

Global Account Quality Manager ContiKit APAC

工作职责

1.Special Characteristics Management / CSR Handling

Responsible for the Global Alignment within the OEM Account for Quality process related topics for BF-CKA APAC OEM customers
Procurement of Customer Documentation to Continental Organization in alignment with KAM/AE/Other functions

Evaluate if necessary and Translate CSR into Internal Specifications for BF-CKA APAC OEM customers and coordinate related activities on Global Level (PoMS)

Collaborate with owner of MP06D process to Introduce and establish said process for the scope of BF-CKA (incl. CSR supplements / digital req overview where necessary)

Responsible for collecting and ensuring all customer requirements are available and negotiated in alignment with KAM

Evaluate necessary information and ensure required input into the Launch process, including via List of Special Characteristics

Customer Portal/IT Tool Administrator/Key User and Trainer for Account where applicable

Support account specific contract review process for BF-CKA APAC OEM customers

Collaborate with KAMs and OE QM system team to bring CoP requirements (when identified) into the existing holistic CoP process

2.Problem Solving

Collaborate with owner of OE 0km Complaint Handling Process to Introduce and establish said process for the scope of BF-CKA

Ensure that CAT entries are created and maintained as required due to Customer Complaints and Returns in alignment with KAMs for BF-CKA APAC OEM customers

Participate in Lessons Learned Process (Assist LL Creation and Implementation)

Customer communication - support communications across Regions in alignment with KAMs (1 Voice to Customer)

Lead/Assist Problem Solving activities within region APAC for BF-CKA OEM customers

3.Global APQP / PPAP

Collaborate with owner of OE APQP project / process to enable future integration for the scope of BF-CKA

Support PDT and AE in quality related topics

First point of contact within Business teams (KAM/PDT/AE) for Global APQP Process Setup within BF-CKA APAC Accounts

Create Global PPAP standard package for BF-CKA APAC OEM customers

Support and ensure submission PPAP Documentation with Customer
Support launch management



职位号码

REF99459C

所在地

上海市

领导力级别

个人贡献者

工作场所灵活度

现场办公

工作时间

全职

法律实体名称

Continental Tires Co., Ltd.

4.Customer Satisfaction

Procure Customer Satisfaction Data for Continental Organization
Create/Maintain/Publish Global Customer Scorecard based on input from KAM for BF-CKA APAC OEM customers and/or support tire AQM in this process
Tracking and follow up of Action items
Lead of risk and opportunity evaluation based on customer expectation
Lead Regional Improvement activities for Customer Satisfaction
Collaborate with owner of OE Customer Satisfaction Process to introduce and establish said process into existing systems and GQRP for the scope of BF-CKA

5.OE Customer Audits

Support with preparation, organization and accompany customer audits in cooperation with KAM and plant/central QM Organization for BF-CKA APAC OEM customers
Submit / coordinate Self Assessment surveys to Customer where applicable
Represent account during external audits (IATF 16949)
Integrate BF-CKA into and 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 for changes triggered by BF-CKA APAC OEM customers
Collaborate with OE Change management process/concept owner to Integrate for BF-CKA
Ensure re-PPAP or re-APQP according to the OE change management process in alignment with KAM/AE/other functions

8.Continuous Improvement

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

职位要求

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
Understanding of range/types of products and applications within BF-CKA

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关于我们

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.