

## customer quality engineer

### Your tasks

Respond quickly to customer complaints and respond to customer's 8D reports in a timely manner;

Unscheduled understanding of customer quality dynamics and timely communication of customer requirements;

OKM, warranty confirmation of bad returns, analysis and negotiation of quality claims;

Manage customer in-plant personnel, and regularly master the changes in the host plant;

Monitor customer PPM to improve customer satisfaction;

Arrange customer review and follow up on the effectiveness of the improvement action;

Participate in the early identification of the customer's special requirements for the product;

Review of quality assurance agreements and quality control at all stages of APQP;

Plan product process verification, prepare control plan and review corresponding test report;

Before product SOP, conduct a comprehensive review of the production line and process;

Assist in the preparation of PPAP&ISIR or other similar documents, and submit PPAP documents in time according to the requirements of customers and project teams

### Your profile

Knowledge of 16949/VDA6.3

Good skill of APQP, PPAP, SPC, MSA, FMEA.

Good skill of reporting (PPT/8D/A3)

### Our offer

No

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

### About us

ContiTech Fluid Technology (Changchun) Co., Ltd.

**Continental Group:**



Job ID  
**REF53352A**

Location  
**Changchun**

Leadership level  
**Leading Self**

Job flexibility  
**Onsite Job**

Legal Entity  
**ContiTech Fluid Technology Co., Ltd.**

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.

Since starting its business in China in 1994, Continental serves all major OEMs across all vehicle segments. We also develop and produce materials, functional parts, components, and systems for railway, machinery, mining and other important industries. So far, Continental has expanded its presence in 23 production locations and 28 R&D centers, representing a workforce of around 17,600 in the country. Continental offers market specific solutions to the Chinese market.

大陆集团致力于开发创新技术和服务，为人们及其货物提供可持续性的互联驾乘和运输解决方案。科技公司大陆集团成立于1871年，为车辆、机械设备、交通及运输领域提供安全、高效、智能且经济适用的解决方案。2023年大陆集团初步统计的销售额为414亿欧元。目前集团在全球员工数量约200,000名，遍及56个国家和地区。

自从1994年正式开始在中国市场运营，大陆集团服务于各个汽车细分市场上主要的汽车生产商。与此同时，我们也开发和生产材料、功能部件、零部件和系统，广泛应用于轨道交通、机械、工程、矿业及其它重要工业行业。目前，大陆集团在中国共设有23个生产基地、28个研发中心，员工总数约为17,600名，为中国市场提供定制化的解决方案。

### **ContiTech Group Sector:**

ContiTech is one of the world's leading industry experts. Far beyond our roots as a rubber products manufacturer, we offer 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 industry and the furniture industry. As a group sector of Continental, ContiTech currently employs more than 40,000 people in 40 countries and regions and is active as a global industrial partner in Asia, Europe, North America and South America.

康迪泰克是全球优质的行业专家之一。远超我们作为橡胶制品制造商的根基，我们使用多种材料为客户提供互联、环保、安全和便捷的产品与服务解决方案，用于工程机械，铁路和公路，无论是空中，地上还是地下，工业环境，食品领域乃至家具行业等。作为大陆集团的子集团之一，康迪泰克在全球40多个国家和地区拥有超40,000名员工，作为全球产业合作伙伴活跃在亚洲、欧洲、北美和南美洲。