

Global Account Quality Manager

Your tasks

1. Special Characteristics Management / CSR Handling

Responsible for the Global Alignment within the OEM Account
Procurement of Customer Documentation to Continental Organization
Translate CSR into Internal Specifications on Global Level (PoMS)
Responsible for collecting and ensuring all customer requirements are available and negotiated
Ensure required input into the Launch process, including via List of Special Characteristics
Customer Portal/IT Tool Administrator/Key User and Trainer for Account
Support account specific contract review process on a Global Basis
CoP internal testing requirements:
1. Maintain CoP Test Requirements,
2. monitor results,
3. initiate corrective actions on Global Level"

2. Problem Solving

Ensure that CAT Entries are created and maintained as required due to Customer Complaints and Returns
Participate in Lessons Learned Process (Assist LL Creation and Implementation)
Customer communication - lead Account communications across Regions (1 Voice to Customer)
Lead/Assist Problem Solving activities within region

3. Global APQP / PPAP

Support PDT and AE in quality related topics
Develop and Maintain Global APQP Process Setup within Account
Create Global PPAP standard package
Support and ensure submission PPAP Documentation with Customer Support launch management

4. Customer Satisfaction

Procure Customer Satisfaction Data for Continental Organization
Create/Maintain/Publish Global Customer Scorecard
Tracking and follow up of Action items
Lead of risk and opportunity evaluation based on customer expectation
Lead Regional Improvement activities for Customer Satisfaction

5. OE Customer Audits

Organize, accompany customer audits in cooperation with QM Organization
Submission of Self Assessment surveys to Customer
Represent account during external audits (IATF 16949)



Job ID
REF93655P

Field of work
Quality

Location
Shanghai

Leadership level
Leading Self

Job flexibility
Onsite Job

Contact
Elaine Chen

Legal Entity
Continental Tires Co., Ltd.

Maintain Global OEM Audit Sharepoint, Tracking and Follow up of Action Plans

Account expert for all Audit formats for the OE Customer on Global level
Training and qualification across the organization

6.OE tCMS

Preparation of needed material for concern assessment, L1 and L2 escalation meetings as needed

Support and participation in tCMS processes

Preparation and conduction of customer communication as needed

7.Change Management

Support OE change management process as change owner

Ensure re-PPAP or re-APQP according to the OE change management process

8.Continuous Improvement

Support OE QM Process deployment team with relevant input to support continuous improvement

Your profile

Overall tire performance characteristics

Overall knowledge of tire processes (R&D, manufacturing and logistics)

Automotive Quality Standards: IATF 16949:2016 / VDA 6.3

Automotive Core Tools (APQP, FMEA, SPC, PPAP, MSA)

Structured Problem Solving Technologies (8D, 5-why, etc.)

Understanding the customer specific requirements

Application of D-FMEA, P-FMEA and Control Plan in Tire Development process

Resilience, interpersonal skills, Conflict management

Social competence to develop a close relationship/ trust with the customer

Fluent in & English language and appropriate customer local language

Our offer

Ready to drive with Continental? Take the first step and fill in the online application.

About us

Continental is a leading tire manufacturer and industry specialist.

Founded in 1871, the company generated sales of €39.7 billion in 2024 and currently employs around 95,000 people in 54 countries and markets.

Tire solutions from the **Tires group sector** make mobility safer, smarter, and more sustainable. Its premium portfolio encompasses car, truck, bus, two-wheel, and specialty tires as well as smart solutions and services for fleets and tire retailers. Continental has been delivering top performance for more than 150 years and is one of the world's largest tire manufacturers. In fiscal 2024, the Tires group sector generated sales of 13.9 billion euros. Continental's tire division employs more than 57,000 people worldwide and has 20 production and 16 development sites.