

AMPHENOL PHITEK LTD

POSITION DESCRIPTION

Section 1

POSITION IDENTIFICATION

Position Title: Business Process Analyst

Incumbent:

Last Update: 1 February 2017

Division: Quality

Reports to: Director of Quality (DQ)
Todd Smith, Operations Director – Acting DQ

Functional Relationships: Operations, quality, finance, sales, engineering, project management

External Relationships: Clients, Suppliers

Position location: Newmarket, Auckland

Section 2

SUMMARY OF POSITION PURPOSE

This role is to champion the continuous improvement culture within Phitek. Define processes and champion development and use of business systems.

Section 3

DIMENSIONS OF THE POSITION

Number of direct reports: 0

Responsible for (Total group size): 0

Number of sites/locations: 1

Operating expenditure: Variable

Capital expenditure: Nil

Authority to (list all designated financial authorities): Contained in DOA

Section 4
ACCOUNTABILITIES

1. Champion continuous improvement across Phitek including, but not limited to:
 - Providing thought leadership on continuous improvement;
 - facilitating adoption of best practices; and
 - driving operational excellence.
2. Develop documentation for and in support of the Quality Management System (QMS) with the goal to make the system “living” and an engrained part of our business
3. Develop and document appropriate business processes that underpin and support continuous improvement
4. Lead on the development and oversight of Phitek’s business systems development including but not limited to:
 - CSI – our ERP tool
 - PDM – our documentation and engineering records tool
 - Sharepoint – our documentation sharing space
 - Other electronic/digital spaces that enable collaborative global engagement
5. Contributes to collaborative team engagement
6. Demonstrates Phitek values in all aspects of work

OUTCOME	KEY TASKS	STANDARDS OF PERFORMANCE
1. Champions continuous improvement	1.1 Provides thought leadership on continuous improvement and its fit within Phitek’s business 1.2 Proactively reviews current and planned new policy and procedure and puts forward continuous improvement suggestions 1.3 Regularly presents, as opportunities arise, on Phitek’s continuous improvement approach to internal and external stakeholders as required	<ul style="list-style-type: none"> • Wider Phitek team clearly understand the company’s continuous improvement approach • External stakeholders identify Phitek as a company driven by operational excellence
2. Develop documentation for the Quality Management System (QMS) with the goal to make the system “living” and an engrained part of our business	2.1 Develops policies, procedures, processes, work instructions, check lists for the QMS 2.2 Ensures that QMS documents the way we work and that the way we work is to best practice	<ul style="list-style-type: none"> • QMS meets company objectives and registrar conformance • Certification is continued

OUTCOME	KEY TASKS	STANDARDS OF PERFORMANCE
	<p>2.3 Reviews and audits QMS against the appropriate standards in conjunction with the Director of Quality</p>	<ul style="list-style-type: none"> • QMS encompasses all areas of the company
<p>3. Develop and document appropriate business processes that underpin and support continuous improvement</p>	<p>3.1 Facilitates workshops to document, develop and improve business processes including quantifying benefits</p> <p>3.2 Works with senior stakeholders to drive the definition of business key performance indicators against which the company can benchmark its performance including monitoring and reporting on achievement on a regular basis</p> <p>3.3 Implements lean principles in process development and elimination of waste and Plan Do Check Act (PDCA) cycle</p> <p>3.4 Meets the requirements for the aviation industry and quality standards</p> <p>3.5 Authors and documents business procedures as required</p> <p>3.6 Identifies business process gaps and address improvements</p>	<ul style="list-style-type: none"> • Business KPIs are well defined and actively being measured • Increased operational efficiency and positive impact on business KPIs
<p>4. Lead on the development and oversight of Phitek’s business systems development</p>	<p>4.1 Integrates business systems including:</p> <ul style="list-style-type: none"> • Streamlining processes and automating where appropriate to improve productivity • Ensuring one version of the truth through single-source company information • Ensuring ease of use and tailored business-specific functionality to drive high adoption levels <p>4.2 Ensures that business information and data analysis drives improvements and continuous improvement culture</p> <p>4.3 Ensures that business information is easily accessible but with high level of controls including:</p> <ul style="list-style-type: none"> • Development and delivery of reports towards KPIs • Development and delivery of dashboards (live graphical representation of key business information) 	<ul style="list-style-type: none"> • Company information easily accessible • Systems and tools are comprehensive and meets the business needs • Information is not double entered and correct • Information made available and presented in a way to drive good decision making within the business • Systems are appropriately adopted and used ensuring that work arounds outside the process not necessary • Productivity increases • Quality is improved with less errors

OUTCOME	KEY TASKS	STANDARDS OF PERFORMANCE
		and rework
5. Contributes to collaborative team engagement and provides assistance in line with role when requested by the Director of Quality	5.1 Actively seeks opportunities to works co-operatively with other departments 5.2 Maintains good working relationships with all staff 5.3 Takes responsibility for own health and safety (H&S) and is considerate of the H&S of colleagues 5.4 Responds positively to requests by Director Of Quality	<ul style="list-style-type: none"> • Team members appreciate the contributions that are made to the team • Departments value the input and relationship with the Business Process Analyst • Is regarded as valuable work colleague • Director of Quality values contribution and relationship
6. Demonstrates Phitek values in all aspects of work	6.1 Considers and includes Phitek values in own performance	<ul style="list-style-type: none"> • Can demonstrate activities and actions that illustrate company values in own work approach

Business Process Analyst: Person Specification

Experience/Skills/Knowledge

- Broad knowledge of business processes in a high tech product development company including at least 3 years' experience in a complex or highly-regulated business
- Good business analyst skills including facilitation, definition and documentation
- Significant demonstrable business process and procedures authoring experience
- Experience implementing LEAN highly desirable

Personal Qualities, Competencies & Attributes Required:

- Ability to coach a wide spectrum of people through process definition and refinement.
- Ability to effectively communicate ideas and concepts. Ability to drive consensus.
- Excellent written and verbal communication
- Team player and consensus builder with the ability to work across the organisation to deliver results
- Energy and drive with a strong action and results orientation
- Versatile, able to work strategically as well as get "hands on" as required
- Flexible and innovative, prepared to try new practices and processes to deliver optimal results
- Quality-orientation with a focus on getting the details right
- Strong customer service and engagement ethic
- Integrity – being responsible and accountable