



Example of Improvement Manager Job Description

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Our innovative and growing company is looking for an improvement manager. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for improvement manager

- Utilize change management techniques to ensure the improvements are successfully implemented, trained and sustained
- Proactively manage and develop strong and collaborative relationships across the organization
- The research, development and implementation of technology-based process solutions for the Customer Contact Centre business unit, ensuring a consistent customer experience and efficient end-to-end processes
- Monitor and ensure that Financial Scorecard and Monthly Site Reports are maintained and updated
- Establish and maintain effective relationships with the site senior leadership team, working in close partnership to coach and mentor the organization on process improvement and business excellence efforts
- Formulate key recommendations regarding improvements needed to achieve strategic business objectives, and proactively identify objectives in jeopardy of not being achieved without substantial improvement efforts
- Foster and encourage an organizational focus on process management, including related metrics, management-by-fact and best practice business discipline
- Coordinate the development of timelines and action step accountabilities to drive improved business performance
- Mentor and develop site personnel on CI and Zero Loss Mindset, develop future CI Leaders

Qualifications for improvement manager

- A minimum of 7 (seven) years experience in process or operations management Lean / Six Sigma Black Belt and/or Lean Sensei Certification required
- Experience in planning and executing DMAIC Six Sigma projects and Lean - Kaizen events
- Experience in mentoring Lean / Six Sigma specialists Experience in TQM, Value Stream Mapping, Six Sigma, Mixed Model Flow / Pull and other process improvement experience
- American Society for Quality (ASQ) Certification preferred
- Experience utilizing value stream mapping to document and clarify the "current state" of processes
- At least 2 years in a project management and/or program management capacity role