

# SCM Analyst

Job ID  
REQ-10010465  
Jul 03, 2024  
India

## Summary

Support the TechOps (Hyderabad) – Artwork Operations team in the coordination of various Artwork Operations activities in compliance with Good Manufacturing Practices (GMP) & Regulatory requirements while creating value for our internal customers across all Novartis divisions across geographies.

## About the Role

### SCM Analyst

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Support the TechOps (Hyderabad) – Artwork Operations team in the coordination of various Artwork Operations activities in compliance with Good Manufacturing Practices (GMP) & Regulatory requirements while crafting value for our internal customers across all Novartis divisions across geographies.

#### Key Responsibilities:

- Manage the Artwork Supply Chain right from the time a Change Request is received till the time the print ready artwork is supplied to the site & the change is closed while adhering to all service important metrics and always remaining compliant to Novartis quality standards & regulatory requirements.
- Act as a Single Point of Contact (SPoC) for various customers within ESO (CMOs, ESO Service Operations Lead, etc.) and NTO sites.
- Support any major projects (divestments, transfers, mergers, etc.) in the Novartis Artworks space.
- Ensure “On Time in Full” delivery of high-quality artworks fully aligned with Novartis standards and in-country regulatory, marketing, manufacturing & legal compliance to internal Artwork customers & collaborators.
- Proactively report all challenges through timely escalations.
- Ensure that the service dashboard, order management framework are always kept updated.
- Regularly communicate with customers & partners to collect feedback on support services, report deliverable status and continuously acquire process knowledge.
- Support in enhancing quality drivers like upgrading standard operating procedures, working procedures & process charts as per business requirements.
- Report deliverable status and continuously acquire process knowledge.

#### Essential Requirements:

- Advanced project management skills with strong quality & compliance attitude.
- Excellent negotiation, analytical & communication skills (both written & verbal).
- Excellent stakeholder management & customer service skills.

- Ability to work seamlessly across functions, geographies & cultures.

**Desirable Requirements:**

- Minimum university degree or equivalent experience in technical or business field

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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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representative of the patients and communities we serve.

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