Customer Quality Engineer

Descrição da função

Promote customer orientation and quality awareness culture.
Coordinate A3 report and transfer VOC into actions.
High-speed reaction to the customer complaint/VOC. Transfer the information within organization and organize analysis meeting.
Use A3 report and assure customer complaint is handled in correct way (find the root cause, make effective corrective & preventive action)
Follow up the corrective/preventive action status timely.
Proactive visit customers to collect VOC/problems.
Promote activity of customer orientation and quality awareness culture.

Requisitos

- Degree or higher in a technical or scientific field
- At least 5 years quality management related work experience.
- Well knowledge about ISO system with solid onsite quality management experience.
- Experience in problem solving and process improvement.
- Good communication skills, with the ability to communicate effectively across cultures and languages(English workable).
- Experience in building networks and partnership with stakeholder/customer
- Experience with OEM complaint handling is preferred.
- Experience with automotive interior product process is preferred.
- Expert knowledge in customer complaint management and related tools (8D , A3, PDCA, Yokoten...) is preferred.

O que oferecemos

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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.

Identificação da vaga
REF76944I

Local
ZhangJiagang

Nível de liderança
Leading Self

Modalidade de trabalho
Onsite Job

Pessoa jurídica
Benecke Changshun Auto Trim Co., Ltd.