

## QMPP\_ Customer Quality Engineer

### Tvoji zadaci

#### Customer Communication:

1. Customer complaint information/Return parts receiving
2. Registration and deploy the information with internal team
3. investigation with suspect parts
4. Conduct containment actions in customer related area ( Sort/Rework in customer area)
5. Improvement and 8D report to customer

#### Coordination with customer:

1. Coordinate for optimum solution with customer in quality activities
2. Technical support customer launch, series production and aftermarket.

3. Coordinate for customer satisfaction survey
4. Coordinate and collect regular report

#### Customer Quality Target achievement:

1. Leader return parts analysis, improve and optimize analysis Flow
2. Summary analysis result as analysis report
3. Coordinate internal problem solving team against customer complaint

#### Quality in Production:

1. Creates and maintain Control Plan together with project team based on P FMEA and prototype/sample Control Plan (under consideration of all requirements, i.e. Law, Customer Requirements regarding Product & Process);
2. Create and maintain Inspection Instruction and Line release requirement for new projects and any changes.
3. Promote preventive quality actions derived from lessons learned - customer return and internal failures etc.
4. Contribute in Line release activities, including MSA/GR&R acceptance, Preparation and maintenance of Quality inspection standard
5. Full support on new launches in order to get a flawless and success PPAP approval.
6. Lead and mentor teams in deriving root causes for process deficiencies and technical problems by applying the 8D & A3 problem solving process as manufacturing issues.
7. Conducting Annual Process audit and Product audit, take corrective action if necessary.
8. Support the organization of internal/customer Audits ( VDA6.3 process audits, IATF 16949, PFMEA reviews, customer touch points etc.)

### Tvoj profil

Bachelor degree of mechanical, electronic engineering.

Professional experience (at least 5 years) in quality and manufacturing field

Professional experience (at least 3 years) in the same area



ID posla  
**REF68807S**

Lokacija  
**Changshu**

Liderski nivo  
**Leading Self**

Fleksibilnost  
**Onsite Job**

Pravno lice  
**Continental Automotive  
Electronic Systems Changshu  
Co., Ltd.**

within the Automotive Industry.

Experience in automotive/high volume manufacturing environment.

Knowledge of automotive standards including ISO9001, IATF16949, VDA 6.3, ASME standards

Knowledge of quality methods in the automotive area (APQP, PPAP, MSA, SPC, 8D)

Experience in working with international teams on quality issues

Well known Structured Problem solving method such as

A3&8D&ISIKAWA&5Why&FTA

Project leader experience (CBS, CIP, QA etc.) ;

Technically lead complex projects & tasks;

Experience in personnel management to achieve the internal objectives through task

management.

### **Naša ponuda**

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