

Colombia Jobs Expertini®

Excellence Manager

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Company: KUEHNE + NAGEL

Location: Colombia

Category: other-general

You build and promote great relationships with colleagues, design customer experiences that inspire loyalty. You are the most important pillar of our success. You make the difference.

Your Role

Leading team of excellence managers located in different regions responsible for operational performance of KNIL Control Tower and LSPs, as well as business analytics. First point of contact for trouble shooting escalations.

Your Responsibilities

Leading team of excellence managers located in different regions responsible for operational performance of KNIL Control Tower and LSPs, as well as business analytics.

First point of contact for trouble shooting escalations.

Development of SOP and changes in close collaboration with Business Manager.

Monitor service performance trends in alignment with Control Tower and logistics service providers (LSPs).

Coordination of preparation of contents for monthly / quarterly business reviews (MBRs / QBRs), execution of MBRs / QBRs decisions within the area of responsibility.

Own corrective and preventive action (CAPA) plan, business continuity plan (BCP).

Your Skills and Experiences

Bachelors Universitydegree in International Business or related careers.

5 years in Logistics-related field.

Spanish and english advanced.

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