



# Example of Improvement Analyst Job Description

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Our company is growing rapidly and is hiring for an improvement analyst. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for improvement analyst

- Conduct health check activities on the implementation of the Lean Management System across key business units, providing solutions to remediate gaps and support implementation
- Implement the Lean Management System across remaining business units using the Service Excellence methodology in conjunction with business SMEs
- Data mine metrics and key indicators to discover root causes for customer dissatisfaction
- Conduct trending analysis to identify performance gaps, highlight strengths, and provide recommended corrective actions
- Create and maintain weekly/monthly trending reports
- Own, maintain and improve key ACES tools including the EU ACES team sharepoint and project tracking tools
- Research new data sources and analytical tools
- Partner in creation of CS Goals around key operational metrics
- Process improvement activities implemented in form of projects and kaizens
- Manipulate/mine data from databases (MySQL, Oracle, data warehouse, FC log files)

## Qualifications for improvement analyst

- Mentor or coach on Lean principles and techniques
- Prepare training materials and conduct Continuous Improvement and Lean-

- Work with business stakeholders to provide direction, support and decisions to ensure quality improvement efforts continue to progress in alignment with organizational strategy
- Provide subject matter expertise related to commercial and exchange quality improvement, including but not limited to impact of product alignments, networks, claims, clinical programs which contribute to member and provider outreach opportunities
- Engage with corporate/market IMM resources to validate HEDIS data alignments
- Engage with QIS to provide post run validation