

## Manager Operational Excellence LDC

Job ID  
REQ-10063474

10月 19, 2025

India

### 摘要

As the Operational Excellence Manager for Lean Digital Core (LDC), you will manage the design, implementation, and continuous improvement of Medical Affairs processes. Your mission is to drive process excellence, ensure compliance, and deliver measurable improvements in efficiency, quality, and user experience across the Medical Affairs organization globally. You will support Global Process Owner Medical Affairs in successful delivery of improvements in Medical Affairs processes.

### About the Role

#### Manager Operational Excellence LDC

Location - Hyderabad #LI Hybrid

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### **Key Responsibilities:**

- Map, analyze and optimize existing Medical Affairs processes to eliminate inefficiencies and bottlenecks.
- Re-engineer legacy processes into streamlined, standardized, and simplified global workflows applying Business Process Excellence methodologies.
- Create and maintain process documentation in systems like ADONIS or other repositories.
- Identify and champion opportunities for automation and digital enablement in Medical Affairs processes.
- Collaborate with LDC cross-functional and country medical teams to translate Medical Affairs needs into User Requirements for system enhancements.
- Support LDC implementation in Medical Affairs through various release stages of country engagement, release scoping to deployment and post go-live support.
- Create relevant Medical Affairs governance documentation, including SOPs and Work Instructions.
- Ensure adherence to internal guidance, policies, SOPs, NFCM and external regulatory frameworks such as GxP.

### **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**

- At least 5 years of pharmaceutical experience.
- At least 2 years of working in matrix environment and ability to support complex international multidisciplinary teams.
- Experience of Process Mapping and Business Processes Management tools.
- Experience utilizing digital tools and demonstrated digital savviness in support operational excellence initiatives.
- Familiarity in ERP systems preferred.
- Strong tolerance for ambiguity, willingness to adapt.

### **Desirable Requirements**

- Strong tolerance for ambiguity, willingness to adapt, willing to speak-up and challenge.
- Successful delivery of agreed objectives in line with MEOG priorities and LDC releases.

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部门  
Development

Business Unit  
Universal Hierarchy Node

地点  
India

站点  
Hyderabad (Office)

Company / Legal Entity  
IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area  
Research & Development

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

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