



Long Island
Section

JOB PLACEMENT STANDARD FORM

Recruiter: David Tobin Title: Executive Vice-President
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Manager , Enterprise Business Process Improvement (6/20/13):

Salary: \$140K-\$145K [bonus 10%]
Location: Newark, NJ [there is not a relocation package for this role]

The BPI group reports to the CEO...this role requires...that the individual be a CSSBB and/or a CLSSBB.

Position Overview:

The Manager of Enterprise Business Process Improvement reports to the Director of Enterprise Business Process Improvement and is responsible for guiding process improvement projects to reduce cost and complexity across the enterprise. As a manager of business process improvement (BPI) projects, the incumbent will define deliverables, structure project workplans and provide thought leadership to solve the most complex BPI problems. In addition to BPI project work, the incumbent must also manage and motivate the BPI staff of BPI Managers and BPI Analysts, participate in BPI organization building activities and market the BPI group to the broader organization to gain buy-in and solicit new process improvement opportunities. The incumbent of this position will interact with senior division leadership and subject matter experts to develop solutions that improve process performance by increasing productivity and efficiency and/or managing process demand while enhancing the customer experience. This position requires an individual with a strong background in process improvement and ability to deliver significant business results.

Responsibilities:

Leadership:

- Experienced process improvement leader with a focus on driving cost and complexity reduction
- Direct complex process improvement initiatives affecting multiple functions or businesses

- Serve as a dedicated resource working directly with senior division leaders and staff to support process improvement
- Report and communicate the results from process improvement efforts to key stakeholders including C-suite executive and other senior leaders
- Advise divisional and BPI staff on process improvement topics to instill and sustain changes
- Build strong relationships to enhance collaboration between the BPI team and divisional staff
- Manage and motivate BPI and divisional staff working on projects within a matrix reporting structure
- Engage people and develop them through team work and a high level of participation
- Assess change readiness and prepare plans for helping stakeholders through change
- Provide training and mentorship on process improvement methods
- Utilize process improvement principles and tools to achieve significant improvement results
- Direct the work and analyses of process improvement managers and analysts
- Drive for high quality, actionable results

Process Improvement:

- Utilize various process improvement tools and methodologies when designing BPI teams work plans to meet business objectives
- Anticipate and proactively manage program risks and issues that impact program progress
- Ensure timely completion and achievement of project deliverables
- Deliver practical solutions and methodologies to solve complex business problems
- Manage, coach, and mentor project teams
- Develop and present internal and external content for leadership team
- Ensure deployment of common solutions across divisions and businesses
- Vet new project opportunities and write corresponding business cases
- Develop and share best practices among fellow process improvement coaches and clients

Financial Management:

- Partner with Finance to develop and track project metrics
- Monitor performance and improvement in key metrics
- Deliver operational improvement and financial benefits to meet or exceed annual targets

Requirements:

Education/Experience:

- Requires a Bachelor's degree in an engineering, business, or technical discipline from an accredited college or university; Master's degree preferred
- Requires a minimum of 10 years process-related experience
- Requires a minimum of 5 to 7 years business process improvement or process redesign experience
- Requires a minimum of 5 to 7 years supervisory experience with coaching/mentoring of business process improvement practitioners

Additional Licensing, Certifications, Registrations:

- **Certified Six Sigma Master Black Belt, or Certified Lean Six Sigma Master Black Belt, from an industry recognized leader**

Knowledge:

- Healthcare industry experience preferred, but not required
- Fortune 100 experience preferred
- Understanding of change management challenges related to process improvement
- Proven project management and process improvement skills including strong knowledge of lean and Six Sigma methodologies
- Proficient in MS Office products (Word, Excel, PowerPoint, Visio)

Skills and Abilities:

- Ability to lead the work of others
- Strong communication skills, both verbal and written
- Strong presentation skills
- Demonstrated ability to create strong working relationships with others
- Ability to gather, synthesize and analyze data and draw logical conclusions
- Strong project management experience
- Well organized and results-driven individual

Travel:

- Minimal travel is required for this position

Apply:

Please apply by contacting recruiter directly.

Recruiters:

It is the sole responsibility of the recruiter or hiring manager for accuracy of each job position. Recruiter is also responsible to clearly state how the prospective candidate should apply for job position and if made possible reply to the recruiter.

ASQ Long Island:

At ASQ Long Island, we are happy to help recruiters post their job vacancies on our website for 45 days maximum as we feel this is ample time to advertise, interview & hire for job positions. By sending a job description to ASQ Long Island, it is considered permission to post on our website. The job posting data received by ASQ Long Island MUST complete our job placement standard form with contact information for recruiter as well as job application instructions. ASQ Long Island is also allowed to proof read job description for objectionable content. ASQ Long Island also reserves the

right to not place a job posting on our website for any reason. ASQ Long Island also reserves the right to charge recruiters for this service in the future.

Applicant:

At all times, ASQ Long Island absolutely requests each applicant to NOT contact ASQ nor its members while applying for a job position on our website. Please contact the recruiting agency or hiring manager directly for additional information. It is the sole responsibility of the applicant to research the job position on their own and find out if this job position is suitable for them. ASQ Long Island asks each prospective candidate to follow the specific application procedures listed by each job position. ASQ Long Island does not endorse any of the positions listed on our website at anytime.