

Global Process Manager-Customer Ordering Experience

Job ID
REQ-10059708

9月 02, 2025

India

摘要

The Global Process Manager (GPM) Customer Ordering Experience is part of the Global Process Owner(ship) team under the Customer to Invoice (C2I) commercial team. This team is comprised of strategic business architects who transform operational excellence into measurable competitive advantages. The team designs, optimizes, and governs the commercial processes that directly impact customer experience. The work is focused on supporting countries as the trusted advisors that countries call first when business model changes or opportunities emerge in order evaluate and engage other team members as needed. We also engage periodically in chronic current production issues to understand and support resolution and updates to global design as needed. Our goal is to ensure that we are always driving to standardize and optimize our Novartis' global customer ordering processes, which includes all commercial processes, activities and technologies from the time the customer places an order with NVS until the order is invoiced, returned or credited. This position is part of a fast paced, dynamic, collaborative, global commercial team that is focused on the customer experience and ability to leverage technology to support various processes. The GPM role focuses on harmonizing global process standards, delivering business-as-usual (BAU) support, and managing enhancements to improve user experience and operational efficiency.

About the Role

Global Process Manager (GPM) Customer Ordering Experience

Location - Hyderabad #LI Hybrid

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The GPM works closely with countries & cross-functional teams, including Lean Digital Core (LDC), to understand user requirements (URs) and assess the impact on C2I processes. They will collaborate with live countries to manage BAU workflows, provide training to sustain process knowledge, and ensure compliance with internal and external regulations. The role requires working within a defined scope, ensuring alignment with global standards and maintaining controls to uphold operational excellence. Additionally, the position identifies & implements process optimization initiatives. The GPM will meet periodically with country superusers and participate in strengthening our Process Community.

Key Responsibilities:

- Value Creation: Value creation in strategic partnership / revenue growth for countries, improving the customer experience & enhancing operational excellence
- Standard Processes: Assist in maintaining and supporting global standard processes in customer ordering, identifying areas for potential harmonization.
- Business As Usual (BAU) and Enhancement Support: Provide ongoing support to live countries for BAU processes, addressing enhancement requests and issue resolution.
- User Requirements (UR): Collaborate with core teams to understand URs, assess their process impacts, prepare info for governance, and assist in process change implementation.
- Govern - participate in governance and provide insights to help our team make decisions on

whether the enhancement request should be approved or rejected

- Compliance and Controls: Manage process-related controls to ensure compliance with internal governance frameworks (e.g., NFCM, SOX 404) and external regulatory requirements. Support controls improvements as needed.
- Stakeholder Collaboration: Work with cross-functional stakeholders, including country and regional teams, to align processes and deliver a positive user & customer experience. Participate in superuser groups and/or other governing groups to resolve issues, share best practices, and get feedback on optimization projects.
- Continuous Improvement: Contribute to ongoing process improvement initiatives within the designated scope. This includes evaluation of automation and development of process KPIs .

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.

Essential Requirements:

- University degree in Business, Operations, or related fields.
- Experience in managing global or regional processes; SAP SD knowledge is required
- Strong understanding of global standard processes and compliance requirements for specific customer ordering processes.
- Knowledge of SAP specifically SD sales order managements and invoicing
- Ability to work collaboratively with cross-functional teams and diverse stakeholders. Focused on key objectives, while remaining resilient to change and new business challenges.
- Digital process knowledge and automation capabilities are a plus.
- Understanding of typical daily operations & business challenges is important (e.g. Customer Service, Supply Chain)
- Exposure to compliance frameworks like NFCM or SOX preferred.

Desirable Requirements:

- Analytical mindset with a focus on problem-solving and continuous improvement. Ability to set direction to process related issues or opportunities.
- Robust influencing skills and ability to align stakeholders.
- Skilled at independently managing multiple tasks and projects, prioritizing, and meeting deadlines.

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部门

Operations

Business Unit

CTS

地点

India

站点

Selangor

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Marketing

Job Type

Full time

Employment Type
Regular

Shift Work
No

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