

Global Sales Operational Excellence Professional

At Lonza, we invest in great people. We encourage our employees to challenge themselves and we offer an environment that fosters creativity and success. Headquartered in Basel, Switzerland, we operate production, R&D, and business sites around the world, including Europe, North America, and Asia.

Our vision:

We strive to be the leading supplier using science and technology to improve the quality of life.

Our mission:

We work with passion, using advanced technologies, to transform life science into new possibilities for our customers.

Do you want to help us as we shape the future of this great organization?

Job Description Summary

Responsible for developing a culture of continuous improvement and leading process improvement projects across the Bioscience business. This is a highly visible and interactive position that is expected to lead change in challenging environments and overcome status quo existence. Through the use of proven methodologies (such as Lean, six sigma, Toyota principles, etc.) data analysis, and project management, this person is to solicit ideas, determine true requirements, reduce waste, eliminate variability, and improve existing and new processes. This role will communicate ongoing status and metrics, take appropriate action to resolve conflict, and will promote business excellence in alignment with organization strategy. Analytical skills and problem solving capabilities are critical for this role.

This is a global position that can be performed from any Lonza site.

Job Description

Key Responsibilities

- Provide leadership and influence to process owners and functional experts to apply lean, six sigma, and effective business change techniques towards the resolution of operational opportunities
- Plan, perform, and implement process improvement initiatives in the areas of responsibility
- Communicate essential elements for success, highlighting risk and recommended action for resolution.
- Track progress through standard reporting tools
- Present to senior management and intermediate channels as required, ensuring all communication is clear, concise and appropriate.
- Recommend and drive new policies and procedures where needed
- Encourage informed risk taking and act as a catalyst for innovation. Serve as a change champion and role model
- Benchmark and identify best practices; adapt and implement related improvements into the organization
- Responsibilities may include direct leadership of projects, delegation to functional areas, or involvement of external resources.
- Develop and provide project and program metrics and ensure alignment with business goals.
- Responsible for planning and assigning work, hiring, pay increases, performance management and disciplinary issues.
- Coach and develop lean and six sigma experts who can train and develop others. Include focus on understanding value from the customer's perspective
- Perform other duties as assigned

Essential Job Functions

The demands described below are those essential functions that an employee must be able to accomplish in order to perform this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Work Schedule

8 working hours per day, Monday - Friday, possible weekend hours.

Travel

10% - 50%

Safety Responsibility

Must know and follow job safety procedures, attend required health and safety training, proactively promote safety at work, and promptly report actual and potential accidents and injuries. Must comply with safety policies of the company and site. Employee owns their own safety and the safety of others.

Quality Responsibility

All personnel own the quality of what they deliver and are responsible for maintaining compliance with procedures during deviation investigation.

Environmental Demands

The normal working environment is in an office building.

Mental Demands

Demonstrates leadership through effectively influencing and challenging all levels of the organization. Ability to motivate self, individual and teams to set and achieve breakthrough performance goals. Must display a positive hands-on attitude to get things done, with the tenacity to manage change to a successful conclusion. Holds people accountable and effective at teaching and mentoring others. Ability to influence and to interact with multiple layers of the organization. Skills to create an excellent team dynamic, as well as establish and maintain relationships, internally and externally. Ability to work in a fast paced, high workload environment, and be able to manage multiple projects and objectives for on-time event closure. Must be able to identify and flag risks in a timely manner to keep deliverables on track.

Educational Qualifications/ Additional Skills

- Masters degree in Business Administration or related field of study
- Project Management, Lean /Six Sigma, Kaizen, Change Management, Data Analysis/ Business Metrics, Managing interdisciplinary Teams
- Demonstrated leadership skills (through prior leadership experience or as an informal leader), for example developing/motivating others, empowerment/enablement, effective communication, positive attitude, relationship building, direction setting
- Strong written and verbal communication skills are required
- Ability to listen, to read and to comprehend complex subjects
- Proficient in data analysis preferred
- Project Management experience preferred
- Ability to lead and influence without positional authority to meet timeline and goals
- Strong typing and computer skills, including efficiency using Microsoft Office Suite (Word, Excel, PowerPoint), and familiarity with cGMP quality systems
- Ability to become gown qualified

Licenses or Certifications

- Lean Six Sigma Black Belt or similar knowledge
- Proven logic, decision making abilities, and critical thinking skills

Qualities & Attitude

The employee is living the cultural beliefs with the flexibility to adapt to changing business priorities. Is open to and actively seeks out feedback on their performance and translates that feedback into action.