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.