

# Head of Plant Quality

## Descrição da função

### Position Summary

Oversee the factory's quality management, driving the construction, optimization, and execution of the quality management system. Strengthen key areas such as customer management, internal quality control, and supplier management to ensure product and service quality meets standards and customer expectations. Promote the achievement of quality objectives, continuous improvement, and enhance the company's market competitiveness and brand reputation.

### Core Responsibilities

#### 1. Quality Management System (QMS)

- Ensure effective implementation of the enterprise quality policy across subordinate areas, aligning quality objectives with strategic directions.
- Drive full implementation of the quality policy, establish management systems/processes, and enforce quality assessment mechanisms for standardized operations.
- Continuously improve the QMS through regular reviews and internal audits; analyze operational issues, formulate and supervise improvement plans.

#### 2. Customer Management

- Build and maintain strong customer relationships, understand needs, and respond promptly to feedback to enhance satisfaction and loyalty.
- Embed a customer-centric philosophy, translating requirements into quality standards and service specifications.
- Monitor PPM (Parts Per Million) and quality incidents; lead root-cause analysis, corrective actions, and ensure quality costs remain within budget.

#### 3. Internal Quality Control

- Monitor non-quality costs (NQC), analyze data to identify improvement opportunities, and control costs effectively.
- Manage internal PPM, set improvement goals, and drive cross-departmental collaboration for quality enhancement.
- Supervise the implementation of Layered Process Audits (LPA), ensuring effective detection and resolution of quality risks.

#### 4. Supplier Management

- Establish supplier performance evaluation systems, conduct regular assessments, and develop improvement plans for supply chain quality optimization.
- Timely address supplier quality issues, initiate claims, and follow up



Identificação da vaga  
**REF84048R**

Área funcional  
**Quality**

Local  
**Chang Chun Shi**

Nível de liderança  
**Leading People**

Modalidade de trabalho  
**Onsite Job**

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

on cost recovery to protect corporate interests.

## **5. Laboratory (LAB) Management**

- Oversee routine and re-qualification testing to ensure compliance with procedures and data accuracy.
- Drive Failure Mode Analysis (FFA) for incident resolution and preventive measure implementation.
- Ensure timely maintenance and calibration of gauges, maintaining equipment records for operational reliability.

## **6. Other Responsibilities**

- Execute tasks assigned by supervisors and support strategic/ad-hoc business needs.
- Lead Total Productive Operations Cost (TPOC) improvement initiatives to identify cost-saving opportunities.
- Continuously reduce costs through process optimization, resource integration, and efficiency enhancements.

## **Requisitos**

- Bachelor's degree or higher in Quality Management, Mechanical Engineering, Chemistry, or related fields (preferred).
- 5+ years of factory quality management experience, 3+ years in a managerial role; familiarity with manufacturing processes and quality systems.
- Proficiency in ISO 9001 and other quality standards; internal auditor certification required (Six Sigma Black Belt/Green Belt preferred).
- Strong communication, problem-solving, and team management skills; ability to drive cross-functional collaboration.
- Knowledge of customer/supplier management and laboratory processes; strong data analysis and cost-control mindset.

## **O que oferecemos**

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