

Summary:

This management position requires project management expertise to lead and champion operations-wide process improvement initiatives necessary to support the delivery of the *Phantom Experience* to our customers with a focus on continuously improving the demand-driven flow of (external) customer value through operations while eliminating waste.

Additionally, the **Operational Excellence Manager** plays an important role in helping to foster a culture of sustainable change through the creation and embedding of LEAN methodology, and the supporting framework, to deliver business transformation.

As a key member of the Phantom Operations Team, the **Operational Excellence Manager** consistently demonstrates, and encourages in others, the organization's core corporate values and champion Phantom's overall strategic vision.

Department Structure:

This position reports to the Chief Supply Chain Officer. Other positions reporting to the Chief Supply Chain Officer are Materials Manager, Production Manager, Shipping Manager (or Supervisor) and the Manufacturing Engineering Manager.

The role is as an individual contributor providing leadership to cross functional teams.

Our Values:

At Phantom Screens we value all of our employees. We are committed to providing a safe, harmonious, and respectful work environment and all employees are required to help us achieve this by practicing our core values.

- To Speak the Truth
- To Pursue Excellence
- To Serve Each Other
- To Practice Stewardship

Position Responsibilities:

(include but are not limited to, the following)

Project Management: Organization-wide

- Champions a project management discipline, providing expertise and support in the intake, initiation, planning, execution, transition and closure of projects organization wide.
- Assists Project Owners in planning project timelines, milestones, deliverables, using management methods and software tools.
- Provides on-going guidance to project teams and on continuous improvement initiatives.

Project Management: Operations-specific

- Leads and complete projects as assigned
- Leads project progress meetings and communications for projects owned by this position.
- Completes post-project completions reviews to ensure successful delivery has been achieved.

Lean Management

- Leads and facilitates Lean & Process improvement training across the company to embed a Lean philosophy to support the delivery of better value and greater efficiency through the identifying and eliminating unnecessary complexity (waste) within business processes.
- Acts as the Lean subject matter expert and builds and maintains the foundation for continuous improvements by ensuring the effective functioning of Continuous Improvement events while empowering operational staff and stakeholders to present ideas and create improvements and solutions.
- Leads and works with the Lean Team, and Operational managers in identifying activities, values and selecting kaizen events and ensure proper resourcing and preparation for those events
- Ensures lean activities are linked to the business strategies and initiatives and develop a transformation plan in collaboration with Leadership Team.
- Teaches lean tools to all levels of the organization (Kaizen, 5S, Standard Work, etc.)
- Defines and maps our current product and services processes and creates a future ideal state map of product and service value streams.
- Creates and implements a plan to turn the current state map into the future state map using lean techniques.
- Engages and mobilizes participation of the stakeholders and employees of various departments, suppliers and customers of the required changes before and as the plan is implemented.

Process Improvement Management

- Leads and facilitates Process improvement training across the company.
- Assists managers in data analysis to support decision-making and the development of improved methods, processes, systems.
- Uses influence to drive change and promote improvement, both direct and indirect.
- Takes ownership of Operational projects which require cross-divisional process changes.
- Identifies and justifies projects for reducing costs, improving quality and increasing production as part of establishing a continuous improvement environment.
- Elicits change requirements and drives process change using staff interviews, document analysis, requirements workshops, surveys, site visits, process and workflow analysis.

Operations Process Support

Work cross company under the leadership of the CSCO to provide continuous improvement in the areas of:

- Operations Budgeting models
- Sales Forecasting (short and medium range) and Analysis
- Product Mix Determination and calculation of Seasonal Indices
- Product Available-To-Promise and Product Order Lead Time tools
- Planning Calendars and Shift Definitions
- Operations (Staff) Capacity - Planning and Actual
- Sales and Operations Planning
- Master Production Schedules
- Materials Requirements Planning
- Time Studies and Standard Times
- Production Performance Tracking
- Operations related forms and reports
- Factory flow & layout improvements

Position Requirements:

(included but not limited to)

General Ability

- A strategic and analytical thinker with a professional and positive disposition.
- Excellent math abilities and working knowledge of data analysis/statistical methods
- Uses sound judgement to evaluate and analyze information, and effectively resolve issues.
- Knowledge of the Phantom Employee Manual (Corporate Overview, Employment Policies, Employee Benefits and Entitlements).
- Ensure time management / payroll requirements are met.

Communication

- Excellent communication skills.
- Mature, confident and comfortable in dealing with a variety of contacts at all levels.
- A keen understanding and respect of the need to maintain confidentiality when coming into contact with sensitive information.

Computer Skills

- Windows operating system and intermediate typing skills required.
- Proficient in the use of the Microsoft Office Suite of programs, advanced level MS Excel.
- Familiarity with related software programs (such MS Project, Minitab, Flowchart software, calibration management, ERP...)

Certificates / Licenses / Permits

- Occasional travel may be required therefore:
 - Class 5 Driver's License (with acceptable Driver's Abstract) and access to an insured vehicle
 - Ability to travel as required (Passport without travel restrictions)

Academic Qualifications and Work Experience:

- Completion of Degree in Operations or related discipline
 - PMI Certified Project Management Professional (PMP)
 - ASCM (APICS) Certified in Production and Inventory Management (CPIM)
- Enrolled to achieve any of the following designations (or equivalent) are also desirable:
 - Lean Blackbelt Certification
- Minimum 10 years' experience in a make-to-order manufacturing/assembly environment
- Minimum 5 years' experience in a decision-making role in operations / quality management
- Experience in an ISO certified company preferred

A combination of education and experience will be considered.