

Process Optimization Lead

Job ID
REQ-10055211

6月 18, 2025

Mexico

摘要

This role will be responsible for, process documentation, conducting internal process audits, data driven process optimization across all Centralized Asset Services Team (CAST) services. CAST is designed as in “in-house” capability for creative and digital production operations across all US promoted brands, to ensure full compliance on all related assets; and achieve measurable operational efficiencies, quality and cost savings goals. This role will ensure the in-house service can effectively and efficiently establish all capabilities with consistent standards and processes, that are fit for purpose.

The role will coordinate with leads and SMEs across all CAST services (co-located in US, India, Mexico, Ireland, etc.) teams to gather information related to process standards and documents, identifying the process improvements areas to operate more strategically, with agility, speed, and execution excellence.

As an internal organization, CAST will drive value for our stakeholders, coordinating across the network to support the Novartis mission to improve patients’ lives.

About the Role

#LI-Hybrid

Location: Mexico City

Relocation Support: This role is based in Mexico. Novartis is unable to offer relocation support: please only apply if accessible.

Key Responsibilities:

- Create and maintain comprehensive documentation of content production services processes, including workflows, standard operating procedures (SOPs), and guidelines. Ensure that all documentation is clear, concise, and easily accessible.
- Establish and maintain standards for process documentation to ensure consistency and clarity across the content production services. Use process mapping tools to create visual representations of workflows, highlighting key steps, decision points, and interaction
- Regularly review and update process documentation to reflect changes in procedures, regulations, or operating model. Implement version control practices to track changes and ensure that the most current documentation is always available
- Conduct regular audits of existing processes to ensure compliance with internal standards and external regulations. Identify any deviations or areas of non-compliance and recommend corrective actions
- Analyze process performance by using data analysis techniques to evaluate process performance, identify bottlenecks, and measure efficiency. Identify improvement opportunities by collaborating with stakeholders to identify areas for improvement and prioritize initiatives based on impact and feasibility
- Co-lead or support the implementation of process improvements in coordination with service leads, ensuring changes are effectively communicated and adopted by the functional teams. Track the impact of process changes and make further adjustments as needed to achieve desired outcomes
- Work closely with various departments to gather information, understand process requirements, and implement improvements. Facilitate cross-functional teams to drive process improvement initiatives
- Coordinate with service leads to develop and deliver training programs to educate employees on new or updated processes. Provide ongoing support to ensure that process changes are effectively implemented and sustained
- Collect and analyze data related to process performance. Prepare reports and presentations for senior management, highlighting key findings and recommendations for improvement
- Facilitate training and workshops to build process improvement capabilities across the organization.

Essential Requirements:

- Education: Degree in Marketing or Administration / MBA and PMP is a plus.
- 8+ years ' experience in process documentation, auditing and optimization preferably in healthcare industry within in creative /advertising/consulting agencies, In-House Agency or Marketing Department, including leading and managing service resource/people management/planning across multifunctional teams and complex matrix environments.

Skills & Qualifications

- Certifications in process improvement methodologies (e.g., Lean Six Sigma) are highly desirable.
- Excellent cross-functional skills with the ability to work with cross-functional team in a matrix environment. Strong process/project management skills.
- Excellent presentation, interpersonal, verbal and written communication skills.
- Relevant program management experience in managing large enterprise programs and teams across functions and locations in a matrix structure
- Familiarity with and adaptability to new-generation technologies and trends (Gen AI and Agentic AI) is an added advantage
- Proficient in process mapping tools (e.g., Visio, Lucidchart) and data analysis software (e.g., Excel, Power BI).
- Strong understanding of compliance and quality assurance frameworks relevant to the industry.

Commitment to Inclusion

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

Novartis is committed to work with and provide reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to tas.mexico@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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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<https://talentnetwork.novartis.com/network>

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部门
US

Business Unit
Universal Hierarchy Node

地点
Mexico

站点
INSURGENTES

Company / Legal Entity
MX06 (FCRS = MX006) Novartis Farmac é utica S.A. de C.V.

Functional Area
Marketing

Job Type
Full time

Employment Type
Regular

Shift Work
No

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Novartis tiene el compromiso de trabajar y proporcionar adaptaciones razonables para personas con discapacidad. Si, debido a una condición médica o discapacidad, necesita una adaptación razonable para cualquier parte del proceso de contratación, o para desempeñar las funciones esenciales de un puesto, envíe un correo electrónico a tas.mexico@novartis.com y permítanos conocer la naturaleza de su solicitud y su información de contacto. Incluya el número de posición en su mensaje.



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