



*Executive Recruiter to the global LEAN Enterprise*

## **Lean Solutions Implementation – Senior Manager**

Premier Financial Services Organization  
Chicago North-Suburban

### **The Company**

Our client, a \$6 billion+ financial services organization, is best known for issuing its own-brand of credit cards which are used by more than 50 million members at some 4 million merchant locations worldwide. The company also has a payment-processing network, owns an EFT ATM network, and in 2006 entered the debit card arena, allowing banks to offer house-branded debit cards. More recently, our client forged reciprocity alliances with card issuers in Japan and China, and just a short while ago agreed to acquire Diners Club International from Citigroup, a business which will add significantly to its international network.

In an unprecedented move, and as part of its strong belief in actually listening to the “voice of the customer”, our client in 2006 announced it would no longer require retailers to charge customers for using credit or debit cards (common practice among competitors).

Spun off from a major diversified investment banking group in 2007, the company has launched a major growth and improvement initiative across its domestic and global operations. In late 2007 the company committed to and launched itself on a global continuous improvement journey based on LEAN and principles of the Toyota Production System and Six Sigma. Which brings us to the creation of this new role, that of **Lean Solutions Manager**.

### **Background**

According to a recent report by McKinsey & Co., financial services “organizations that focus on operational excellence are more likely than others to please their customers, to combine scale with flexibility in product design and delivery, and to manage productivity as a source of competitive advantage.” Rapid globalization, continued deregulation, and the rising use of eCommerce are just some of the trends adding to the challenges of today’s financial service companies. Never before have speed, efficiency, and quality been more required to do business.

Our client clearly recognizes the advantages of “Lean Operations”. In early 2007 our client’s COO and CFO committed to driving a Lean transformation, and the COO personally took on the role of Champion for this dramatic culture change. This is based on a collaborative approach to engaging business unit heads across all functional and profit centers within the organization.

Extensive introductory Lean training efforts began with the assistance of an outside Lean consulting group, and by late 2007 key executives and business unit leaders had become acclimated to thinking Lean. This training is now continuing at the VP level throughout the organization.

And, again in late 2007, our client recruited a new Vice President of Lean from the outside and established a Lean/Kaizen Promotion/Project Office (KPO) dedicated to the tactics of spreading Lean throughout the organization.

## **Lean Solutions Manager – Financial Services**

### **The Position**

This position was created with one key purpose in mind: to execute Lean initiative(s) on a day-to-day basis. If you're the Lean expert we seek you'll know exactly what this involves. You will work with Initiative team members (including Lean experts, unit business experts, technology resources, etc.), collaborating with your team members to understand customer needs, map current states, design future states, define metrics, gather and analyze data, develop and promote solutions and, ultimately, produce significant business results across the board.

***Is this what you like to do? Do you have a passion for LEAN? Does this sound like the kind of commitment and dedication to Lean you want from the organization where you work? Should we talk?***

### **Details**

Position will report directly to the Vice President, Lean, and will be based in the Chicago north-suburban area. In addition to working directly with Lean Solution teams, this Lean Manager will also participate in development of training materials and will personally teach skills, tools and processes to frontline team members, managers, etc., across the global organization. Extensive collaboration with human resources, training and communications teams as well. Expect travel requirements of approximately 2-3 days per week on a fairly regular basis.

### **Requirements**

- Demonstrated hands-on Lean/Six Sigma leadership experience (at least 5-7 years) within leading *Fortune 500* corporation or top-tier Lean/Six Sigma management consulting firm (or similar).
- **Ideally, financial services industry experience – strong preference.**
- Excellent analytical, organizational/planning, communications and interpersonal skills.
- Collaborative and persuasive problem-solving talent; ability to pull, not push, lean solutions.
- Process and results focus and orientation; a “get-it-done” attitude.
- BS/BA degree, MBA/MA a plus
- Lean/Six Sigma Black Belt or equivalent.

### **Compensation**

Highly competitive base salary, performance bonus, excellent benefits package, and relocation assistance as appropriate.

### **Confidential Contact**

Adam Zak, Principal or Sheila Cunningham, Director

### **Adam Zak Executive Search**

Executive Recruiting for the Lean Enterprise  
POB 129, Barrington, IL 60011-0129 USA  
Direct +1 847 304 5301 Main +1 847 304 5300

[resume@LeanRecruiter.com](mailto:resume@LeanRecruiter.com)

[www.LeanRecruiter.com](http://www.LeanRecruiter.com)