CUSTOMER QUALITY ASSURANCE ENGINEER I

Posting ID: EM17426536

Company: Scientific Games

Position Type: Full-Time

College Major(s): Electrical/Computer Engineering (EE/CpE)

College Level(s): Undergraduate-Senior, Graduate Student, PhD. Student

Company Website: http://www.scientificgames.com/

Work Location: Chicago, IL

OVERVIEW

The person in this position provides the quality-assurance support to customers, service teams, assigned production operations and programs to ensure that the product is built in accordance with customer and division quality requirements while maintaining production flow.

Roles and Responsibilities

• Provides Customer Quality interface and expertise to proactively assure requirements are understood and satisfied, including assisting in complaint resolution and issuance of corrective action determination.
• Investigates, contains and eliminates causes of customer quality problems and manages completion of corrective actions requests.
• Analyzes organizational customer quality metrics and performs periodic reviews to evaluate results and recommendation action plans to close gaps in the supply chain.
• Develops and analyzes statistical data and product/process performance to recommend and implement improvements in targeted areas.
• Contributes in the New Product Introduction and launch activities including identification of customer expectations, manufacturing and test support, reliability analysis, design reviews, evaluation of test programs, material handling.
• Supports Supply Chain Management organization relative to the collection and analysis of customer quality data providing expertise to assists service management teams and customers with product and process quality requirements.
• Reviews sales orders and associated bills of materials to ensure that customer order requirements are clearly specified and planned for, prior to release for production build.
• Provides feedback to other departments as appropriate to preclude future recurrences of problems.
• Understands and tests Gaming Regulatory issues and assures that design features meet requirements.
• Participate in Continuous Process Improvement and lean initiatives.
• May be required to assist with other Quality job functions and/or other departmental areas as directed by Quality Management.
Education and Qualifications
• BS degree, preferably BSEE or equivalent experience.
• Minimum of 3 years’ experience in Quality Assurance, product manufacturing, planning, sales order and bill of material interpretation, product test, jurisdictional knowledge.

Preferred Skills
• Casino/Gaming experience preferred.
• Understanding of problem solving methods, i.e. 8D and the associated statistical tools used to analyze problems, evaluate and complete improvement projects.
• Knowledge of Lean Manufacturing and Process Variation Reduction (Six Sigma) concepts and tool sets as they relate to process/product variability, and root cause and corrective action determination.
• Proficient understanding and interpreting engineering specifications, mechanical drawings, and/or electrical schematics,
• Solid interpersonal skills and effectively work with various levels within the organization and with peers at customer sites or at regulatory agencies.
• Demonstrated ability to lead/coordinate projects with cross-functional teams.
• Knowledge of inspection methods in the design, fabrications, and production of electronic equipment.
• Working knowledge of Microsoft Office.
• Effective written and verbal communication skills including presentations.
• Highly adept with testing techniques and methods.
• Familiar with recognized Quality Assurance Standards AS9100, ISO 9001, AS9102.
• Ability to provide customers with excellent service and support.

How to Apply