

# Associate Director - Supplier Relationship Management

Job ID  
REQ-10015680  
Jul 17, 2024  
China

## Summary

The Supplier Relationship Manager (SRM) EPM is a leading and strategic role for managing external business, leading all interactions with Third Parties related to compliance aspects, business processes, support of CHAD project teams and keeping overall oversight on externalized create & supply activities at assigned CDMOs.

## About the Role

### Key Responsibilities

- Responsible to interact closely and routinely with assigned CDMOs to ensure best-in-class partnerships.
- Accountable to monitor performance of external partners, in collaboration with procurement and TRD QA.
- Responsible to serve as primary point of escalation for issues/KPIs
- Responsible to communicate changes and issues with suppliers
- Responsible to organize business review meetings, where key stakeholders and technical experts meet to discuss joint opportunities, potential roadblocks to collaboration, activities, resources required, CDMO performance and share strategies and relevant market trends.
- Accountable to lead issue resolution and prevention (or further escalation) initiatives in line with internal processes, Master Service Agreements and Quality Agreements.
- Responsible to manage activities associated with ensuring Quality and HSE compliance, including onboarding new contractors, performing risk assessments, and requesting audits as needed.
- Accountable to maintain a centralized overview of the status of external projects & activities with support from broader CHAD and Line Unit Project Leaders.
- Active Role in planning and forecasting the CHAD external book-of-work.
- With increasing functional level:
  - a. Actively works with other TRD Line Units to align on interactions and interface management with assigned CDMOs. Ensures best practice sharing, knowledge exchange and cross-functional support with CHAD teams and across interfaces e.g. NCE functions, other TRD departments.
  - b. Collaborates with Novartis interface partners e.g. project/technology, NCE functions, NTO/ESO and actively supports project teams in project execution at 3rd parties by providing appropriate business processes and expert support guidance to the team heads and project teams.
  - c. Supports the maintenance of a strong and consolidated network of qualified preferred CDMOs which are capable of providing all external needs for CHAD.
  - d. Supports continuous improvement of all processes related to externalization of NCE business and management thereof within cross functional teams.

- e. Contributes to the development of the Global CHAD external strategy in alignment with the broader TRD external strategy.
- f. Among CHAD LT, Procurement and CHAD EPM shared responsibility over annual budget of approx. 80 – 100 Mio US\$ for externalized CHAD activities

### **Essential Requirements:**

- Ph.D. or advanced degree in chemistry or related life sciences.
- Minimum of 5 years of relevant experience with successful performance and track record in a managing role as plant chemist, analytical/synthesis chemist, project leader or sourcing in the pharmaceutical industry, preferably in drug development or a related industrial area.
- Broad knowledge in pharmaceutical development processes, quality/GMP, regulatory requirements and vendor relationship management with focus on Phase I-III / Registration / Life Cycle management projects.
- Proven track record on successfully managing interfaces to other functions within and outside TRD.
- A proven track record in leading multidisciplinary, multicultural groups with people having widely varying backgrounds.

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Division

Development

Business Unit

Innovative Medicines

Location

China

Site

Changshu (Jiangsu Province)

Company / Legal Entity

CN23 (FCRS = CN023) Suzhou Novartis Technical Development Co., Ltd.

Functional Area

Research & Development

Job Type

Full time

Employment Type

Regular

Shift Work

No

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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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