

# Head of Customer Quality Management (BA IAPAC - Quality and Technical Compliance)

## Your tasks

The BA Customer Quality Management Team Head is responsible for the coordination and implementation of Customer Quality Standards / Improvement and for the implementation and maintenance of a systematic Warranty and Field Management System.

- Ensure compliance with Customer Quality Management Requirements
- Coordination of Customer Escalation Management Process
- Coordination of the execution of Continuous Customer Quality Improvement Programs
- Coordination and maintenance of Quality interface and Customer relationship management
- Driving the Lesson Learned and definition of BA Quality Standards according to the Customer Quality Management Requirements

- Coordination of the evaluation of Customer Warranty Contracts, negotiation of Customer Warranty Requests and definition of Warranty Quotes (technical Quotes). This includes coordination of the final technical factor agreements with customer after alignment with the segment and operations management.

- Coordination and maintenance of Field Failure Analysis and Monitoring (incl. Warranty HUB coordination) including regular/ frequent cross functional meetings (Sales, R&D, AE, Operation) to discuss the FO-Data and to define consequential actions together with the BA functions. This includes regular Quality-Status Review Meetings (warranty and field-performance topics) with Operations

- Assure Product Integrity regarding Warranty

- Coordination of risk-Cases with Central team and Conti-Law involvement.

- Implementation and maintenance of advanced early risk warning System

- Responsible for the coordination of all internal resources for the preparation of technical factor negotiations with all concerned plants

- Drive the BA Network in regard of Customer Quality Management Standards and Warranty Management

- Drive improvement Projects in cooperation with the operational QM Cluster Team



Job ID  
**REF54294V**

Location  
**Changshu**

Leadership level  
**Leading People**

Job flexibility  
**Hybrid Job**

Legal Entity  
**ContiTech China Rubber & Plastics Technology Ltd.**

## Your profile

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 with broad functional work experience including operations. Experience of international and cross functional team leadership experience. Leadership skills includes team management skills, conflict management and networking.

Several years of professional experience and methodological competence in the field of Quality Management plus Customer and Supplier communication experience.

Several years experience in technical problem solving, continuous improvement, or project management.

## **Our offer**

Location in Changshu (China) or applicable location within APAC if required.

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

## **About us**

### **Continental Group:**

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.

### **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.

