

# LDC Order Management & ICOM

Job ID  
REQ-10019202  
Sep 20, 2024  
Mexico

## Summary

Location: Mexico City #Hybrid

### About the Role:

The LDC Americas Adopt SCM manager is responsible to support SCM activities in all process units and associated functions within the E2E as Demand, Supply planning, Warehousing, Logistics, Sales Order Management, Intercompany order management, External Manufacturing & supply, Customs and Foreign Trade during the implementation of S4/Hanna, any upgrade to process and other support systems.

## About the Role

### Major accountabilities:

- Leads the adoption process in all SCM functions within the LDC program and responsible for SCM Processes and SCM Performance when S4/Hanna go live in the region. Responsible to standardize the processes in the Supply Chain without impacting service, processes performance and costs.
- Establish a clear and effective Business Process ownership within the organizational unit in line with Novartis Operational Standard for Supply Chain.
- Master in Order Management (OM), Intercompany order management (ICOM) and Commercial trade compliance (CTC) operations to advice and guide any update or improvement in SAP to be adopted as part of the daily operation, maximizing the functionality and improving operation as service.
- Ensure processes and SAP knowledge is continuously enlarged and applied in order to fully leverage the value of the integrated SAP system and to achieve high level of service, cost efficiency, quality and compliance.
- Establishes, maintains and operationality implements integration and reconciliation activities between Global NTO Supply chain, Procurement and Finance guidelines.
- Monitoring, controlling and improving SC processes and by managing and steering new products within the portfolio of CPO's, mapping if global standard solution covers new product launch from a supply/S4 Hanna POV.
- Ensure that all OM, ICOM and CTC processes comply with all relevant regulations like Customs and Trade laws and regulations by supporting issuance, implementation and management of Standards and Policies covering commercial and non-commercial materials.
- Work closely with all stakeholders like CTC, Country Managers, regional Head of Logistics, OM, ICOM, SCM to measure the functionality of system and overview if any improvement is needed as well communicate new or modified functionality within the SAP system that require to be evaluated for performance and adoption.
- Evaluate new commercial strategies and how can be addressed according to global SAP solution.

Support commercial & imports functions on a variety of projects and in identifying and implementing streaming supply processes with current Global solution.

**Minimum Requirements:**

- Higher education degree or other relevant areas relating to supply chain management (e.g. APICS)
- Minimum 5 years of work experience in the area of supply chain in regional/ local functions.
- Experience with business implementations and deployment of large IT systems (preferably SAP)
- Business Continuity Strategy. Business Scenario Analysis. Integrated Business Planning (IBP). Global Supply Chain Management
- Customer Service/ Order Fulfillment. Warehouse Operations and Distribution and General HSE Knowledge.
- Sales Operations & Supply Risk Management (SRM). Accountable for deployment of the SAP (S4 HANA) based processes for supply chain in region Americas
- Advanced english.

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Division

Operations

Business Unit

CTS

Location

Mexico

Site

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area

Technical Operations

Job Type

Full time

Employment Type

Regular

Shift Work

No

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