

# Customer Quality Engineer Warranty

## Descrição da função

- Manage the customer field complaints: perform the analysis on the returned parts, define the root cause of the failure, together with the necessary corrective and preventive actions, ensuring that all the steps are fulfilled according to the customer requirements and within the defined due date;
- Keep the warranty complaint data-base updated according with the latest status of the analysis;
- Monitor the warranty costs for each customer and ensure that the technical factor is correctly applied for each invoice;
- Track and negotiate the technical factor for warranty complaints;
- Active participation in PFMEA meetings;
- Involvement in internal improvement programs: TPOC, RIE, SPRINT, etc

## Requisitos

- Knowledge about Quality Core Tools;
- Customer specific requirements: BMW, VW, Audi, Stellantis, Volvo, Ford, etc
- Customer portal operation knowledge;
- Structured problem solving tools: 8D report, A3, PDCA;
- Basic SAP knowledge;
- Office 365 (mainly Excel and Powerpoint);
- English language: advanced level

## O que oferecemos

### We offer:

- **The 13-th salary** - Paid once a year, in December;
- **Meal tickets** - With a value of 40 Ron;
- **Hybrid schedule** - Work-life balance is important, so we offer a flexible schedule. Please agree on this with your superior;
- **Private Health Insurance** - Health is the most important, so we offer you a medical subscription through Signal Iduna;
- **Referral bonuses** - We encourage colleagues to refer new candidates to us and, at the same time, to get the chance to receive a bonus;
- **Bookster** - Feed your body and your mind. You can borrow books and you'll receive them at the office;
- **Sports benefits** - It's important to stay active, so we offer you the 7Card;
- **Discounts at our partners** - We collaborate with different vendors, and we receive discounts for various products/ services like rubbers, restaurants, kindergartens, etc;
- **System for Rewarding Improvement Ideas** - We have an internal



Identificação da vaga  
**REF75140C**

Área funcional  
**Engineering**

Local  
**Timișoara**

Nível de liderança  
**Leading Self**

Modalidade de trabalho  
**Hybrid Job**

Pessoa jurídica  
**ContiTech Thermopol Romania S.R.L.**

improvement program (Continental Idea Management) that gives you the opportunity to come up with ideas and to be honored with an attractive bonus (this is established by the CIM team according to your improvement idea);

- **Happy days** - If you or your child is getting married, or you become a parent, you receive some extra free days;
- **Life events celebration** - If your family is growing, we praise your newborn with a bonus;
- **Unfortunate events** - In case of unhappy events in your life, we support you by offering you free days and financial support (handled on a case by-case basis);
- **Extra vacation days** - You begin with 22 vacation days/year, and starting with the 3rd year with us, we offer you 1 more day of vacation and, afterward from 2 to 2 years you'll get one more extra day (the maximum you can achieve is 27);
- **Transport from the Timisoara area** - You can choose to come with the bus provided by the company if you'll work from the plant location/office;
- **Professional development** - Many opportunities to develop yourself within the company;
- **Diversity and multicultural mindset** - We encourage you to join us no matter who, where, or what you are. We have colleagues from different nations and a variety of languages are spoken in our company.

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

## Quem somos

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 2022, Continental generated sales of €39.4 billion and currently employs around 200,000 people in 57 countries and markets.

The ContiTech group sector develops and manufactures, for example, cross-material, environmentally friendly and intelligent products and systems for the automotive industry, railway engineering, mining, agriculture and other key industries. Guided by the vision of "smart and sustainable solutions beyond rubber," the group sector draws on its long-standing knowledge of the industry and materials to open up new business opportunities by combining various materials with electronic components and individual services.