Manager of Process Improvement

募集職種

人材紹介会社
Coto World株式会社

採用企業名
Global technology and e-commerce company

求人ID
1564497

業種
小売

会社の種類
大手企業 (300名を超える従業員数) - 外資系企業

外国人の割合
外国人 半数

雇用形態
正社員

勤務地
東京都 23区

給与
1000万円 ~ 1300万円

更新日
2026年11月11日 17:10

応募必要条件

職務経験
6年以上

キャリアレベル
中途経験者レベル

英語レベル
ビジネス会話レベル

日本語レベル
ビジネス会話レベル

最終学歴
大学卒： 学士号

現在のビザ
日本での就労許可が必要です

募集要項

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.

スキル・資格

Mandatory Qualifications:

- Bachelor’s degree or equivalent professional experience
- Experience in **process improvement** or involvement in **project-based work** in the following background:
  - Manufacturing (automotive, machinery, etc.)
  - Logistics/Supply Chain
  - Construction or Facility Management (factories, warehouses, retail stores, etc.).
- **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)

会社説明