



Continuous Improvement Manager Position Description

Job Title: Continuous Improvement Manager

Department: Administration

Reports To: President

FLSA Status: Exempt

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Position Objective

Directs and coordinates activities concerned with continuous improvement of all company activities, driving the organization toward efficient operations, by performing the following duties personally or through other employees.

Essential Duties and Responsibilities *include the following. Other duties may be assigned.*

Organize

- Confers with management to establish continuous improvement goals/objectives and overall direction.
- Identify areas with other functional leaders, employees and customers to develop significant lean opportunities for improvement throughout the organization.
- Network with internal/external resources to bring best practices to lean projects and the organization.
- Develop training materials for Lean processes and principles, as well as other training materials as necessary.
- Provide education and mentoring to employees on Lean principles and techniques.
- Facilitates and leads the continuous improvement process by identifying training needs and providing training in problem solving methodology, Kaizen, 5S, Kanban, Value Stream Mapping, etc.
- Ensure open communication throughout the organization by keeping management informed of Project status and ensuring coordination of Lean activities.
- Manage the development and maintenance of methods and systems for measuring to insure that Project goals, objectives and metrics are being met and maintained.

Plan

- Engages the leadership team in setting and achieving goals utilizing Lean initiatives. This includes working with key leadership both functionally and strategically to drive overall improvements in specific areas.
- Create metrics, deployment goals, and objectives to drive accountability throughout the organization.
- Lead the implementation of Lean programs from inception to completion.
- Manage the planning, facilitation and completion of Lean projects to support cost reduction objectives.
- Provides input and feedback to key leadership positions about process improvement opportunities.

Direct

- Lead efforts to develop and deliver training.
- Evaluates the performance or ability of employees to understand and apply lean principles.

Maintain

- Monitor activity level of continuous improvement teams and team champions; alert management of additional support needed to achieve desired results.
- Maintains current knowledge of lean performance principles and practices and keeps the organization informed.
- Organizes, plans, reviews and provides status of projects managed.
- Models operational excellence, visibly demonstrating leadership/change management behaviors.

Supervisory Responsibilities

Mentoring Cell Team Leaders will be required.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Design - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Visionary Leadership - Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Delegation - Delegates work assignments.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Business Acumen - Understands business implications of decisions; Displays orientation to profitability; Aligns work with strategic goals.

Cost Consciousness - Develops and implements cost saving measures.

Diversity - Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment.

Ethics - Treats people with respect; Keeps commitments; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Benefits organization through outside activities.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Strives to increase productivity; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor's degree (B. A.) from four-year college or university; and 5 years related experience and/or training; or equivalent combination of education and experience. Strong knowledge of Lean processes and methodologies within a manufacturing environment. Experience with Value Stream Mapping, Facilitating Kaizen events and knowledge of lean tools and process such as: Continuous flow, set up reduction, pull systems, TPM (Total Productive Maintenance) and 5S practices.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should have knowledge of IQMS Manufacturing software; Spreadsheet software and Word Processing software.

Other Skills and Abilities

- Enthusiastic about Continuous Improvement with the ability to inspire and motivate others. A positive and forceful character, able to get and develop the best out of people through motivation and coaching. Very resilient, able to facilitate and support opposing views to provide a win-win for all parties. Well organized and self-motivated, practical, numerate and literate (good communication all round). Capable of handling a diverse range of initiatives and work with a diverse workforce.
- Lean experience required. Fully versed in TQM techniques.
- Demonstrated ability to coach individually or in small groups/teams, manage projects (multiple projects) and apply conflict management skills.
- Strong leadership, interpersonal, and communication skills (both verbal and written).
- Ability to achieve results through other people and departments, with good presentation and communication skills.
- Strong multi-tasking capabilities, able to prioritize and manage different projects.
- Problem solving skills and the ability to apply them in a team context.
- Ability to objectively observe, reflect and conclude.
- Black Belt or Green Belt training preferred.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move up to 50 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.