

Account Quality Manager

Your tasks

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

Location
Yang Pu Qu

Leadership level
Leading Self

Job flexibility
Onsite Job

Legal Entity
Continental Tires Co., Ltd.

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

Your profile

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.

Our offer

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

About us

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.