

# P2P Process Excellence

Job ID  
REQ-10023805  
Oct 02, 2024  
Mexico

## Summary

This position is responsible for overseeing operational stability and excellence throughout the E2E process and the extended team of TCS. Ensuring standards, performance and KPIs within their Regions and across other global NGSCS. Ensuring the design, global standardization and implementation of Service Delivery tools and models to improve and continuously improve their Regions P2P through Data analytics driven decisions.

This role will collaborate with internal TCS, Novartis Spokes, GPO, customers, and external suppliers to lead operational excellence by maintaining controls and reporting.

## About the Role

Major Accountabilities:

### Focus on Data Analytics

Responsible for overseeing and delivering a comprehensive approach for monitoring and reporting the E2E P2P process. Drives a control-focused mindset, Ensures reporting program that provides consistent global view of operational and strategic KPIs.

Delivering appropriate reporting and metrics to provide insight to operational efficiency and effectiveness. Delivers relevant commentary aimed at improvement initiatives and identification of key drivers and root cause. Demonstrates a high level of understanding of relevant strategies associated with effective process monitoring and reporting.

### Drive through data, performance Management and Service Delivery:

Provides services at expected levels with a clear customer service mindset. Deliver industry standard best in class performance and a user-friendly End-user experience.

**Technical/Systems Management** - Oversees system landscape and serves as system SME. Based on operational excellence metrics, ticket analysis, identifies P2P system enhancements and ensures operational efficiency.

**Solution Center Management:** Responsible for seamless delivery of P2P Solution Center (SC) services. Ensures local/global KPIs and SLAs are met, managed and improved. Ensures E2E P2P process knowledge retention and a high level of training is provided to SC associates. SME on E2E process. Ensure advisement of end users and external suppliers on compliance to E2E policies and procedures. Demonstrating a high level of understanding of relevant strategies related to optimizing service delivery in a SC environment

**Project Management/Team Management** - Demonstrate experience in planning and leading projects utilising project management techniques, with strong interpersonal and understanding of technical requirements. Extensive experience in organizational design and people management and development, with the ability to motivate and empower teams. Drive projects in partnership with teammates and in consideration of E2E process.

**Communication** - Effectively communicate with internal peers, teammates, Internal/External Customers regarding daily operations and short-term/long-term strategies. Role model for effective communication, objective listening, problem solving and conflict management

Key Performance Indicators:

**Process:**

# tickets outstanding vs average inflow

Aging by count and % of outstanding tickets

Aging by resolver group

First time resolution

Average time to close

#Tickets closed by associate

Re-opened tickets

L2 Support ticket TAT

Daily Inflow vs outflow

Min/max/average handle time

Hold Time

Abandoned Calls

Inquiries by input channel

Inquiries by BU/Cost Center/User

Ideal Background:

**Education:**      **Bachelor's Degree**

**Experience:**      9+ Yr. Work experience

Competencies:

Previous Management Role in Finance, Accounts Payable, and/or Procurement Function

Seasoned Experience with Ariba/SAP/BI or similar systems

Seasoned Experience in Project Management and Process Improvements

Seasoned Experience in managing remote 3rd party supplier relationships

Previous Experience with Reporting and Analysis

Previous Experience dealing with internal and external auditors

Experience with SOX and control matrixes

Strong Change Management Skills and Flexibility

Strong Communication, Facilitation and interpersonal skills

Strong Customer Service experience

Strong knowledge and/or experience within an empowering/self-direct environment.

Demonstrated ability to work with international colleagues

Demonstrated ability to resolve problems and conflicts across matrix organizations

Ability to coach and provide constructive feedback

DESIRED

CPA and/or MBA

**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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**Benefits and Rewards:** Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

Division

Operations

Business Unit

CTS

Location

Mexico

Site

INSURGENTES

Company / Legal Entity

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

Functional Area

Audit & Finance

Job Type

Full time

Employment Type

Regular

Shift Work

No

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## Ajustes de accesibilidad

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](mailto: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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1. <https://www.novartis.com/about/strategy/people-and-culture>
2. <https://talentnetwork.novartis.com/network>
3. <https://www.novartis.com/careers/benefits-rewards>
4. [https://novartis.wd3.myworkdayjobs.com/es/Novartis\\_Careers/job/INSURGENTES/P2P-Process-Excellence\\_REQ-10023805-2](https://novartis.wd3.myworkdayjobs.com/es/Novartis_Careers/job/INSURGENTES/P2P-Process-Excellence_REQ-10023805-2)
5. <mailto:tas.mexico@novartis.com>
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