**Continuous Improvement Manager**

The Continuous Improvement Manager is responsible for formulating, managing and executing on action plans designed to improve and optimize processes and methods, leading to enhanced profitability and productivity of corporate and divisional operational activities.

**Continuous Improvement Manager Responsibilities:**

* Define Continuous Improvement roadmap of projects and deliverables and ensure alignment with the company objectives and strategic direction.
* Develop and lead the implementation of tactical action plans to improve processes, control mechanisms, and appropriate KPIs based on Continuous Improvement Roadmap.
* Track and lead the execution strategy of project milestones, discussing and planning with key stakeholders to facilitate effective and positive change management while also ensuring that project and initiative timelines are respected.
* Integrate quickly and efficiently into various teams as required to provide direct support and facilitate the deployment and monitoring of improvement initiatives until full control can be transitioned to the stakeholder.
* Communicate and work closely with Directors and Managers to ensure adherence to required compliance practices and other departmental needs.
* Acting as change management agent, coordinate and facilitate training activities and/or resources as needed to ensure successful integrations across any affected internal divisions or external clients.
* Work with Operations staff to develop a thorough understanding of existing processes to identify business requirements, inefficiencies, and potential for improvement.
* Using all available corporate resources as needed, document the processes and analyze improvement opportunities.
* Identify, using standard CI tools and by working in various work groups, possible improvements in operational processes and controls, information flows and reporting structure and communication needs and individual and group performance.
* Conduct root cause analysis on quality and performance issues to identify potential improvements.
* Supervises the members of the Continuous Improvement team and provide leadership, direction and assistance in resolving escalations and operational issues.
* Coach and develop the skill sets of team members, provide feedback on performance, and manage performance evaluations.
* Communicate strategic direction of the department to the team members as needed and appropriate.
* Ensure that all team members are meeting desired service standards. Work with the team to develop and enforce productivity measurement tools to verify operational tasks and ensure accuracy, timely follow up, effective communication, and adherence to established operational procedures for each position.

**Continuous Improvement Manager Requirements:**

* Bachelor degree in a relevant field, such as Engineering.
* Minimum of 8 years’ experience in projects related to operational improvements.
* Working knowledge of all standard CI tools related to improvement identification, documentation, and analytics.
* Working knowledge of standard project management.
* Ability to develop project scope and action plans.
* Proficiency in managing meetings and related documentation.
* Ability to track and manage challenging and simultaneous deadlines relating to different projects.
* Strong people skills.
* Must be able to adapt and operate in complex situations, possibly involving subject matter and software that are new to him/her where quick learning and thinking will be required to manage improvement projects.
* Ability to develop and document training material and to conduct training seminars for both individuals and groups.