

Customer Quality / APQP

Your tasks

Customer Quality :

Ensure that customer relations are maintained by addressing customer concerns and supplying corrective actions through open dialog with Customer Service Representatives and Customer plant personnel. Participate in detailed analysis of returns by providing customer input to the analysis team. Lead 8D team to full corrective action and closure.

- Monitor customer portals to ensure concerns are addressed within given guidelines / timelines.
- Provide technical support to the customer as needed.
- Participate in detailed analysis of returns and include R&D as required.
- Maintain customer relations by addressing customer concerns/questions as related to Morganton or sub-supplier's products / processes.
- Make decisions on requirements to support customer plant issues including authorizing sorts, customer returns, and replacement parts.
- Lead 8D teams to find true root cause and corrective actions to address customer issues.
- Initiate management level presentations and lead customer discussions where root cause and corrective actions are presented and tracked until the issue is closed with the customer.
- Maintain CQTS database for responsible customers.
- Monitor and negotiate PPM levels.
- Maintain open dialog with customer service representatives at customer assembly plants to identify any emerging issues or expectations.
- Become familiar with vehicle "failsafe specifications" and possible error codes that are not Continental controlled.
- Become familiar with customer end of line testing as it relates to our product.
- Perform visits to customer OEM locations as needed to maintain customer relations, assist in issue resolution, and support product launches.
- Take a lead role in training other Customer Quality Specialist's that are new to the role including but not limited to SAP DP1, 8D methodology, customer portals, and proper documentation of Okm incidents.

APQP :

Completes customer required documentation to support customer approval of new products and changes to current products. Gathers information from all required areas and review for compliance before customer reporting. Support PV lab with testing requirements assisted by Engineering. Maintain customer on-line systems. Support Special Builds according to established procedure. Coordinate or support customer visits. Complete IMDS submissions.



Job ID

REF8955E

Field of work

Quality

Location

Morganton

Leadership level

Leading People

Legal Entity

AUMOVIO Systems, Inc.

1. Perform the Advanced Quality Planning function for assigned programs.
2. Provide input to team members regarding customer notification strategies and completion of forms.
3. Complete and facilitate all activities supporting engineering and process changes for assigned programs.
4. Verify product files and watch PPAP builds.
5. Participate in PLR Meetings with Project Management and Design Engineering.
6. Support or Lead Customer Visits.

1. Complete and maintain all APQP and PPAP documentation for assigned programs in SAP/PPAP.
2. Ensure adherence to Customer Specific Requirements.
3. Coordinate Plant Trial Builds in Morganton and at customer plants.

Responsible for IMDS Submissions for Morganton

Your profile

WHAT YOU BRING TO THE ROLE

- Bachelors Degree OR minimum 4 years of relevant work experience or more if no relevant Bachelors Degree
- 2 years of work experience in a manufacturing environment
- Customer service experience
- Strong Communication skills
- Intermediate level computer skills (ie: MS office)
- Legal authorization to work in the U.S. is required. We will not sponsor individuals for employment visas now or in the future for this job posting.
- AUMOVIO will not offer relocation assistance for this opportunity.

ADDITIONAL WAYS TO STAND OUT

- Technical Bachelors Degree
- Knowledge of APQP, PPAP, IMDS
- Knowledge of 8D process
- Knowledge of Customer Specific processes, systems and/or engineering requirements
- Basic understanding of how our brakes systems operate
- General knowledge of automotive vehicle systems

Our offer

THE PERKS

- Immediate Benefits
- Robust Total Rewards Package
- Paid Time Off
- Employee Discounts

- Competitive Bonus Programs
- Employees 401k Match
- Diverse & Inclusive Work Environment with 20+ Employee Resource groups.
- Employee Assistance Program
- Future Growth Opportunities, including personal and professional
- And many more benefits that come with working for a global industry leader!

All your information will be kept confidential according to EEO guidelines.

EEO-Statement:

EEO / AA / Disabled / Protected Veteran Employer. AUMOVIO offers equal employment opportunities to all qualified individuals, without regard to unlawful consideration to race, color, sex, sexual orientation, gender identity, age, religion, national origin, disability, veteran status, or any other status protected by applicable law. In addition, as a federal contractor, AUMOVIO complies with government regulations, where they apply, including affirmative action responsibilities for qualified individuals with a disability and protected veterans. To be considered, you must apply for a specific position for which AUMOVIO has a current posted job opening. Qualifying applications will be considered only for the specific opening(s) to which you apply. If you would like to be considered for additional or future job openings, we encourage you to reapply for other opportunities as they become available. Further, AUMOVIO provides reasonable accommodations to qualified individuals with a disability.

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

We are the Adaptive Powerhouse for Future Mobility, making it safe, exciting, connected, and autonomous. To achieve this goal, we develop, produce and supply technologically leading and market-oriented products, hardware, software and modern mobility solutions. In addition, we offer various services. Our diverse portfolio features a multitude of extremely well-established products and underpins our strong market position.

Born from Continental's Automotive group sector and established as an independent company in September 2025, we are building on decades of expertise while creating something entirely new. With around **87,000 employees in more than 100 locations worldwide** and sales of **€19.6 billion in 2024**, we are a global technology powerhouse – and at the same time, a company at the exciting beginning of its own journey. Our portfolio spans across cutting-edge technologies that make mobility **safe, connected, exciting, and increasingly autonomous**: from sensors and displays to braking and comfort systems, and from advanced software platforms to intelligent driver assistance systems. But what truly defines AUMOVIO is not only what we do – it's how we do it. We empower people to take ownership, explore bold ideas, and push

boundaries together. Here, you can play an active role in shaping our culture, driving innovation, and writing the next chapter of mobility.