NOVARTIS

Medical Customer Excellence Manager/Associate

Job ID
REQ-10093659

十一月 26, 2026

Japan

摘要

Medical Customer Excellence is responsible for driving cross-functional projects and operational excellence across Medical, supporting effective collaboration and communication within the organization. The role leads continuous process improvement and simplification, supports the implementation and adoption of Medical Excellence initiatives, and leverages omnichannel, digital tools, and AI to enhance Medical activities, customer engagement, and ways of working. Working closely with Therapeutic Areas, cross-functional partners, and Global/Regional teams, the role identifies organizational needs and translates them into practical solutions and sustainable improvements.

Medical Customer Excellenceは、Medical部門全体における部門横断プロジェクトおよびOperational Excellenceを推進し、組織内の効果的な連携とコミュニケーションを支援する役割です。継続的な業務改善と簡素化、Medical Excellence Initiativeの導入・定着を推進するとともに、Omnichannel、Digital Tool、AI等を活用し、Medical活動、Customer Engagementおよび働き方の高度化を目指します。また、TA、関連部門、Global/Regional Teamと連携し、Medical組織のニーズや課題を具体的かつ持続可能な改善につなげます。

About the Role

Major accountabilities:

- Plan and drive projects and operations across the Medical organization.
- Plan and manage cross-functional meetings and events, including Medical Leadership Team Meetings and Medical Townhalls, to support effective communication and collaboration across the Medical organization.
- Drive standardization, simplification, and continuous improvement of Medical business processes.
- Support the implementation and adoption of Medical Excellence initiatives and contribute to continuous improvement in operational excellence.
- Leverage omnichannel approaches and digital tools to enhance Medical activities and customer engagement.
- Proactively leverage new technologies, including AI, to improve operational efficiency, enable new ways of working, and drive innovation within Medical.
- Drive cross-functional projects in collaboration with Therapeutic Areas (TAs), internal and external Medical stakeholders, other relevant functions, and Global/Regional teams.
- Identify organizational needs and challenges and work with relevant stakeholders to develop and implement practical solutions.
- Identify and manage risks related to assigned responsibilities and ensure compliance with applicable laws, industry standards, and company policies.

Key performance indicators:

- Successful execution and delivery of assigned projects and initiatives in line with agreed plans.
- Continuous improvement in the efficiency and effectiveness of Medical business processes.
- Successful implementation and adoption of new initiatives leveraging digital tools, AI, and omnichannel approaches.
- Effective collaboration and project management with stakeholders within and outside the Medical organization.
- Compliance with applicable laws, industry s
- tandards, and company policies.

Major accountabilities:

- Medical部門全体に関わるプロジェクトおよびオペレーションの企画・推進を行う。
- Medical Leadership Team Meeting、Medical Townhall等の部門横断Meeting/Eventの企画・運営を行い、Medical組織内の効果的なコミュニケーションと連携を支援する。
- Medicalにおける業務プロセスを俯瞰し、標準化・簡素化および継続的な業務改善を推進する。
- Medical Excellence Initiativeの導入・定着を支援し、継続的なOperational Excellenceの向上に貢献する。
- Omnichannel、Digital Tool等を活用し、Medical活動およびCustomer Engagementの高度化を推進する。
- AIを含む新しいTechnologyを積極的に活用し、Medicalにおける業務効率化、新しい働き方

およびInnovationを推進する。
- TAやMedical内外の関連部門、Global/Regional Team等のStakeholderと連携し、Cross-functional Projectを推進する。
- Medical組織のニーズや課題を把握し、関係者と連携して具体的な改善策の提案・実行につなげる。
- 担当業務に関連するリスクを適切に把握・管理し、関連する法令、業界ルールおよび社内規程を遵守して業務を遂行する。

Key performance indicators:

- 担当Project / Initiativeの計画に沿った着実な実行と成果創出
- Medical業務プロセスの効率化および継続的な改善
- Digital / AI / Omnichannel等を活用した新しい取り組みの導入・定着
- Medical内外のStakeholderとの効果的なCollaborationおよびProject Management
- 関連する法令、業界ルールおよび社内規程の遵守

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

Benefits and Rewards: Learn about all the ways we ' ll help you thrive personally and professionally. Read our handbook (PDF 30 MB)

部門
International

Business Unit
Other

地点
Japan

站点
Toranomon (NPKK Head Office)

Company / Legal Entity
JP05 (FCRS = JP005) Novartis Pharma K.K.

Functional Area
Research & Development

Job Type
Full time

Employment Type
Regular

Shift Work
No

var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId: "kalturaplayer6b08767b12550320335215", provider: { widgetId: "10m7rm1pm", partnerId: "2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false, muted: false, loop: false }, sources: { options: {}, startTime: 0 }, disableUserCache: "true", plugins: {}, sources: { options: {}, startTime: 0 }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu: false }, components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [{ presets: ['Playback', 'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get: kPlayer.ui.components.Remove }] } }; // Check and add plugins only if they exist if (kPlayer.plugins["download"]) { config.plugins.download = { disable: true }; } if (kPlayer.plugins["transcript"]) { config.plugins["playkit-js-transcript"] = { position: "right", // Default: bottom;('left', 'right', 'top', 'bottom') to enable transcript. expandMode: "over", // Default: alongside;('alongside', 'hidden', 'over') expandOnFirstPlay: false, showTime: true, downloadDisabled: false, printDisabled: false, disable: true }; } if (kPlayer.plugins["preventSeek"]) { config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; } config.plugins.floating = { disable: true }; if (kPlayer.plugins["navigation"]) { config.plugins.navigation = { position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; } if (kPlayer.plugins["hotspots"]) { config.plugins['playkit-js-hotspots'] = { disable: true }; } if (kPlayer.plugins["moderation"]) { config.plugins['playkit-js-moderation'] = { disable: true }; } if (kPlayer.plugins["info"]) { config.plugins['playkit-js-info'] = { disable: true }; } if (kPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents = []; if (kPlayer.plugins["googleAnalytics"]) { config.plugins.googleTagManager = {}; config.plugins.googleTagManager.customEventsTracking = {}; config.plugins.googleTagManager.containerId = 'GTM-57RJQ5'; config.plugins.googleTagManager.customEventsTracking.custom = []; config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents: false, playlistEvents: false, castEvents: false } }; }

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