

## Sr. Quality Engineer ( Customer Complaint Management )

### Vos activités

#### 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.

### Votre profil

#### WHAT YOU BRING TO THE ROLE



Référence

**REF88259X**

Domaine fonctionnel

**Quality**

Site

**Somersworth**

Niveau de leadership

**Leading Self**

Flexibilité du poste

**Onsite Job**

Unité légale

**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.

## **Notre offre**

### **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:**

EEO / Disabled / Protected Veteran Employer. Continental offers equal employment opportunities to all qualified individuals, without regard to unlawful consideration to race, color, sex, sexual orientation, gender identity, age, religion, national origin, disability, veteran status, or any other status protected by applicable law. In addition, as a federal contractor, Continental complies with government regulations, including affirmative action responsibilities for qualified individuals with a disability and protected veterans, where they apply. To be considered, you must apply for a specific position for which Continental has a current posted job opening. Qualifying applications will be considered only for the specific opening(s) to which you apply. If you would like to be considered for additional or future job openings, we encourage you to reapply for other opportunities as they become available. Further, Continental provides reasonable accommodations to qualified individuals with a disability. If you need assistance in the application process, please reply to [Careers@conti-na.com](mailto:Careers@conti-na.com) or contact US Recruiting at 800-821-2727. This telephone line and email address are reserved solely for job seekers with disabilities requesting accessibility assistance or an accommodation in the job application process. Please do not call about the status of your job application, if you do not require accessibility assistance or an accommodation. Messages left for other purposes, such as following up on an application or non-disability related technical issues, will not receive a call back.

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## **A propos de nous**

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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.