

Director of Continuous Improvement

POSITION SUMMARY

Administer the QPS Document Management System providing oversight of internal controls and customer service in swine production systems. **Propose and implement process changes from data driven insights. Identify and coordinate continuous improvements from the Summit SmartFarms Acumence software insights.** Convert facts into interesting training materials using creative software skills and technical writing skills so that the end-user can learn to do work that aligns with the customer's expectations. Develop and approve 'publish-ready' documents. Accelerate the flywheel of knowledge transfer and support ERP objectives. Enhance and bolster customer and partner relationships. Demonstrate value, customer appreciation, and intellectual capital in the form of value driven insights.

Reports to: President of Summit SmartFarms

RESPONSIBILITIES AND TASKS:

- Investigate, explore, and recommend documentation and training options and solutions to provide a vision of the finished product.
 - Collaborate with the customer to prepare project proposal.
 - Evaluate customer's documentation requirements and requests.
- Implement SharePoint functions and features to align with project scope.
 - Define and customize nomenclature.
 - Define sections and subsections.
 - Define document types.
 - Define User permission levels.
 - Send User invitations.
 - Help users log in and navigate.
 - Identify, approve, and implement documentation standards.
 - Prepare and control revision histories.
 - Maintain document templates.
- Serve as a process advisor and technical writer to develop simplified documentation and ensure the end users can quickly understand and internalize customer requirements.
 - Collaborate with multiple SME's to capture departmental and interdepartmental decisions.
 - Add hyperlinks, quizzes, photos, and videos to accelerate the end user's understanding.
 - Manage the metadata in SharePoint to identify due dates, assignments, and status.
 - Edit developing iterations, gain approvals, and publish completed documents.
 - Manage the Spanish translations.
 - Develop and translate quizzes.
 - Support quiz consolidation.
- Rollout and implement the newly developed training materials.
 - Send and track QPS invitations.
 - Engage with the end users to assist with logins and navigation.
 - Train the trainers to leverage the functions and features of their new training materials.
- Supervise a staff of SharePoint Administrators and Technical Writers to ensure customer requirements are met and adequate process controls exist and are followed.
- Teach technical writing techniques to demonstrate the value of QPS.
- Support 80-20 rule/critical mass that 80% of QPS documents are current.

- Design and conduct metrics/audits to determine whether adequate process controls exist and are followed. Proactively identify cross-departmental inefficiencies to decrease waste.
- Assist process owners in developing corrective action to achieve process improvements.

REQUIREMENTS:

- Responsible, conscientious, adaptable, dependable, and accurate with details.
- Demonstrate strong communication skills while capturing facts and process complexity.
- Must have strong technical writing skills.
- Demonstrate a collaborative work ethic.
- Operational auditing experience is desirable.
- Requires 4-year degree, equivalent on-the-job training or related work experience.
- Capable of learning and applying software/system changes.
- Must demonstrate Team facilitation skills.
- Ability to travel as needed, typically up to 5 days, 1-10 times/year.
- Proficiency in Microsoft 365, Adobe DC, VISIO, MSForms, and SharePoint.

Disclaimer: This job description indicates the general nature and level of work expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required and the responsibilities of the position may change.

EOE Employer M/FV/D

Benefits include: Medical, dental, vision, life and disability insurances. 401(k).