

Continuous Improvement Manager

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Company: NEOM

Location: Tabuk

Category: business-and-financial-operations

Overview

Position

Continuous Improvement Manager

Job Code

Manager

Reports to

Head of Continuous Improvement

Direct Reports

Document Controller

Division

PortCo

Sector

Oxagon

Role Purpose

This position serves a wide range of functions within PortCo to develop the continuous improvement culture that enables expected performance targets.

Key Accountabilities & Activities

Ownership of Aris, the documentation repository system

Lead standardized process definition, development of SOPs, Work Instructions and Visual Aids that incorporate risk assessments across all PortCo workstreams and functions ensuring they are updated regularly and maintained as living documents.

Support training to ensure training material is created with standardized processes, procedures, etc.

Create standards, guidelines, and recommendations for standardized work across all functions and workstreams.

Implement the continuous improvement strategy and manage implementation deliverables

Assist each PortCo functional area to create a standardized approach toward their way of working.

Develop and lead CI training program to drive continuous improvement.

Lead targeted improvement projects to address improvements across all PortCo functions.

Provide guidance and support to process experts/owners.

Work with functional leaders to align processes for an integrated approach and to drive

functional improvement as a critical part of PortCo strategy and annual business plan.

Work with process owners to identify improvement areas and create structured plans to address undesirable performance.

Visible driving force in implementing a culture of continuous improvement.

Identification of best operating practices and link to operational excellence assessment tools.

Support the development of company standards and best practices.

Ensure sustainable terminal improvement roadmap implementation beyond diagnostics.

Develop and lead PortCo performance analytics workstream

Effectively represent NEOM Ports in interactions with external stakeholders, including customers and professional associations and represent department in internal committees when required.

Background, Skills & Qualifications

Knowledge, Skills and Experience

Trained and competent in a range of Lean Six-Sigma tools

Business process management experience

Black Belt or Master Black Belt

Excellent track record of building BPM capability in an international organisation.

Strong change management skills

Excellent interpersonal and facilitation skills and ability to influence people.

Humble and willing to be open to learn and to work with others in developing a new way of working.

Self-starter and the ability to work independently.

Strong interpersonal skills.

Proven leadership in implementing strategic initiatives.

Proven ability to work in a multicultural environment.

High drive to succeed and break through barriers.

Open minded and a positive attitude

Excellent English written and verbal communication, presentation, and facilitation skills

Previous start up or project experience

Qualifications

Bachelors or Master's degree in Industrial Engineering, Logistics, Operations Management or related

Minimum Black Belt certification

MAIN CONTACTS

Internal

External

Head of Continuous Improvement, Port Operations, Engineering, IT and Marine Services

Oxagon Supply Chain & Logistics

PortCo functional leaders

Consultants, partners, KSA government entities, investors, service providers, vendors,

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