

# Account Quality Manager

## Ihre Aufgaben

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



Job ID  
**REF28714N**

Standort  
**Yang Pu Qu**

Leadership Level  
**Leading Self**

Job Flexibilität  
**Onsite Job**

Rechtliche Einheit  
**Continental Tires Co., Ltd.**

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

## **Ihr 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.

## **Unser Angebot**

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

## **Über uns**

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.