

Deputy Manager Customer Quality

Feladatok

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

Telephely
Sonipat

Vezetői szint
Beosztott

Munkahelyi rugalmasság
Helyszíni munka

Jogi egység
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.

Profilja

Bachelor in Engineering

Ajánlatunk

- 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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Rólunk

ContiTech India Pvt. Ltd. (0353)

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