

Sr. Quality Engineer (Customer Complaint Management)

Your tasks

HOW YOU WILL MAKE AN IMPACT

- Quality activities in a manufacturing environment including quality systems improvement and documentation of quality requirements.
- Use the tools of quality and other statistical methods to solve manufacturing problems.
- Provide analysis and judgment to production regarding the acceptability of products for customer use.
- Support new product introduction and investigation activities including review of PFMEA and initial control plans, including participation in APQP and NPI.
- Review control plans and gauges for assembly and for improvements. Direct Gauge R&R studies to assure effective gauge implementation and improvement.
- Problem-solving analyses for customer and supplier defects, create countermeasure reports, and present as required. Utilize 5Why, 8D, and other similar analysis methods to assure deep analysis and system-wide countermeasure implementation. Participate with SQM/SGE on the supplier side in the completion of supplier corrective action reports
- Participate in the Internal Auditing Program.
- Provide expertise in SPC concepts including process stability, capability, and reaction to “statistically out of control” situations.
- Assist in the preparation of PPAP documentation.
- Coordinate the containment activity for controlling suspect product issues as a result of internal or external sources.
- Participate in and assist in effective analysis and corrective measures for scrap and internal defects.
- Travel is required to Customer locations to bring solutions and impact directly to the source while developing relationships to drive future business

THE ENVIRONMENT

- Safety is our highest priority and safety procedures / guidelines must be always adhered to. This includes safety wear such as safety glasses, steel or composite toe shoes, and in limited cases hearing protection.
- The work on the shopfloor is within a non-climate-controlled environment where you will be exposed to temperature swings (hot/cold), forklift and pedestrian traffic, and noise.
- This position is in support of a 24-7 manufacturing environment. While standard work schedule is Mon-Fri/ 8-5, flexibility of work hours is required as needed.

Your profile

WHAT YOU BRING TO THE ROLE



Job ID

REF88259X

Field of work

Quality

Location

Somersworth

Leadership level

Leading Self

Job flexibility

Onsite Job

Legal Entity

OESL Automotive USA LLC

- Bachelor's Degree in Mechanical, Mechatronic Engineering, equivalent or related field.
- 5+ years of experience in quality management.
- Understanding of quality systems, IATF 16949 & CSR.
- Understanding and Knowledge of quality tools and standards such as APQP/PPAP, FMEA, MSA, SPEC.
- Understanding and knowledge of problem-solving methodology including: 8D Methodology, Ishikawa/5 Why.
- Good interpersonal and communication skills to interact with internal and external stakeholders, including suppliers and customers.
- Able to work independently and travel frequently.
- Legal authorization to work in the U.S. is required.
- No relocation provided.

Our offer

THE PERKS

- Immediate Benefits
- Robust Total Rewards Package
- Paid Time Off
- Tuition Assistance
- Employee Discounts, including tire discounts
- Competitive Bonus Programs
- Employer 401k Match
- Employee Assistance Program
- Future Growth Opportunities, including personal and professional
- And many more benefits that come with working for a global industry leader!

EEO-Statement:

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About us

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.

ContiTech is one of the world's leading industry specialists. The Continental group sector offers its customers 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 sector and the furniture industry. With about 42,000 employees in more than 40 countries and sales of some 6.8 billion euros (2023), the global industrial partner is active with core branches in Asia, Europe and North and South America.