

# AD, NPS Process & Design Improvement (2 Positions)

Job ID  
REQ-10049660  
Jul 14, 2025  
USA

## Summary

This position will be located at the East Hanover, NJ site and will not have the ability to be located remotely. This position will require travel as defined by the business (domestic and/ or international).

The Associate Director, NPS Process and Design Improvement is responsible for supporting the ongoing evaluation of key NPS programs and processes to ensure successful implementation through partnership with Disease State Teams and external partners. This individual will apply continuous improvement / lean six-sigma management capabilities inclusive of Artificial Intelligence (AI) solutions to key opportunity areas identified across the NPS organization.

## About the Role

### Key Responsibilities:

- Lead and/or support process improvement projects to achieve reduction in costs, improvements in quality, and faster throughput/turnaround/cycle times while leveraging AI where applicable
- Support and promote activities that identify all forms of waste and/or inefficiency within PSS enterprise
- Develop and maintain “expert-level” knowledge of various methodologies, regulations, processes, timelines, and general approach underlying the Company’s current and potential products/support services
- Consult with PSS teams and vendors in the development of new product services and processes to employ lean process engineering.
- Support the implementation and refining of pilots and synthesize findings
- Support efforts to drive organization towards metrics for identifying and monitoring process improvement opportunities and project impact
- Partner throughout the organization in matrix relationships to achieve on time, high value, program/service improvements, and to drive operational efficiency.
- Support the development and implementation of process enhancements around technology and performance
- Support the preparation of management-level reports to include, executive level reporting to support leadership decisions
- Establish effective working relationships with leadership across the organization and work in matrix projects to achieve improvements and results.

### Essential Requirements:

- **Education:** Bachelor's degree in a business or qualitative field required or equivalent experience, Master's degree in related field preferred
- 8+ years' experience in process evaluation and improvement; pharmaceutical and patient support services a plus
- Lean Six Sigma Black Belt or Master Black Belt certification
- Change management and project management experience
- Expertise in Six Sigma Tools/Methodologies (Process Mapping, FMEA, Case Analysis)
- Experience in vendor engagement and process analysis and implementation
- Problem-solving skills and strong interpersonal skills to effectively convey change management needs to colleagues and functions throughout the organization

#### **Desirable Requirements:**

- Specialty product/portfolio experience preferred with a strong ability to collaborate and work cross-functionally within a matrix environment.
- Prior consulting experience in healthcare

The pay range for this position at commencement of employment is expected to be between \$132,300 and \$245,700 per year; however, while salary ranges are effective from 1/1/25 through 12/31/25, fluctuations in the job market may necessitate adjustments to pay ranges during this period. Further, final pay determinations will depend on various factors, including, but not limited to geographical location, experience level, knowledge, skills and abilities. The total compensation package for this position may also include other elements, including a sign-on bonus, restricted stock units, and discretionary awards in addition to a full range of medical, financial, and/or other benefits (including 401(k) eligibility and various paid time off benefits, such as vacation, sick time, and parental leave), dependent on the position offered. Details of participation in these benefit plans will be provided if an employee receives an offer of employment. If hired, employee will be in an "at-will position" and the Company reserves the right to modify base salary (as well as any other discretionary payment or compensation program) at any time, including for reasons related to individual performance, Company or individual department/team performance, and market factors.

**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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#### **EEO Statement:**

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Division

US

Business Unit

Universal Hierarchy Node

Location

USA

State

New Jersey

Site

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

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