

# Customer Quality Manager for Japanese OEM

## Ihre Aufgaben

The **Customer Quality Manager** is responsible for the worldwide representation of CT OESL QM towards the assigned Customer(s) regarding all major quality topics.

The position holder is the central Quality interface into the customer organization who has to be a valued / trusted contact person to the customers and is seen as a transparent facilitator between CT OESL and the customer.

### Major tasks and responsibilities are as follows:

Establish sustainable Customer Relationship and participate in Mid- / High Level Customer Quality Meetings

Support evaluation and negotiation of Customer Quality Contracts for assigned customer(s), including Warranty Agreements

Ensure compliance with agreed Customer Q- Requirements

Provide a true reflection of the customers perception of CT OESL's quality performance by cross-plant performance monitoring and information to internal stakeholders

Plan and initiate high-level Q-improvement activities in collaboration with the relevant customer(s)

Support the CT locations in the preparation of critical customer-visits, audits and quality-improvement programs

Supports the CT locations in requesting support from Customer Service Engineers in customer plants (as agreed with GS Automotive)

## Ihr Profil

Bachelor's Degree & above, graduate in mechanical engineering, natural science, industrial engineering or similar, ideally with additional business skills

More than 3 years of professional experience in automotive business with direct OEM customer contact

Good knowledge of general quality methods and tools

Good knowledge of Quality requirements and tools for assigned customers (including reporting and score cards)

Basic knowledge of IATF requirements, legal and technical compliance requirements



Job ID  
**REF39553Y**

Standort  
**Changshu**

Leadership Level  
**Leading Self**

Job Flexibilität  
**Hybrid Job**

Rechtliche Einheit  
**ContiTech China Rubber & Plastics Technology Ltd.**

Basic knowledge of project management

Technical knowhow of products like hoses/line, anti vibration solutions or belts would be preferable

Communication skills (incl. negotiation, presentation and conflict resolution techniques)

Planning and organizational skills

Experienced in problem solving techniques

Experience in collaboration with German, American and Japanese customer contacts and colleagues

Fluent in English and Japanese (written and spoken)

Willingness to travel (sometimes on short notice)

## **Unser Angebot**

All your information will be kept confidential according to EEO guidelines.

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