Associate Manager - Complaints Management

Job ID
REQ-10029110
Nov 14, 2024
India

Resumen

Able to manage technical complaints by driving the manufacturing investigation, supporting Site’s Subject Matter Experts and CAPA definition.

About the Role

Major accountabilities - **Responsibilities include but are not limited to:**

- Managing technical complaints by driving the manufacturing investigation, supporting Site’s Subject Matter Experts and CAPA definition

- Support continuous improvement of our activities, procedures and knowledge as well as experience sharing inside and outside the Site

Minimum requirements - **What you’ll bring to the role:**

- Proven professional experience in pharmaceutical manufacturing site and/or QA/QC

- Graduate in Chemistry, Pharmacy, Microbiology, Biotechnology or another related science

- Knowledge of aseptic manufacturing processes / sterile dosage forms as well as Medical Device/Combination Products is desirable

- Profound experience in the investigation of deviations (root cause investigation according to standard methods)

- Knowledge of current GMP

- Strong communication skills and high agility to successfully work with a variety of individuals in inter-disciplinary teams

- Proficiency in English (spoken & written)

Experience:

• 6-10 years of relevant experience in Quality Operations.

Why Novartis: Our purpose is to reimagine medicine to improve and extend people’s lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: https://www.novartis.com/about/strategy/people-and-culture

You'll receive: You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook. https://www.novartis.com/careers/benefits-rewards

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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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India
Sitio
Hyderabad (Office)
Company / Legal Entity
IN10 (FCRS = IN010) Novartis Healthcare Private Limited
Functional Area
Quality
Job Type
Full time
Employment Type
Regular
Shift Work
No
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Accessibility and accommodation

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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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