**University Job Classification Information**

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| **Job Classification Details** | |
| **Job Function** | Administration |
| **Job Family** | Quality and Operational Improvement |
| **Job Title** | Qual & Op Improv Engineer |
| **Job Code** | PAF2 |
| **Salary Level** | 5A |
| **Key Areas of Responsibility (KAR):** | |
| **KARs for Job Family** | **KARs for Classification** |
| **Apply Process Improvement, Quality Engineering, and Management Engineering Concepts and Methodologies** | Responsible for facilitating and implementing quality and operational improvement initiatives for unit, department or organization wide processes and projects to improve customer satisfaction levels and business productivity. Understand business strategy and business planning principles and apply with minimal guidance in project work. Provide subject matter expertise in support of strategic and capital planning initiatives. Work with areas to identify problems through the use of metrics associated with Key Performance Indicators. Encourage informed risk-taking and act as a catalyst for innovation. Projects are defined by performing business case analysis including scope of the project, voice of the customer, examination of costs, benefits, risks associated with the proposed investment/project and recommends alternatives for solutions. |
| **Collect and Analyze Data** | Develop methods for data collection; collect and retrieve data; design and access databases for decision making. Conduct basic and advanced analyses to improve processes, performance and outcomes. Develop and analyze mathematical and discrete event simulation models to analyze potential business improvements before implementation. |
| **Project Management** | Apply broad knowledge, best practices, and contemporary process improvement tools to produce desired improvement results. Perform engineering work to evaluate processes or performance improvement projects for optimization. Develop processes to ensure quality, cost, and efficiency of requirements are met. Work with area champions to ensure that adequate resources are available for training and projects and that adequate tollgate reviews are conducted on the projects. Lead operational improvement teams, utilizing performance improvement methodologies such as Six Sigma, Lean, 5S, and Value Stream Mapping. Is accountable to ensure projects are managed through entire life cycle within approved scope, schedule and budget. |
| **Quality Assurance and Compliance** | Perform quality management audits. Develop and manage a risk management program, provide regulatory and clinical quality oversight. Assure compliance with evidence-based recommendations related to accreditation. |
| **Training/Education** | Provide advice, facilitation, and training on the development, administration, and technical aspects of an organizations quality improvement efforts at all levels of an organization. Provide leadership for investigation, mentoring, and management of critical problem identification and solving skills required for effective resolution of related quality and operations issues. Prepare and present educational programs on performance improvement or quality initiatives to process improvement team participants. Consult with external agencies to obtain and provide education and resources. |
| **Leadership/Supervision, Budget** | May provide functional and/or administrative supervision of staff. Provide direction, assignments, feedback, coaching and counseling to assure outcomes are achieved. Monitor and manage budget to meet goals. |
| **Human Resources Administration** | May investigate, interpret, and/or resolve human resources/workplace issues. May review, edit, and approve human resource transactions. Exercise knowledge of human resource policies and procedures. |
| **Universal Competencies:** | |
| **Title** | **Definition** |
| **Collaboration and Embracing Diversity** | Ability to work with a variety of individuals and groups in a constructive and civil manner while appreciating the unique contribution of individuals from varied cultures, race, creed, color, national origin, age, sex, disability, sexual orientation, and gender identity. |
| **Positive Impact/Achieving Results** | Ability to utilize existing resources and learning to achieve or exceed desired outcomes of current and future organizational goals/needs. Able to demonstrate ethical behavior in diverse situations while producing results. |
| **Service Excellence/Customer Focus** | Ability to meet or exceed customer service needs and expectations and provide excellent service in a direct or indirect manner. Ability to effectively transmit and interpret information through appropriate communication with internal and external customers. |
| **Job Family Technical Competencies:** | |
| **Title** | **Definition** |
| **Business Process Design** | Knowledge of business process design techniques that encourage a critical, fresh look at key processes and focus on optimizing organizational performance; ability to apply this knowledge appropriately to diverse situations. |
| **Data Gathering and Reporting** | Knowledge of and ability to utilize tools, techniques and processes for gathering and reporting data in a particular department or division of a company. |
| **Managing Organizational Change** | Ability to manage the successful and smooth transition from current to desired culture, practices, structure, and overall organizational environment. |
| **Planning: Tactical, Strategic** | Ability to contribute to operational (short term), tactical (1-2 years) and strategic (3-5 years) planning in support of the overall business plan. |
| **Training Delivery** | Knowledge of approaches, tools and techniques, and the ability to deliver formal and informal training programs for program implementation. |

**Master’s degree and 1-3 years of experience.**