



JOB DESCRIPTION

PROCESS IMPROVEMENT SPECIALIST

OBJECTIVE

Reporting to the Vice President of Operations, Canada, the Process Improvement Specialist is responsible for building, maintaining, and implementing process improvement initiatives across the corporation. In this role, the Process Improvement Specialist will work directly with team members on the shop floor to implement standards and training. Further, the Process Improvement Specialist will be responsible for developing and maintaining operational reporting, KPIs, and analytical tools that enable accurate decision-making across logistics, production, warehousing, quality, and maintenance. The Process Improvement Specialist will work with team members across all sites in North America.

QUALIFICATIONS

Education:

- University degree / college diploma in Operations, Engineering, Data Analytics, Supply Chain, or related discipline

Experience & Skills:

- 1-3 years' experience in a Process Improvement role a must
- Experience working with production, inventory, quality, or maintenance data in a manufacturing or food/agri-processing environment preferred
- Advanced Excel and data modeling skills; experience with dashboards and structured reporting
- Ability to work across multiple data sources and systems
- High attention to data accuracy, validation, and consistency
- Strong communication and interpersonal skills (verbal and written) with the ability to explain insights to non-technical teams
- Ability to travel within Canada and U.S. as needed

PRINCIPAL RESPONSIBILITIES

1. Partners with Operations teams to identify trends, anomalies, and improvement opportunities related to yield and waste, Health and Safety, Overall Equipment Effectiveness, Maintenance and Downtime, changeover efficiencies.
2. Generate process improvement ideas and discuss with management team to align with key operational initiatives.
3. Validate operational data sources and identify gaps or inconsistencies.
4. Lead data collection, cleansing, and analysis to support operational decision-making.

5. Monitor shop floor performance with Operations Manager, identify gaps vs. known standards and track improvement actions.
6. Support the development and implementation of standard work procedures.
7. Support Production and Maintenance in improving changeover efficiencies on the Production Lines.
8. Build and maintain a standardized KPI workbook for Operations team.
9. Support the improvement and accuracy of Production Planning tools.
10. Analyze inventory usage and consumption patterns; monitor warehouse utilization and capacity constraints.
11. Work with developers to improve reporting tools based on user feedback and operational needs.
12. Ensure alignment between reported downtime, maintenance activity, and root cause tracking.
13. Contribute to the establishment of Process Improvement principles across the organization.
14. All other duties as required by Vice President of Operations, Canada.