

Customer Quality Engineer

工作职责

Promote customer orientation and quality awareness culture.
Coordinate internally and transfer VOC into actions.
High-speed reaction to the customer complaint/VOC. Transfer the information within organization and organize analysis meeting.
Use A3/8D report and assure customer complaint is handled in correct way (find the root cause, make effective corrective & preventive action)
Follow up the corrective/preventive action status timely.
Proactive visit customers to collect VOC/problems. Sensitive to customer info and feedback.
Promote activity of customer orientation and quality awareness culture.

职位要求

1. Degree or higher in a technical or scientific field .
2. At least 5 years quality management related work experience and above 3 years customer quality experience, experience with automotive interior product process is preferred.
3. Experience in problem solving. Expert knowledge in related tools (8D , A3, PDCA,) .
4. Experience in building networks and partnership with stakeholder/customer.
5. Good communication skills, with the ability to communicate effectively across cultures, especially negotiation skills.
6. Good data sensitivity (defects, claims, scrapping, returns) and a sense of continuous improvement.
7. Good at English reading & writing, fluent in oral English is preferred.

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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 2022, Continental generated sales of €39.4 billion and currently employs around 200,000 people in 57 countries and markets.



职位号码
REF89238S

所在地
Zhang Jiagang

领导力级别
个人贡献者

工作场所灵活度
现场办公

法律实体名称
Benecke Changshun Auto Trim Co., Ltd.