

# Customer quality supervisor

## Vos activités

Customer claim handling • OKM customer claim communication

- Leading external customer claim based on 8D methodology
- Report to customer for claim
- Tracking customer claim status until to be closed and customer satisfaction
- NOK parts return and replacement for customer
- Record the compliant cost in the tracking list and handle it with internal management team .Customer claim KPI tracking • Customer claim data and information register
- PPM monitor and escalation internally
- Customer scordcard monthly reviewCustomer audit • Lead customer Audit and Visit after project SOP.
- Organize open findings root cause analysis and corrective action implementation with internal team .Product/process Change Support team to prepare change request and clarify customer requirement for change release
- Support PIC to lead the customer audit and open findings close ISIR/PPAP collection and submission for customer approvalNew project Responsible for new project PPAP submission for customer approval.
- Responsible for new project gauge purchasing and acceptance.
- Creat the pre-serial and launch control plan.Internal quality improvement Support internal team to improvement process .
- Support PPI /PIC team about cost reduced / capacity increase. Other task Other daily tasks assigned by the leader



Référence

**REF82301Q**

Site

**Chang Chun Shi**

Niveau de leadership

**Leading People**

Flexibilité du poste

**Onsite Job**

Unité légale

**ContiTech Fluid Technology Co., Ltd.**

## Votre profil

**Education / Certification**1. Bachelor's Degree

2.Engineering background and machanical engineering will be best.

## Professional Experience

- (Variety of Functions, Variety of Business, General Management Experience) - More than 3 years of quality experience in quality function.
- More than 5 years of experience within the automotive industry
  - Cross-functional/ cross-divisional/ cross-BU experience for 2 year

## Project and/or Process

**Experience** - at least 2 successfully completed projects with quality function .

- 1 years experience in quality function research & development and in product development

## Notre offre

No

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

## A propos de nous

ContiTech Fluid Technology (Changchun) Co., Ltd.

### Continental Group:

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 **2023**, Continental generated **preliminary** sales of **€41.4** billion and currently employs around 200,000 people in **56** countries and markets.

Since starting its business in China in 1994, Continental serves all major OEMs across all vehicle segments. We also develop and produce materials, functional parts, components, and systems for railway, machinery, mining and other important industries. So far, Continental has expanded its presence in 23 production locations and 28 R&D centers, representing a workforce of around 17,600 in the country. Continental offers market specific solutions to the Chinese market.

大陆集团致力于开发创新技术和服务，为人们及其货物提供可持续性的互联驾乘和运输解决方案。科技公司大陆集团成立于1871年，为车辆、机械设备、交通及运输领域提供安全、高效、智能且经济适用的解决方案。2023年大陆集团初步统计的销售额为414亿欧元。目前集团在全球员工数量约200,000名，遍及56个国家和地区。

自从1994年正式开始在中国市场运营，大陆集团服务于各个汽车细分市场上主要的汽车生产商。与此同时，我们也开发和生产材料、功能部件、零部件和系统，广泛应用于轨道交通、机械、工程、矿业及其它重要工业行业。目前，大陆集团在中国共设有23个生产基地、28个研发中心，员工总数约为17,600名，为中国市场提供定制化的解决方案。

### ContiTech Group Sector:

ContiTech is one of the world's leading industry experts. Far beyond our roots as a rubber products manufacturer, we offer connected, environment-friendly, safe and convenient industry and service solutions using a range of materials for off-highway applications, on rails and roads, in the air, under and above the ground, in industrial environments, for the food industry and the furniture industry. As a group sector of Continental, ContiTech currently employs more than 40,000 people in 40 countries and regions and is active as a global industrial partner in Asia, Europe, North America and South America.

康迪泰克是全球优质的行业专家之一。远超我们作为橡胶制品制造商的根基，我们使用多种材料为客户提供互联、环保、安全和便捷的产品与服务解决方案，用于工程机械，铁路和公路，无论是空中，地上还是地下，工业环境，食品领域乃至家具行业等。作为大陆集团的子集团之一，康迪泰克在全球40多个国家和地区拥有超40,000名员工，作为全球产业

合作伙伴活跃在亚洲、欧洲、北美和南美洲。