



## **Quality & Productivity Direct Hire Program**

### **Our Business:**

Quality & Productivity (Q&P) is the division within Bank of America that partners with the lines of business to apply quality and Six Sigma tools and methods to improve business performance. Q&P works with businesses to identify and improve high-impact, end-to-end processes and focus on key enterprise priorities such as customer delight, earnings improvement and revenue growth, risk mitigation, change initiatives and process and/or product quality and speed. Six Sigma, Hoshin/Kanri, Process Excellence, Lean and Management by Fact are the primary tools used to execute improvement activities across the company. Since its introduction in 2001, quality has become an integral part of our culture, creating significant improvements in the efficiency and effectiveness of key processes and driving cost savings, customer delight and revenue.

### **Overview:**

Associates will participate in a direct hire program that is designed to foster teamwork, networking and accelerated development. Responsibilities within the Q&P Direct Hire Program are:

- Working closely with the business executive or deployment champion to effectively lead, train, and coach quality activities that will achieve breakthrough productivity and customer satisfaction improvements
- Mentoring of Green Belts during their projects
- Providing detailed analysis of business practices, processes and systems
- Championing new initiatives and acts as a catalyst for change
- Driving Six Sigma projects with large scope/accountability, viewed as subject matter expert

### **Qualifications:**

The ideal MBA candidate must demonstrate strong leadership and communication skills as well as exhibit strong personal commitment and motivation. He/she must be able to present ideas and opinions openly and honestly even when they oppose prevailing opinions and practices. Effectively communicate and influence across Bank of America and within each line of business. Must possess strong organizational and time management skills with an ability to prioritize and manage multiple activities simultaneously. Candidates must have completed a bachelor's degree in engineering or other technical major with three to five years of industry work experience.

### **Training:**

In addition to on-the-job training, the associate will spend 24 to 36 months working towards completion of their Master Black Belt certification

### **Locations:**

Charlotte, NC; Boston, MA