

# Senior Manager - Supply Operations

Job ID

REQ-10045655

Apr 09, 2025

India

## Summary

Support the Novartis Operations (Tech Ops) – Supply Operations in coordination of various Quality and compliance activities associated with Supply Operations ensuring compliance with Good Manufacturing Practices (GMP) & Regulatory requirements while creating value for our internal customers across all Novartis divisions across geographies

## About the Role

Key Responsibilities:

- Responsible to lead third party vendor evaluation and onboarding activities from supply operations inventory and distribution activities at External Service Provider and ensuring supplies as per agreed timelines as part of Biweekly, Quarterly governance calls.
- Support SLA creation activities such as finalization of assumption in coordination with MAP lead and .proposal deck preparation
- Execution of Global Cohort /PSDS Programs in coordination with Global MAP leads, ESP and carrying out labeling, packaging, Storage, and distribution as per participating countries demand.
- Lead the monthly meeting with MAP leads/ GCS / OMA for project status update and archive the monthly slide in designated folder
- Train and support onboarding of newly joined associates
- Works with a broad variety of stakeholders: Actively seek alignment with the experts from different functions (e.g. Supply Support Team (SST) members, CPO DRA, CPO demand planning, site tactical/ operational schedulers, Master Data Governance, Demand Management Center, other Supply Chain functions) and is in close collaboration with Project Lead / Life Cycle Manager.
- Lead data collection and reporting of KPIs
- Ensure that specific Global DI foundational / G DocP (good documentation practice) training / GxP onboarding training is part of associate onboarding and completion within their respective functions.
- Support DI lead in facilitating small group discussions to raise awareness on DI, identify best practices/concerns regarding DI within their respective functions
- Proactively report all deviations through timely escalations
- Implement continuous process improvement projects to enhance quality & productivity.
- Ensure that the service dashboard, order management framework are always kept updated
- Ensure Training on relevant procedures before taking up any GxP activities
- Lead the investigation for any deviation pertaining to respective projects and support change management in case of any process changes

Essential Requirement:

- Minimum 8 years of overall experience in the field of Supply Chain Management.
- Lean Six Sigma Certification preferred
- Overview on Supply Chain Management
- Stakeholders Management. Inventory Management
- Strong quality & compliance mindset
- Strong communication/ collaboration skills
- Action-oriented approach
- Able to work successfully with multinational teams in a complex and rapidly changing business environment

Desirable Requirement:

- Graduate/Postgraduate in Pharmacy/ Life Science/ Engineering / Commerce / Economics.

**Why Novartis:** Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other. Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together? <https://www.novartis.com/about/strategy/people-and-culture>

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Division

Operations

Business Unit

Innovative Medicines

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Technical Operations

Job Type

Full time

Employment Type

Regular

Shift Work

No

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recruitment process, or in order to perform the essential functions of a position, please send an e-mail to [diversityandincl.india@novartis.com](mailto:diversityandincl.india@novartis.com) and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

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