

Customer Quality Support

Interested in driving the future? We need smart and creative people to make mobility even safer, more comfortable, and better for the environment. We offer our employees more than a job – we give them room to develop personally so they can meet their potential and shape the future!

Job description:

- ▶ Represent the plant in front of the customer. Designated person as customer representative.
- ▶ ▪ Escalation to quality manager in case of severe nonconformity and problems that needs a management decision.
- ▶ ▪ Established immediate containment actions in case of customer complaints
- ▶ ▪ Lead the 8D in case of customer complaints.
- ▶ ▪ Implement proper corrective actions established together with 8D team. Follow-up of the actions.
- ▶ ▪ Submit 8D information to the customer. Put the 8D data inside the customer specific tool.
- ▶ ▪ Make sure the customer requirements are in place after the actions implementation.
- ▶ ▪ Monthly reporting to quality manager of quality indicators: ppm 0 km, ppm field, storage time in quarantine from field return, NTF, initial time response on customer complaints, quality related costs.
- ▶ ▪ Authority to stop the production line in case of nonconformity founded. Immediate announcement to the quality manager and production manager in case of line stop.
- ▶ ▪ Organize, if the case, sorting activity internal or at customer site.
- ▶ ▪ Make sure that the delivery during containment actions implementation are marked if customer requires.
- ▶ ▪ If additional criteria for sorting are required, make sure that these are known and applied.
- ▶ ▪ Assure support in case of nonconformity found on the production line.
- ▶ ▪ Authority to require PQC activity (in case when this type of activity was stopped), after a severe complaint or a complaint with recurrence. Assure that the PQC criteria are the proper one.
- ▶ ▪ Monitor the quarantine area from field return and regular follow-up. Keep inside the target.
- ▶ ▪ Perform customer complaint audit in case of complaint with high ppm rate or a complaint with recurrence.
- ▶ ▪ Assure support for PPAP folder preparation, in order to be sent to customer.
- ▶ ▪ Participate to FMEA meetings, if required and not as regular participant. The scope is to assure that customer requirements are taken into consideration.
- ▶ ▪ Inform the plant employees regarding customer specific requirements.
- ▶ ▪ Make presentations and trainings in order to assure that the customer specific requirements are known and respected by all required employees.
- ▶ ▪ Perform the training for line operators: PQC (product quality containment), quality criteria and checking method.
- ▶ ▪ Coach and integration support for new comer Quality Manager Project.

Job requirements:

- ▶ Studying at a technical University (e.g. Mechanics, Electronics)
- ▶ Advanced level of English and German are mandatory.

Benefits:

- ▶ Competitive Salaries (based on performance) & Benefits;
- ▶ Integration Program in a professional, young & dynamic team;
- ▶ Health & Wellness (Private Health and Dental Insurance, Sport activities etc.);
- ▶ Professional Development Opportunities (in Technical and Managerial Area);
- ▶ Stability;
- ▶ International Work Environment & Traveling Opportunities;
- ▶ Relocation Package for non-Brasov Residents.

Ready to drive with Continental? Take the first step and send us your CV.

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ONLY SELECTED CANDIDATES WILL BE CONTACTED!