

Account Quality Manager

Vaše náplň práce

Responsible for the Global Alignment within the OEM Account
Procurement of Customer Documentation to Continental Organization,
e.g. CSR doclib, correlation matrix
Translate CSR into Internal Specifications on Global Level (PoMS)
Translate PSR into Internal Specifications on Global Level (PoMS)
Customer Portal/IT Tool Administrator/Key User and Trainer for Account
Support account specific contract review process on a Global Basis

Create/Maintain CAT Entries as required due to Customer Complaints
and Returns

Global Analysis/Follow up/Evaluation/Response/Recurrence to OE
Complaints.

Global Follow up Corrective/Preventive action(s) in all Conti Location(s).
Participate in Lessons Learned Process (Assist LL Creation and
Implementation)

Customer communication - coordinate Account communications across
Regions (1 Voice to Customer)

Responsible for Global Alignment for FMEA/PPAP/APQP Account
activities

Support D-FMEA and Design Control Plan review for customer related
Projects

Support PDT and AE in quality related topics

Develop and Maintain Global APQP Process Setup within Account

Coordinate and Submit PPAP Documentation with Customer; Create
Global PPAP standard package

Launch Management Coordinator; Support/Participate in SPS when
needed

Procure Customer Satisfaction Data for Continental Organization

Create/Maintain/Publish Global Customer Scorecard

Tracking and follow up of Action items

Support of risk and opportunity evaluation based on customer
expectation

Organize, accompany customer audits in cooperation with QM

Organization and align on Global Level

Maintain Global Audit Plan, Tracking and Follow up of Action Plans

Submission of Self Assessment surveys to Customer and align on Global
Level

Support/perform the site assessment of external warehouses, 3rd party
tire and wheel assemblies

Account expert for all Audit formats for the OE Customer on Global level

Representation of account during external audits on Global Level (e.g.
IATF 16949)

Ensure Customer Test Methods for adoption in Continental
documentation system



ID pracovní pozice
REF28714N

Lokalita
Yang Pu Qu

Úroveň vedení lidí
Leading Self

Flexibilita práce
Onsite Job

Právnícká osoba
Continental Tires Co., Ltd.

Maintain CoP Test Requirements, monitor results, initiate corrective actions on Global Level

Váš profil

University degree: Mechanical or automotive engineer, or similar technical education
Certified AQM in Tire Academy

Minimum 3 years of quality experience within automotive industry.
Preferably in the fields of OEM CSR handling and audits.

Co nabízíme

Ready to drive with Continental? Take the first step and fill in the online application.

O nás

Continental develops pioneering technologies and services for sustainable and connected mobility of people and their goods. Founded in 1871, the technology company offers safe, efficient, intelligent and affordable solutions for vehicles, machines, traffic and transportation. In 2021, Continental generated sales of €33.8 billion and currently employs more than 190,000 people in 58 countries and markets. On October 8, 2021, the company celebrated its 150th anniversary. With its premium portfolio in the car, truck, bus, two-wheel and specialty tire segment, the Tires group sector stands for innovative solutions in tire technology. Intelligent products and services related to tires and the promotion of sustainability complete the product portfolio. For specialist dealers and fleet management, Tires offers digital tire monitoring and tire management systems, in addition to other services, with the aim of keeping fleets mobile and increasing their efficiency. With its tires, Continental makes a significant contribution to safe, efficient and environmentally friendly mobility.