

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

## Jūsų užduotys

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



Darbo ID  
**REF54294V**

Vieta  
**Changshu**

Lyderystės lygis  
**Leading People**

Darbo laiko lankstumas  
**Hybrid Job**

Juridinis asmuo  
**ContiTech China Rubber & Plastics Technology Ltd.**

## Reikalavimai

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.

## **Mes siŭlome**

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

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## **Apie mus**

### **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.

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