

# A Day in the Life of an Enterprise Lean Six Sigma Intern



## Here's what you can expect in our Intern Program.

We asked Interns who've been through this career-path program to answer the most frequently asked questions about this position. Chase, in Cleveland, Ohio, shared some experiences as an Enterprise Lean Six Sigma Intern.

### Q. What is your typical day like in this Program?

This position is quite different from other roles at KeyBank. Your working location is dependent on which team you report to. I start by looking at my calendar the night before to see which direction I should prepare to travel. In a given week, you could be working at the Tiedeman campus one day, Key Tower the next, or Higbee in Tower City that same afternoon. It depends on what team you work for and whether meeting in person or over a WebEx would suffice business needs. Currently, I am revamping the Lean Six Sigma (LSS) Yellow Belt Training program and can work from just about anywhere.

Other responsibilities in this role include data mining, process mapping, team building, supporting enterprise-level projects, including areas such as Technology & Operations, the Community and Corporate Banks, Supply Chain, Risk and Finance for data analysis, voice of the client, and root cause analysis.

### Q. What is the typical career path for someone that starts as an Intern in this program?

Your role is dependent on what area you are hired into. For example, I was directly placed into a team that covers Consumer Integration, Employee Experience, and the Corporate and Commercial Banking groups. Although I fall within this team, there could be times where I help

out with the Retail and Private Bank, Shared Services, or LSS Governance teams. It depends upon business need. The LSS team is enterprise-wide; hence you have the opportunity to work within any part of the bank. While Key currently does not have a campus Lean Six Sigma Analyst Program, the conversion of Interns to full-time roles after graduation has historically been high.

### Q. What would you say are the most important traits an Intern needs to be most successful in this program?

There are three traits that are a definite advantage for an Intern to have:

- **Analytical mind** – Have the ability to tackle and understand problems with the use of supporting facts and data. Go beyond firefighting to fully understand problems.
- **Passion for improvement** – Always challenge the status quo. Dig below the surface to the root causes of problems and inefficiencies.
- **Leadership skills** – LSS interns will lead teams in problem-solving initiatives. They must manage time and resources, assign tasks, and follow up and report results to stakeholders.

*Continued on page 2.*

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## **Q. What is your favorite part of being an Intern in this program?**

Going to work every day and figuring out ways to improve customer and employee satisfaction gives me a feeling of empowerment. As an LSS Intern, you will have opportunities to work in every silo across the bank. This brings endless opportunity to show these different departments the value you can bring to them.

## **Q: What do I need to know before applying for the program?**

**Preferred Majors:** Bachelor's Degree in Business, Engineering, Mathematics, or related field.

**Minimum GPA:** Minimum cumulative 3.0 GPA or above preferred

**Certifications:** Interns will obtain certifications once placed. These include Yellow or Green Belt Certification desired. Green, Black, and Master Black Belt are offered within the department.

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