



## Job Title: Quality System Specialist/ Analyst

**Location:** Various

**Functional Area:** Other

**Employment Level:** Professional (Non-Supervisor)

**Requisition #:** 51066842

**Apply By:** 01/03/2017

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### Department Summary

Consumers Energy (CE) is in the early stages of its lean journey. The CE Way, CE's recently launched lean operating system, is a cornerstone of the company's business strategy. The CE Way provides the framework for CE operations, with a balanced focus on Safety, Quality, Cost, Delivery and Morale. The introduction of the CE Way is leading to a company-wide transformation that will be used to deliver breakthrough levels of performance leveraging lean principles and tools.

The Lean Office is responsible for leading the lean business transformation including the ongoing development and deployment of CE Way tools, training and coaching. Key activities include policy deployment, continuous improvement and problem solving sessions, workshops, and supporting delivery of the CE Way roadmap.

The Lean Office Business Partner works closely with business partners to facilitate the deployment of the CE Way. He/she also supports the delivery of top level breakthrough goals and objectives that improve business and financial performance as well as customer satisfaction through the application of the CE Way.

The Lean Office Business Partner provides significant influence in creating a culture of continuous improvement through Lean concepts and principles. The position requires a strong background in lean, as well as excellent critical thinking and analytical skills, proven leadership skills and the ability to deliver results within a service organization model. It also requires the ability to successfully work across multiple organizations to impact and drive sustainable change by coaching leaders in business planning, visual management, operating reviews, practical problem solving, confirmation, controls, and identification/ elimination of waste.

### Job Description/Responsibilities

The Lean Office Business Partner works independently teach cross functional leaders Lean skills including: leader standard work, standards, value stream maps, process mapping, etc. He/she leads workshops to deliver continuous improvement, while teaching others lean methods to allow for practical application. He/she is responsible to analyze and measure the effectiveness of existing business processes and coach business partners to develop sustainable process improvements. Performance is measured based on the achievement and sustainability of improvements in business performance and metrics. The Lean Office Business Partner is also responsible for providing coaching, guidance, and mentoring to key leaders throughout the organization.

### Requirements/Qualifications

- Bachelor's Degree in Business, Industrial Engineering, or relevant field of discipline.
- 2 + years of work experience in the field or in a related area.

The following skills may set you apart:

- Excellent analytical and critical thinking skills
- Experience leading teams to outcomes
- Strong interpersonal skills and ability to effectively relate to others

*All qualified applicants will not be discriminated against and will receive consideration for employment without regard to protected veteran status, disability, race, color, religion, sex, sexual orientation, gender identity or national origin.*

- Ability to facilitate and train Lean principles through effective presentation skills
- High performing individual that has a passion for coaching others
- Strong ability to articulate and communicate with all layers within an organization
- Excellent decision making, ownership and accountability for overall process
- Passion for creating a culture of Continuous Improvement within a company
- Expert in practical problem solving efforts to reduce waste, improve customer satisfaction, lower cost and increase productivity
- MS Office including EXCEL

Position will be filled at the appropriate salary grade based upon the skills, knowledge, and experience of the selected candidate

#### Essential Functions

Analyze data, policies, and procedures to evaluate and improve the quality of customer systems. Includes the gathering of benchmark information, analysis of results and recommending process improvements. Plan and conduct work requiring judgment in the independent evaluation, selection, and substantial adaptation and modification of standard techniques, procedures and criteria; and be able to devise new approaches to problems encountered. Provide key organizations and departments with actionable data that can be used to drive problem solving, process improvement, and prioritization. Drive end-end process improvement and control based on customer feedback.

Duties and who this individual reports to will fluctuate between projects. Individual possesses the skills to lead, problem solve, and work well in a team environment. Individual should exemplify safe work practices and follow the company's compliance standards. Lead and/or assist with quality projects to include the analysis and measurement of current business processes and developing sustainable, repeatable and quantifiable business process improvements. Utilize effective oral and written communication skills to provide expertise to coworkers, clients, and customers. Attend internal and external meetings.

#### Hours and Travel

This position requires the individual work a minimum of 40 hours per week (45-50 typical) with time spent in the office or specific field locations dependent on work assignments. Travel is required to job sites and project meetings and could be significant dependent upon location. Individuals need to be willing to work additional hours as necessary to meet deadlines.

#### Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit; stand; walk; and stoop, kneel, crouch, or crawl; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. Must be able to stand and walk for periods of up to and beyond eight hours. The employee frequently is required to talk or hear. The employee must frequently lift and move up to ten pounds and occasionally lift and move up to seventy-five pounds. Specific vision abilities required by this job include close vision, color vision, depth perception, and the ability to adjust focus. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate. The noise level on the construction site is often loud.

### Company Overview

Join a diverse and dynamic team that makes and delivers the most valuable services in the world: electricity and natural gas. At Consumers Energy, our customers are at the heart of everything we do. Our employees work around the clock to provide service to our customers in honor of our history and to fulfill our promise to Michigan - Count on Us! Consumers Energy, the principal subsidiary of CMS Energy and headquartered in Jackson, Michigan, provides natural gas and electricity to nearly 6.8 million of the Michigan's 10 million residents in all 68 Lower Peninsula counties.

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