

Team Leader Quality Operations

Job ID
REQ-10052442

5月 19, 2025

India

摘要

Team Leader Quality Operations

About the Role

- Key Responsibilities:
- Leads Quality Operations delivery teams to manage delivery of services to assigned geographies and customers, ensuring adherence to time-lines and quality objectives.
- Act as a key account manager in service/business development process that promotes QOP and identifies areas where QOP can add value to quality organization.
- Ensure timely execution of Service Level Agreements/business case and QOP service catalogue revisions for the responsible services.
- Support the project manager and coordinate knowledge transfer activities from sites/function to QOP.
- Establish and monitor service KPIs to meet service delivery targets & take proactive action for

improvements on C-Sat and other customer feedback mechanism. Build strong partnership with customers and stakeholders

- Act as escalation contact point for customers and team members for any GxP or non-GxP issues and guide team in resolving operational issues and service escalations, and ensuring clear articulation of potential recommendations/solutions to all stakeholders.
- Select, recruit, develop, manage, coach, coordinate and appraise the performance of direct reporting associates and ensure high quality performance management across the team
- Proactively plan and implement the team goals and metrics to meet the overall growth strategy of Quality Operations service group
- Develop talent, implements succession planning and mentor associates for higher responsibilities.
- Ensure productive and efficient utilization of resources and capacity in support of service deliverables
- Review and approve GxP documents and reports like trends, performance, qualification, validation, quality events and technical investigations.
- Support, monitors and reports on process, data and system integrity & performance, drive adherence to the defined process within the organization, as well as to achieve excellence in the process and system
- Lead related investigations to ensure compliance with local and global operating procedures.
- Ensure all time readiness for customer and internal audits and follow up on implementation of agreed CAPAs in the responsible service area.
- Drives collaboration with other QO delivery teams to utilize the best practices and initiatives in delivering the services. Promote practice level initiatives for people and cultural development in the responsible team.
- Drive innovation and entrepreneurial mind set to ensure team members are fully stimulated, challenged and engaged on delivering high quality work to achieve QOP and Novartis objectives

Commitment to Diversity & Inclusion: :

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

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>

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部门
Operations

Business Unit
Innovative Medicines

地点
India

站点
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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