JOB DESCRIPTION

Job Title: Continuous Improvement Change Agent – Company: Worlds Finest Chocolate
Job Department: Customer Service
Supervisor’s Title: Vice President, Customer Services and Systems

SUMMARY

Implement and manage Continuous Improvement strategies, processes, and projects using Six Sigma, Lean and
Kano principles in a sales and service operations environment. Accountable for effective problem-solving
techniques, Lean systems design, and the design and management of performance improvement initiatives across
the company’s customer-facing organizations. Create and manage projects; provide timely status updates to the
leadership teams re: the nature and progress of improvement activities. Proven ability to work in a highly-
matrixed, cross-functional organization. Willing to take a strong and sometimes contrarian view when required.

ACCOUNTABILITIES

Takes responsibility for assigned duties detailed below, and perform other duties as assigned by Supervisor in a
timely manner.

- Company expects all employees to observe the organization’s Safety Rules and Regulations.
- Lean Principles: Apply advanced Lean principles (Value Stream Mapping, 5s, Standard Work Cellular Flow, Pull Replenishment, Demand and Production Smoothing, Mistake Proofing, and Total Productive Maintenance) to define and implement process improvement for sales and service operations.
  - Apply Lean CI processes to assist in development of new process and business system requirements.
- Six Sigma Principles: Apply Advanced Six Sigma principles (DMAIC approach, SIPOC, Process Capability, Root Cause Analysis, Normal and Non-Normal data Statistical Analysis, Failure Modes and Effects Analysis, Design of Experiments) to define and implement process improvement.
  - Apply Advances Six Sigma / CI processes to assist in development of new process and business system requirements.
  - Apply fundamental database relations and design for Six Sigma methods.
  - Deliver training of Six Sigma tools and methodologies to Black Belts, Green Belts, business teams and business leaders as appropriate as necessary.
- Leadership: Role model for excellence to embed CI within the organization and develop sustainable CI / LEAN practices within the business. Work with leadership to create an environment for learning, team goal alignment and accountability; identify and remove barriers to these objectives
- Continuous Improvement: work closely with business leadership to develop key performance measurements and reporting.
  - Work with functional and cross-functional business teams to identify opportunities for improvement, gathering data, analyzing and developing improvements and innovations, using statistical analyses and waste removal techniques.
  - Diagnose and evaluate performance (cost, quality, delivery, safety & morale) challenges stemming from the entire sales and order processes (sales process through application of cash). Associated functions available for analysis will include demand management, forecasting, inventory management, and logistics.
  - Coordinate and strategically lead performance improvement initiatives across the Go-to-Market value stream (New Product Development), transferring ownership of practices to deployment (Value Stream) leaders and team members.
  - Able to gather and define in-house requirements definitions for all major IT projects.
- Project Management: Achieve financial and cultural aspirations in a timely manner. Take responsibility for assigned duties and perform other duties as assigned by Supervisor in a timely manner.
- Communications: Ensure that all business-related items are successfully and professionally communicated to co-workers, either verbally or in writing.
QUALIFICATIONS

Education: Bachelor’s degree in Engineering, Technology or Business Administration. Advanced degree preferred; MBA a plus.

Experience: Five years of progressively responsible experience in continuous improvement field. Five+ years of Sales, Brand/Marketing, and Operations/Supply Chain Management experience, including progressively more responsible management roles. Business systems development preferred. Ideal candidate understands the concepts of HACCP, and where needed, has been trained to monitor specific CCPs in the Department.

Continuous Improvement:
- At least two years of work experience using Lean principles, including: Value Stream Mapping, 5S, Standard Work Cellular Flow, Mistake Proofing, Total Productive Maintenance required.
- Six Sigma principles, including: DMAIC approach, SIPOC, Process required.
- LSS experience—At least two years experience required.
- Statistical Analysis—At least two years experience required.
- Capability, Root Cause Analysis, Normal and Non-Normal data Statistical Analysis, Failure Modes and Effects Analysis, Design of Experiments experience required.

Certifications & Technical Expertise:
- Black Belt certification from an LSS training/certification vendor that includes completion of a real-life project, formal in-class training, and exam required.
- Software applications such as Visio, Word, Excel, Access, Power Point, etc. SAP preferred.

Communications: Excellent verbal and written communication skills. Position requires continuous contact with outside vendors and all levels of internal personnel. Must be able to work and build relationships with suppliers. Must be able to speak and understand English in dealing with the public. Ability to maintain confidentiality a must.

Decision Making: Regular exercise of independent action within defined policy parameters in area of specialty. Decisions may impact an entire department.

Does this job supervise others? No.
Location: Chicago, Illinois

To Apply: Send resume or call:
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