

# Customer Quality Manager

## Your tasks

We are seeking a highly skilled Customer Quality Manager to join our team in Zvolen, Slovakia. In this role, you will be responsible for:

- Ensuring customer quality performance and managing communication throughout the product life cycle, including PPAP and claim management.
- Driving continuous improvement in problem-solving processes and initiating preventive actions to enhance product quality and production efficiency.
- Leading and developing a team of quality professionals, including performance management, coaching, and talent development.
- Implementing and maintaining quality management systems aligned with customer requirements and Continental standards.
- Managing customer portals, complaints, and escalation processes to meet customer expectations and closure cycle times.
- Overseeing APQP, PPAP, SPC, PFMEA, and other quality documentation and processes.
- Coordinating new product launches, including risk evaluation and capability assessment.
- Conducting and managing internal and customer audits, as well as self-assessments.
- Implementing and improving quality tools and standards, including Layered Process Audits, 8D, and A3 problem-solving methodologies.
- Monitoring and reporting key performance indicators, and managing quality-related projects and budgets.

The role requires a strong focus on customer satisfaction, cross-functional collaboration, and continuous improvement in all quality-related aspects of our operations.

## Your profile

- Vocational school, Secondary grammar school, Technical focus (engineering or equivalent)
- Professional experience (at least 3 years) in quality and manufacturing field
- Experience in automotive business (approx. 1 year) and understanding of automotive environment
- Cross functional experience, preferred
- Experience with continuous improvement, quality assurance, production, preferred
- At least 1 years in a leadership position, preferably in operational units with functional and disciplinary responsibility for other individuals
- Quality Management (including Quality policies, systems and processes, understanding a knowledge of special customer knowledge)



Job ID  
**REF81247H**

Location  
**Zvolen**

Leadership level  
**Leading People**

Job flexibility  
**Onsite Job**

Legal Entity  
**Continental Automotive Systems  
Slovakia s.r.o.**

- Quality assurance know-how, product safety issues and risk management
- Management skills, tools and techniques (Balanced Scorecard, Benchmarking, etc.)
- Leadership - Human relations skills (team skills, conflict management, open-mindedness, networking)
- Communication skills, including Presentation and Negotiation techniques
- Measuring methods and measuring technics knowledge
- Benchmarking, audits, reviews, assessments
- Problem solving methodology (8D, A3...), quality tools knowledge and decision making tools and techniques
- Training-on-the-job according to individual job performance
- PC Skills, Windows, MS Office, SAP...
- Reding of technical documentation, drawings etc.
- Quality tools knowledge (APQP, SPC, PPAP...)
- English language
- Starting salary from 2100 € gross, according to knowledge and experience.

## **Our offer**

Familiar with advanced quality planning (Control plans, PFMEA), Budget planning (budget, Investments, LVA), Employee development (HC, HRD), Customer scorecard reporting (Customer's portals, CQTS, HANA...), Continues improvements (CBS, 6Sigma...).

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

## **About us**

Continental Automotive Systems Slovakia s.r.o., located in Zvolen, Banskobystrický kraj, Slovakia, is a subsidiary of Continental AG. The company specializes in manufacturing brake calipers for automotive industry, contributing significantly to the development of safer and more efficient vehicles.