

**Job Title:** Analyst – Process Improvement

Company: The Southern Connecticut Gas Company

Reports to: John Meagher - Manager of Compliance and Operational Performance

Location: CT

**Job Summary**

Serves as a consultant for Gas Operations and Engineering departments evaluating, planning, and implementing improvements in processes, practices, and organizational effectiveness. Reviews and analyzes the performance of various activities and documentation within the processes and makes recommendations for improvement. Prepares and communicates gas reports and maintains records for various process improvement activities within the gas operations and gas engineering departments.

**Key Responsibilities:**

- Performs quality assurance record, field, back-office, and documentation audits associated with regulatory compliance to identify opportunities for improvement
- Identify, plan, and implement key projects to improve quality, reduce regulatory risks, increase productivity, and improve cycle time by reducing wasted time, rework, etc. resulting in significant business improvements
- Identify discrepancies and proactively work to improve alignment with comply with policies, procedures and state and federal code pipeline safety requirements
- Creates reports of audit findings and potential process improvements with management
- Performs analysis to identify and correct problems as well as areas of concern
- Facilitates analysis studies to identify root causes
- Assists the gas departments to identify corrective and preventative actions
- Tracks effectiveness of process improvements, corrective, and preventative actions
- Assist in the implementation of PSMS (Pipeline Safety Management System)
- Participates on various project teams and assist with value added programs to drive continuous improvement

**Skills and Requirements****Required Skills/Abilities:**

- Proven experience in process improvement, leading and facilitating projects with a record of successful implementation
- Successful working independently and as part of a team with the ability to lead teams as necessary
- Six Sigma. Lean Manufacturing or other quality professional certifications
- Ability to analyze data, draw conclusions, and make recommendations
- Understanding of Natural Gas Industry
- Excellent presentation skills with solid communication capabilities and practices, both written and oral
- Analytical and problem-solving skills
- Results oriented
- Data analytics and related tools knowledge

#### Required Education and Experience:

- Bachelor's in Civil, Mechanical, Industrial or Quality disciplines
  - Or associate degree in Civil, Mechanical, Industrial or Quality disciplines and 5+ years quality control, process improvement experience
- Formal Quality Training: e.g. Lean Six Sigma Certification, ASQ Certifications
- Experience with Performance Operational/Metrics
- Experience with reporting and tracking deadlines when working across different departments
- Advanced Microsoft office suite skills, in particular Visio, Excel Skills required
  - Experience with PowerBI and other MS Teams tools preferred

#### Competencies

- Develop Self & Others
- Empower to grow
- Collaborate and Share
- Focus to achieve results
- Be agile

Avangrid employees may be assigned a system emergency role and in the event of a system emergency, may be required to work outside of their regular schedule/job duties.