumer electronics industry, preferably in a variety of functions. willingness to travel.
- Good knowledge of quality methods and tools
- Negotiation and presentation skills
- Has worked as a team member in an international team

### **Mes siūlome**

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### **Apie mus**

Continental Autonomous Mobility (Shanghai) Co., Ltd