Manager Service Quality, Lean Six Sigma (Black Belt Certified)

TD is a great organization powered by great people who want to make a difference every day. Our over 85,000 employees world-wide are a big part of what makes TD stand out from any other organization. Every day, we deliver legendary customer and client experiences to our approximately 22 million customers. We're an award-winning organization that reinvests constantly to ensure future growth.

We're recognized as an extraordinary place to work that embraces diversity, where everyone is respected and valued. TD is the sixth largest bank in North America by branches, with many exciting and challenging career opportunities in our four key businesses:

- Canadian Personal and Commercial Banking - including TD Canada Trust and TD Insurance
- Wealth Management - including TD Waterhouse and an investment in TD Ameritrade
- U.S. Personal and Commercial Banking - including TD Bank, America's Most Convenient Bank
- Wholesale Banking - including TD Securities

The primary role of the Service Quality Manager is to provide oversight and execute on assigned Lean and Six Sigma projects to successfully improve processes in the Operations and Technology business units. The Service Quality Manager will ensure Proposal/Charter objectives and ROI are met with customer satisfaction.

- Becoming an expert on Lean Six Sigma methodology (Black Belt and Lean Expert Certification)
- Building effective relationships with key business partners within and across business units
- Managing and implementing process improvement initiatives using Lean Six Sigma methodology
- Gathering data to be analyzed, using statistical tools
- Recommending solutions to improve quality and eliminate waste
- Independently lead end to end projects
- Leading / Managing Project teams
- Facilitating problem-solving sessions and Kaizen events
- Achieving assigned Lean Savings targets / benefits via execution of Lean Six Sigma projects
- Monthly project reporting of Lean savings within Instantis project management system

- Proven ability and demonstration of leadership skills
- Demonstrated history of being self-motivated, creative, energetic and results-driven
- Excellent written and verbal communication, as well as interpersonal skills
- Comfortable communicating to all levels within the organization including senior executives
- Strong facilitation skills
- Strong negotiation, conflict resolution and influencing skills
- Well developed analytical abilities: must be comfortable with data and statistics
- Data-driven decision maker
- Demonstrated project management skills
- Takes initiative to creatively resolve issues and find solutions
- Proven ability to see business processes through a customer lens
- Experience leader in Change management, who enjoys process improvement, and has proven abilities in establishing and developing relationships
- Committed to execute with excellence while delivering results within aggressive timelines

To explore this exciting opportunity please email shelly.suter@td.com