



## 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.

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## 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)

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## Company Description