



Title: Process Manager

Reports to: Operations Manager

Direct Reports: None

Location: Newnan Georgia

Grade: **Grade 17- 18**

Scope:

Trains and develops Assistant Operations Manager and other key positions as needed.
Accountable for the application of best practices across and throughout the facility and the organization.
Drives a proactive approach for improvement in all processes.

Summary:

Achieves business goals(revenue, cost and profit) through manufacturing processes, technical and facility improvements and continuous improvement initiatives with emphasis on resource allocation reductions over time to meet defined business objectives. Provides technical solutions to enhance equipment safety, reliability, and capacity. Improves technical processes and drives standardization.

The Process Manager interacts at all levels in the organization and has the ability to work with different crews on varying time schedules. This role is a technical resource for Assistant Operations Managers.

Responsibilities:

- ❖ This position demonstrates improvements in technology across the facility and organization.
- ❖ The Process Manager creates a formal training program and develops a process to demonstrate on the job training and technical knowledge training for Assistant Operations Managers and others to transfer technical knowledge.
- ❖ The Process manager develops a budget and a feedback system to communicate and design technical changes.



- ❖ The Process Manager focuses on process improvements to create a repeatable process to meet customer needs.
- ❖ The Process Manager owns the documentation process and is responsible for standardization of procedures, the communication of those changes and providing training and or resources to implement the changes.
- ❖ The Process Manager works within a team to troubleshoot issues related to the process.
- ❖ Coaches, guides to move the work group toward process goals.
- ❖ Accountable for all procedures & processes in regards to safety, quality and meeting employee satisfaction goals as well as timely completion to the full production process.

Challenges/Opportunities:

- ❖ Process Owner
- ❖ Cost reductions, demand and resource balance
- ❖ Cross trains to build relationships and solve problems
- ❖ Responds to customer requests from quality of the product to personal communication with the customer, troubleshoots and tracks down issues with prompt resolution that are related to the work process.
- ❖ Asks for feedback, uses the performance feedback process, communicates directly to AOM's and through one to one communication to resolve any conflicts and improve performance.
- ❖ Supports and holds self accountable to identified plant behaviors and values.

Performance Measures:

- ❖ Customer satisfaction
- ❖ Productivity goals
- ❖ Process Improvement initiatives

Must be able to perform any and all work or additional tasks and projects as required or requested by management.

Education and Requirements:

- ❖ Bachelor of Science in Engineering or Business Management degree or equivalent industry-experience.
- ❖ Five or more years work experience in a technical role in a similar environment or industrial environment.



- ❖ Responsible for own personal development
- ❖ Excellent problem solving skills with ability to work in collaborative environment.
- ❖ Must be able to write reports, project requests, business correspondence, and procedure manuals.
- ❖ Must be able to effectively present information and respond to questions from peers, managers, customers and employees.
- ❖ Must be able to understand and demonstrate process management, material flow and apply Lean and Six Sigma methods effectively to the workforce.
- ❖ Strong PC skills including Auto CAD. Microsoft office /spreadsheet applications, proficient in Excel, Word.
- ❖ Mobility- Must be able to travel to other plant locations or participate in a short or long term project. Must be able to relocate if required.
- ❖ Must be able to work a varied schedule if needed to meet business requirements.



Process Manager Competencies

Integrity – Trust-Ethics- Values

Widely trusted, is direct, transparent, confidential, admits mistakes, does not misrepresent self for personal gain. Adheres to the company core values and beliefs in both good and bad times; acts in line with those values, rewards the right values and disapproves of others, walks the talk.

(Integrity and Trust) (Ethics and Values)

Action Oriented and Measured Coaching

Motivates and can influence using coaching skills, ability to provide feedback to Assistant Operations Managers and others as necessary. Ability to influence and lead peers through technical credibility, troubleshooting skills and knowledge sharing.

Manages through systems, designs practices, processes, and procedures which allow managing from a distance, make things work through others without being there, can impact people and results.

Shares Information and Peer Relationships

Shares and provides information people need to know to do their jobs and to feel good about being a member of a production team. Provides information so AOM's can make accurate decisions, is timely with information.

Approachability

Builds effective relationships at all levels through cooperation. Is easy to approach and talk to; spends the extra effort to put others at ease, is sensitive to the interpersonal traits of others, builds rapport well, is a good listener, is fast to get informal and complete information in time to do something about it. Brings out the best in people, is a clear communicator. Ability to lead and influence without direct reports. (Approachability)

Flexibility and Speed

Ability to adapt to changes in business conditions. Demonstrates flexibility, speed and a sense of urgency. Ability to adjust to change, and influence work teams to adjust to change even when it does not go "their way"- creates ways to enjoy work. Understands how critical it is for the business unit to learn and share knowledge, move quickly, work across boundaries, and have clear processes and accountabilities about how work gets done.



Process Management

Good at figuring out the processes necessary to get things done; knows how to organize people and activities; understands how to separate and combine tasks into efficient work flows; knows what to measure and how to measure it; can see opportunities for synergy, integration and improvement, where others can't; can simplify complex processes; gets more out of fewer resources. Ability to resolve demand/resource challenges, problem solve and find creative solutions.

(Process Management) (Measurement)

Drive for Results

Sets goals for personal and group accomplishment, uses methods of measurement to monitor progress toward goal attainment, works to meet/exceed goals with a focus on continuous improvement. Can effectively provide resources to gets things done, eliminates bottlenecks and creates focus.(Managing and measuring work)(Priority Setting)(Organizing)

Technical Knowledge and Broad Process Knowledge

Has the functional and technical knowledge and skills to do the job at a high level of accomplishment. Committed to continuous improvement through the re-engineering of processes, creates a learning environment leading to the most efficient and effective work processes.

Decision Making

Ability to find data, gathers relevant information and identifies key issues, commits to an action plan after developing various solutions or courses of action based on available resources, sharing information with others in the company who are affected. Sought out by others for advice, uses rigorous logic and methods to solve difficult problems with effective solutions, is able to see hidden problems, honest analysis, asks what if questions. (Decision Quality) (Problem Solving)

Customer Focus (internal and external)

Ability to communicate with the AOM's, Team Leaders and the team the importance of the customer perspective which is the driving force behind our business activities. Dedicated to meeting the expectations and requirements of all customers, finds first –hand customer information, uses the information for improvements, troubleshooting the process, acts with the customer in mind, establishes and maintains effective relationships with customers and gains their trust and respect.

(Customer Focus)