

Quality Management in Process & Production - Customer (Customer Quality Plant)

Your tasks

****Responsibilities:****

- Serve as the primary Quality Management representative for the plant in all customer interactions throughout pre-launch, launch, and series production phases.
- Ensure comprehensive understanding and execution of customer quality requirements across all plant operations, acting as the single point of contact for all quality-related communications with the customer.
- Evaluate and implement customer-specific quality requirements, including planning and tracking re-qualification activities and conducting product audits. Perform self-assessments against established customer standards.
- Manage the PPAP (Production Part Approval Process) for both external and internal customer serial product releases, ensuring full compliance and timely documentation.
- Maintain all customer communications through designated portals, including PPAP submissions, claim reports, and quality certificates.
- Conduct customer interface management during facility visits, audits, Run@Rate assessments, and change management activities.
- Monitor and respond to customer performance ratings and scorecards, taking corrective action as required. - Manage quality alerts and escalations, leading crisis management initiatives including sorting actions and root cause analysis.
- Support design and process change management activities, ensuring quality implications are thoroughly assessed.
- Oversee warranty management and customer claims resolution using structured problem-solving methodologies (8D, A3). Provide technical analysis and implement corrective actions for production issues related to warranty returns.
- Analyse customer warranty trend data and monitor warranty costs to identify systemic quality issues. - Maintain current P-FMEA documentation, Control Plans, and production line documentation including SPC cards.
- Initiate and track resolution of component issues raised by customers, documenting quality lessons learned for continuous improvement.

Your profile

B.Tech/B.E Electronics

Our offer

Right to hold delivery towards the customer in case of Q problems / high or unexceptable Q Risks;

Escalation towards affected functions (e.g. SQM, Plant QM, BU QM,



Job ID
REF7192P

Location
Gurugram

Leadership level
Leading Self

Legal Entity
AUMOVIO India Private Limited

QKAM, BU NPLM).

Behavioral commitment to following documented procedures, even under pressure. Open sharing of process-related issues, risks, and deviations. Making choices that prioritize quality and compliance over speed or cost-cutting. Cross-functional cooperation to ensure end-to-end process quality. Avoiding siloed thinking that can lead to gaps in quality control.

Work experience in automotive area or quality management highly recommended. (best case min. 2 years)

Ready to take your career to the next level? The future of mobility isn't just anyone's job. Make it yours! **Join AUMOVIO. Own What's Next.**

About us

Since its spin-off in September 2025 AUMOVIO continues the business of the former Continental group sector Automotive as an independent company. The technology and electronics company offers a wide-ranging portfolio that makes mobility safe, exciting, connected, and autonomous. This includes sensor solutions, displays, braking and comfort systems as well as comprehensive expertise in software, architecture platforms, and assistance systems for software-defined vehicles. The company is headquartered in Frankfurt, Germany and has about 87.000 employees in more than 100 locations worldwide. This position is for the Plant in Gurgaon which is the manufacturing base for Electronic Brake System & Wheel Speed Sensors in India.