

Deputy Manager Customer Quality

Your tasks

1. Customer Interface and Communication

- Act as the primary quality contact for customer issues and complaints.
- Manage and maintain customer-specific quality requirements and portals.
- Coordinate customer visits, audits, and quality reviews& ensure the success through prior alignment with internal stakeholders.

2. Complaint Management

- Receive, log, and respond to customer complaints (e.g., through 8D, A3, or other structured problem-solving tools).
- Lead root cause analysis and implement corrective and preventive actions (CAPA).
- Monitor and track complaint closure and effectiveness.

3. Quality Assurance and Compliance

- Ensure that customer requirements are clearly understood and incorporated into internal processes.
- Support production teams in achieving PPAP, APQP, and IATF 16949 compliance.
- Collaborate with the engineering team during launch and design changes to ensure quality alignment.

4. Performance Monitoring and Reporting

- Track key performance indicators (KPIs) such as PPM (parts per million), delivery performance, and customer satisfaction.
- Prepare quality reports and dashboards for internal and external stakeholders.

5. Internal Coordination

- Work closely with manufacturing, engineering, logistics, and supplier quality teams to resolve quality issues.
- Coordinate containment actions in case of non-conformance or customer line stoppage.



Job ID
REF85277W

Location
Sonipat

Leadership level
Leading Self

Job flexibility
Onsite Job

Legal Entity
ContiTech India Pvt. Ltd.

- Support continuous improvement initiatives like Kaizen, Six Sigma, or Lean activities.

6. Documentation and Systems Management

- Ensure all customer-required documentation is complete, updated, and accessible.
- Maintain quality management system documentation relevant to customer interactions.
- Should be well versed with IATF.

7. Customer Audits and Assessments

- Lead preparations for customer audits (process, product, system).
- Follow up and close audit findings in a timely and effective manner.

8. Training and Awareness

- Conduct internal training on customer-specific quality standards and requirements.
- Promote a culture of customer focus and quality awareness across the organization.
- Any assignments given by management for organization interest.

Your profile

Bachelor in Engineering

Our offer

- 08-10 years of experience in Customer Quality Management, Prefer to have past experience from rubber Industry.
- Experience of handling OEM's - MSIL, SMG, VECV, TATA Motors, M&M, Ashok Leyland etc.
- Experience with the IRIS (ISO 22163) standard and CQE certification are advantageous.
- Problem-solving, analytic and conceptional skills
- Proficient in the use of Microsoft Office (Word, Excel, PowerPoint).
- Can work in cross functional team
- Should have good communication skills.

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About us

ContiTech India Pvt. Ltd. (0353)

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 2021, Continental generated sales of €33.8 billion and currently employs more than 190,000 people in 58 countries and markets. On October 8, 2021, the company celebrated its 150th anniversary. The ContiTech group sector develops and manufactures, for example, cross-material, environmentally friendly and intelligent products and systems for the automotive industry, railway engineering, mining, agriculture and other key industries. Guided by the vision of “smart and sustainable solutions beyond rubber,” the group sector draws on its long-standing knowledge of the industry and materials to open up new business opportunities by combining various materials with electronic components and individual services.