



Business Analyst – Associate Development Program

1) POSITION OVERVIEW

The successful candidate will be a recent college graduate that will enter H&V's two-year Associate Development Program. This program will provide structured training through a series of rotating assignments within the four H&V Business Units in E. Walpole, MA, as well as temporary placements at our Mills in W. Groton, MA; Easton, NY; Floyd, VA; Hawkinsville, GA; and Corvallis, OR. At the conclusion of this period, the Business Analyst will be assigned to one of our four Business Units at our E. Walpole, MA headquarters. The Business Analyst will be exposed to the complete spectrum of business issues that we face and will provide analytical decision support to the H&V leadership team across all functional areas and business units, including product development & pricing, marketing, sales, new business development, and operations. These efforts will result in one or more of the following: justification of new product development, decreased time to market, improved customer satisfaction at key accounts, improved product quality, less waste, reduced cost, improved reliability, increased efficiency, increased speed to manufacture, improved employee safety, improved environmental status and greater overall manufacturing capability.

2) RESPONSIBILITIES

At the conclusion of the program, H&V and the Business Analyst will jointly review the individual's interests and the needs of the company, and will be assigned to a specific role within an H&V Business Unit located in E. Walpole, MA. The job title and responsibilities will be determined at that time.

3) QUALIFICATIONS

- BS in Business Administration or Operations Management, or equivalent is required.
- 0-2 years experience as a co-op or summer intern in a manufacturing environment preferred.
- Excellent interpersonal skills with ability to interact with individuals at all levels, both internal and external.
- Excellent written and verbal communication skills.
- Team player who fosters cooperation and collaboration between engineering, production, research and development and any other entities involved.
- Good problem-solving and organizational skills with ability to manage multiple projects.



4) LOCATIONS

The Business Analyst will be placed into a two year training program. This program will consist of four 6-month assignments within the H&V Business Units. In addition, the Business Analyst will rotate through several H&V locations in order to learn the local manufacturing and business practices, as follows:

- Five 2-week assignments in West Groton, MA; Easton, NY; Floyd, VA; Hawkinsville, GA; and Corvallis, OR.
- One 2-week international assignment in Germany, England, Mexico, or China.

5) REPORTING STRUCTURE

During the duration of the training program, on a day to day basis the Business Analyst will report to their Sponsor, who typically will be the General Manager of the Business Unit or one of their direct reports. In addition, the Business Analyst will have dotted line reporting responsibilities to David von Loesecke, VP & General Manager, in E. Walpole, MA (or his designated representative). David will serve as the program Mentor and training oversight manager for the duration of the training program for all Business Analyst to insure consistency of training and act as training liaison between Business Units and H&V sites.

6) BUSINESS UNIT TRAINING

The Business Analyst will be tasked with developing a complete and thorough understanding of the Business Unit operations. She/he will be expected to complete the following in order to demonstrate their understanding:

Operations Analysis

- Extract necessary data from Oracle via reports, queries, and/or a query tool.
- Collect non-Oracle reports and data from all domestic and international operating locations and functions.
- Prepare daily, weekly, monthly, and quarterly reports for senior management. This includes customer complaints, credits, service and operating metrics. Develop ways to improve the level of service and value to senior management and key managers.
- Assist with the development of Operations policies and internal control procedures.
- Assist with Oracle system testing and implementations.
- Lead and conduct special analysis projects for senior management.
- Develop work instructions and workflow for Operations Analyst as needed.



Account Management

- Understand how H&V Account Mangers develop close relationships with our key customers by regularly accompanying them on customer visits. This will require extensive travel within the US and, during the international assignment, to overseas clients.
- Coordinate activities of various departments within H&V to resolve customer issues and problems.
- Understand customers' credit performance and reporting back to the Credit Department.
- Assist in issuing verbal and written call reports on all customer visits on a timely basis.
- Inform the various H&V manufacturing sites, departments, business teams, etc. of customer news and issues.
- Work with H&V personnel to make sure that these action items are promptly and professionally addressed.
- Promote the internal understanding of customer requirements.
- Prepare sales forecasts, general market information, and competitor intelligence reports.
- Observe and support pricing negotiations with customers in accordance with policies and procedures established and published by the Business Units.

Market Analysis

- Coordinate changes in prices between sales & marketing, publishing revised price pages and maintenance of price pages on the HV server.
- Publish technical data sheets as new grades are commercialized, maintaining distribution to sales personnel and customers as required.
- Analyze and publish costs on new product trials as they are developed and for new grades as they are commercialized.
- Coordinate market share information and competitor information on a global basis for use in quarterly reviews, budgeting, and three year planning cycles.

7) OPERATIONS TRAINING

At each manufacturing location, the Business Analyst will be tasked with developing a complete understanding of the Business Unit, Mill, and R&D operations. These activities will include the following:

- Attend daily and weekly meetings, review daily scorecards, and understand how decisions are made.
- Become thoroughly familiar with the system used for standard set ups and operating conditions.
- Develop a short list of H&V contacts that the Business Analyst can turn to as frequently as needed until he learns the organization



8) FORMAL TRAINING

During the training program, the Business Analyst will complete the following three training modules offered publicly by the American Management Association (AMA) and the Boston University Corporate Education Center:

- “Making the Transition from Staff Member to Supervisor”
- “Management Skills for New Supervisors”
- “Principals of Project Management”

Other technical classroom training will be assigned and completed as required. In addition, the Business Analyst will be afforded training in Six Sigma through an H&V-approved training resource and/or a specific Six Sigma project on the manufacturing floor. The minimum goal will be to achieve Six Sigma Green Belt certification, but he/she will be required to achieve Black Belt certification within 1-2 years after completion of this program.