

# Senior Quality Engineer

## Vos activités

### THE COMPANY

ContiTech is one of the world's leading industry specialists. The Continental group sector offers its customers connected, environment-friendly, safe and convenient industry and service solutions using a range of materials for off-highway applications, on rails and roads, in the air, under and above the ground, in industrial environments, for the food sector and the furniture industry. With about 42,000 employees in more than 40 countries and sales of some 6.8 billion euros (2023), the global industrial partner is active with core branches in Asia, Europe and North and South America.

Are you ready to shape the future with us?

### THE POSITION

#### Customer Case Management:

- Coordinate and support customer quality cases and incidents within BA Cluster (including Escalations)
- Train plant associates in problem solving methodology and provide feedback on completed problem solving reports to improve response to customer concerns and reduce non-quality costs
- Lead interdisciplinary and cross-location teams to define corrective and preventive measures regarding common quality incidents, process improvements and/or key customer quality incidents
- Provide technical support and oversight of action plans related to Key Customer Quality Meetings within the BA Cluster
- Coordinate of Customer Quality Escalations in cooperation with Segments, Operations and Plants
- Ensure standardized communication to the customers
- Coordinate of Key Customer Quality Meetings within the BA Cluster
- Drive the implementation of BA and GS Standards for Customer Quality Case Process
- Drive Lesson Learned and Improvement Programs regarding Customer Case Management in cooperation with Customer Quality Management
- Provide engineering support to execute improvement activities to meet both internal requirements and customer expectations

#### Customer Performance Monitoring

- Maintain an efficient monitoring of customer case data
- Maintain a standardized BA Cluster reporting
- Provide training and support for customer data

#### Operational Quality Management

- Lead, initiative and support projects aimed at standardizing best



Référence  
**REF33778C**

Domaine fonctionnel  
**Quality**

Site  
**Fairlawn**

Niveau de leadership  
**Leading Self**

Flexibilité du poste  
**Hybrid Job**

Unité légale  
**ContiTech North America, Inc.**

practice approaches and sharing lessons learned

- Support and conduct internal audits to assure that all core quality systems are implemented in cooperation with BA Audit Management
- Support plants in the achievement and maintenance of certification
- Provide focus on identifying, prioritizing, and strategically reducing technical compliance risk in cooperation with BA tC Management
- Utilize experience and lessons learned to identifying gaps in the Management System implementations in cooperation with BA Management System
- Support plant quality assurance operational objectives by contributing information and analysis to strategic plans and reviews
- Support Application Quality Planning in cooperation with the plant teams and provide input from customer case management

Quality Methods, Tools, and Trainings together with BA Customer Quality Management

- Work with plant teams to improve knowledge and implementation of quality system tools - eg. GR&R, FMEA, Control Plans, Statistical Process Control, Structured Problem Solving
- Support continuous improvement related to the Mission Critical Rules in the plants.
- Support implementation of production, productivity, quality, technical compliance and customer-service standards
- Key user support and site level training and implementation support for quality digitalization tools

BA Operational

QM Net Work

- Contributes to team effort by accomplishing related results as needed
- Leads or Supports Operational Quality Management Projects, as needed, within the Plants

## **WHY YOU SHOULD APPLY**

- Immediate Benefits
- Paid Time Off
- Tuition & Employee Discounts
- Annual Bonus
- Employer 401(k) Match
- And more benefits that come with working for a global industry leader!

## **Votre profil**

### **BASIC QUALIFICATIONS**

- Technical Degree, e.g. in the field of Engineering, Production Technology, Economics with strong operational focus Consequential years/long term Management experience preferably in Quality or Manufacturing
- Broad functional work experience including operations
- Several years of professional experience and methodological competence in the field of Quality Management

- Customer and Supplier communication experience Several years experience in technical problem solving, continuous improvement, or project management Consequential years / longterm of international and cross functional team leadership experience
- Strong leadership skills (team skills, conflict, management, networking) Experience with intercultural communication (eg. internally across locations, international customers, international suppliers)
- Expected travel 30-50% within region

## **Notre offre**

### **EEO-Statement:**

EEO / AA / Disabled / Protected Veteran Employer. Continental offers equal employment opportunities to all qualified individuals, without regard to unlawful consideration to race, color, sex, sexual orientation, gender identity, age, religion, national origin, disability, veteran status, or any other status protected by applicable law. In addition, as a federal contractor, Continental complies with government regulations, including affirmative action responsibilities, where they apply. To be considered, you must apply for a specific position for which Continental has a current posted job opening. Qualifying applications will be considered only for the specific opening(s) to which you apply. If you would like to be considered for additional or future job openings, we encourage you to reapply for other opportunities as they become available. Further, Continental provides reasonable accommodations to qualified individuals with a disability. If you need assistance in the application process, please reply to [Careers@conti-na.com](mailto:Careers@conti-na.com) or contact US Recruiting at 248.393.5566. This telephone line and email address are reserved solely for job seekers with disabilities requesting accessibility assistance or an accommodation in the job application process. Please do not call about the status of your job application, if you do not require accessibility assistance or an accommodation. Messages left for other purposes, such as following up on an application or non-disability related technical issues, will not receive a call back.

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

## **A propos de nous**

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 2023, Continental generated preliminary sales of €41.4 billion and currently employs around 200,000 people in 56 countries and markets.