



# New Mexico State Personnel Office

2600 Cerrillos Road  
Santa Fe, New Mexico 87505-0127

## Classification Description

### PROCESS IMPROVEMENT ANALYST

<b>Class Title</b>	<b>Class Code</b>	<b>Pay Band</b>	<b>Alt Pay Band*</b>
Process Improvement Analyst	C11111	70	85

*\*In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

#### Occupation Description

Develop and implement enterprise wide process improvement activities utilizing LEAN/Six Sigma methodologies to support intra / interdivisional business infrastructure and procurement of new business opportunities.

#### Nature of Work

The Process Improvement Manager leads the initiative to improve efficiency and effectiveness of key processes within and across organizational divisions and operating groups, via a process analysis and improvement-driven approach. Serves as a resource for best-in-class process improvement tools for division line managers. The Process Improvement Manager maps and reviews operation statistics and data searching for areas requiring improvement, prioritizes needs, and recommends projects to the senior leaders. Once undertaken, during the course of a project, Process Improvement Manager then drafts the project charter; documenting the project's business case, defines the incentives, reason for change and developing the project proposal. Develops and implements project metrics and measurement systems. Prepares and submits project reports, executive summaries, and presentations to senior leaders.

#### Distinguishing Characteristics

*The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.*

- Directs the development, prioritization and execution of performance improvement projects utilizing LEAN/Six Sigma methodologies for all process improvements and related sustainability.
- Creates and implements maintenance plans, executive communications and trainings to improve effectiveness.
- Develops actionable in-process and out-related performance measures, including focus on managing to measure through implementation of uniform approaches to agency support processes via ISO 9001:2008 tools and procedures.
- Maps key processes and implements value stream analysis (LEAN) to reduce waste, inefficiencies and downtime.
- Develops Decision Support tools, including MIS, dashboards, Balanced Scorecards and drill-down/roll-up type reporting.
- Breaks down operating silos between bureaus via expanding a collective operational approach to common challenges.

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- Directs data collection and analysis to establish cost/benefit analyses and support effectiveness of process improvement activities.
- Oversees implementation of improvement plans and development of process analysis/design following DMAIC (Design, Measure, Analyze, Improve, Control) roadmap.
- Fosters relationships among project teams and business units to encourage communication and eliminate gaps in process design and implementation.

### Recommended Education and Experience for Full Performance

Six (6) years of experience in organizational development identifying and developing process improvement. Black Belt certification in LEAN/Six Sigma with demonstrated expertise in LEAN, particularly process mapping and value stream analysis. Certification in ISO 9001:2008 would be desirable. Bachelor's Degree in Business Administration, Public Administration, Industrial Engineering, Operations Research, or Mathematics would be desirable.

### Minimum Qualifications

Four (4) years of experience in organizational development identifying and developing process improvement. Must have Black Belt certification in LEAN/Six Sigma, with demonstrated ability in LEAN, particularly process mapping and value stream analysis.

### Knowledge and Skills

*Note: This information has been produced by compiling information and documentation provided by O\*NET. O\*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

### Knowledge

**Engineering and Technology** — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

**Production and Processing** — Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.

**Mathematics** — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

**Mechanical** — Knowledge of machines and tools, including their designs, uses, repair, and maintenance.

**Design** — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

**English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

**Computers and Electronics** — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

**Administration and Management** — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

**Education and Training** — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training

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### Skills

**Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.

**Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

**Complex Problem Solving** — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

**Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

**Writing** — Communicating effectively in writing as appropriate for the needs of the audience.

**Speaking** — Talking to others to convey information effectively.

**Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

**Judgment and Decision Making** — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

**Active Learning** — Understanding the implications of new information for both current and future problem-solving and decision-making.

**Coordination** — Adjusting actions in relation to others' actions.

### Statutory Requirements:

**Conditions of Employment:** Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions*, and the *recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

**Default FLSA Status:** Exempt.

**Bargaining Unit:** This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

**Established:** 6/24/2013

**Revised:** 3/26/2014

*Note: Classification description subject to change. Please refer to the SPO website [www.spo.state.nm.us](http://www.spo.state.nm.us) to ensure this represents the most current copy of the description.*