



S&SP Lean/CI process architect

Purpose of the role

To ensure that all of the customer facing processes in your country are designed, documented, maintained and continually improved in-line with the Target Operating Model (TOM) - applying Lean/Six Sigma principles. You will be responsible for providing insight into the company's operation, providing detailed Root Cause Analysis where appropriate and identifying opportunities for improvement in process.

Main responsibilities

- Designing end-to-end customer value stream processes - using Lean/Six Sigma principles in process design.
- Documenting end-to-end customer value stream processes information using visual diagrams and creating process metrics.
- Identifying issues and risks within end-to-end-customer value stream process flows and where appropriate, recommending improvements.
- Providing expert advice, applying Lean/Six Sigma principles and consulting on the development and implementation of effective solutions.
- Monitoring and measuring the effectiveness of processes and applications.
- Analysing processes in order to determine the necessary changes for arriving at the improved state.
- You will shape business requirements for change and align them to the end-to-end customer value stream processes, working in close partnership with business and technical colleagues.
- Creating innovative and cost-effective solutions to business problems.

Requirements of the Role

Qualifications:

- Degree qualified;
- Desirable: accreditation in continuous process improvement methodology – e.g. “LEAN”, “Six Sigma”.

Skills:

- Ability to adopt and utilise in practice Lean/Six Sigma tools and methodologies to deliver business benefits;
- Strong influencing and negotiating skills with the ability to communicate, and influence effectively at appropriate level;



- Strong, creative analytical approach with attention to detail and ability to articulate thoughts & solutions in a logical manner;
- Able to conduct Root Cause Analysis following appropriate methodology;
- Excellent verbal and written communication skills;
- Advanced PC skills (MS office);
- Ability to champion and support people through change;
- Excellent presentation skills;

Knowledge:

- Demonstrate a strong knowledge of process analysis principles, practices, techniques and tools following lean/six sigma methodology;
- Knowledge of coaching techniques that can be used to improve individual and team performance – including knowledge of team coaching;
- Understanding of change management processes, tools and techniques;
- Knowledge of Root Cause Analysis methodologies.

Experience:

- Experienced in leading the analysis of process change and its impact on business model and the outcomes;
- Experience working with business process redesign and process improvement concepts, issues, methods, and techniques.
- Proficient English language - written and verbal.