

Customer Quality Engineer

工作职责

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.

职位要求

- 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.

我们可以提供

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关于我们

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.



职位号码

REF76944I

所在地

ZhangJiagang

领导力级别

个人贡献者

工作场所灵活度

现场办公

法律实体名称

Benecke Changshun Auto Trim Co., Ltd.