



Manager of Process Improvement

Job Information

Recruiter

Coto World Inc.

Hiring Company

Global technology and e-commerce company

Job ID

1564497

Industry

Retail

Company Type

Large Company (more than 300 employees) - International Company

Non-Japanese Ratio

About half Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

13 million yen ~ 16 million yen

Refreshed

January 28th, 2026 06:00

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Our client is a global e-commerce and operations leader committed to delivering exceptional service and convenience to customers everywhere. Their fulfillment network connects innovative technology with efficient logistics, enabling millions of deliveries every day and helping people get what they need—faster and easier.

This position is responsible for driving operational excellence across last-mile delivery sites by leading data-driven process improvement initiatives. The role focuses on improving safety, quality, and productivity at delivery stations through new system implementations, workflow optimization, and scalable standardization. The position works closely with site leadership, network operations teams, and global process owners to enable continuous improvement and enhance the end-to-end customer delivery experience.

Key Responsibilities

- Lead process improvement projects that enhance delivery station safety, quality, and productivity
- Introduce and scale new operational systems, digital tools, and workflow structures across multiple delivery sites
- Analyze operational performance using quantitative data and validate findings with on-site observations and stakeholder interviews
- Identify inefficiencies, convert them into measurable problem statements, and drive prioritization and execution of improvement initiatives
- Standardize best practices and create scalable frameworks to support consistent execution across the network, including potential deployment to international regions
- Collaborate with delivery station managers, operations leaders, engineering teams, and cross-functional departments to ensure alignment and adoption
- Apply structured improvement methodologies (e.g., PDCA, Lean, Kaizen) to drive sustainable operational change

Role Value & Impact

This position plays a central role in:

- Introducing and scaling digital innovation within last-mile logistics operations
- Learning and applying global best practices in process engineering and network optimization
- Building cross-regional collaboration networks and modern operational methodologies
- Improving delivery reliability and customer experience at scale

Through hands-on field engagement and strategic project leadership, the role directly contributes to continuous improvement across nationwide delivery operations.

Required Skills

Mandatory Qualifications:

- Bachelor's degree or equivalent professional experience
- Experience in **process improvement** or involvement in **project-based work**, regardless of industry
- **Business-level proficiency** in both **Japanese and English** (reading, writing, and speaking)

Desired Qualifications:

- Hands-on experience driving improvement initiatives using **Lean**, **Toyota Production System (TPS)**, or similar methodologies
- Knowledge or experience with **database technologies** (e.g., SQL, Access, MySQL, Redshift, MS SQL Server), and related tools (Excel, Visual Basic, Windows OS)

Company Description