

Supply & Demand Planner

Job ID
REQ-10044340
Mar 13, 2025
Malaysia

Summary

Responsible for driving and managing demand and supply planning processes, coordinating with various stakeholders to optimize supply chain processes to ensure smooth operations and customer satisfaction. Responsible for ensuring a timely implementation of all Life Cycle projects as launches/ changes/ transfers/divestment by coordination of involved stakeholders from different functions. Ensures compliance with Regulatory and GxPs, law, SOPs, HSE and Code of Conduct.

About the Role

Major accountabilities:

- Driving and managing the S&OP process ensuring consensus demand forecast and optimized supply plan in place to meet customer requirements.
- Creating and managing supply plans to ensure optimal stock levels and minimize excess inventory. Coordinates action plans to manage and remediate supply constraints and collaborate with Global & Regional supply chain to mitigate the impact.
- Owns planning parameters in ERP System and responsible for the up-to-date assortment at SKU level of the assigned brands.
- Monitoring and analyzing demand and supply performance metrics. Leads action plans to achieve supply and demand performance target and drives for continuous improvement.
- Ensures that the business stakeholders and customers have clear visibility of the current valid supply plan and monitor the delivery commitments in terms of quantities and timelines. Manages backlog and backorders between the site and customers and ensures direct communication with internal and external stakeholders.
- Ensure timely implementation of all Life Cycle projects such as launches/ changes/ transfers/divestment by coordination of involved stakeholders from different functions. Work with Business Unit, Regulatory Affairs and Quality Assurance on all regulatory change issues.
- Support BD&L partners to ensure a robust S&OP process established for BD&L portfolios.
- Preparation and submission of supply chain reporting. Perform NFCM sample testing and review yearly.
- Support strategic and operational supply chain initiatives in line with Novartis Technical Operations strategy.
- Be Subject Matter Expert in the assigned area of work - Support data collection and reporting of KPIs .
- Other duties as and when assigned.

Key performance indicators:

- Inventory Management, Gap Analysis, Cost Efficiency and efficiency of supply processes -Standard Master Data KPIs e.g. Completeness, Consistency and Accuracy.

- On time, in full, delivery of the business basics – budgets, quality compliance etc. -Customer Service Level (e.g. OTIF)

Minimum Requirements:

Work Experience:

- Collaborating across boundaries.
- Functional Breadth
- Operations Management and Execution.
- Project Management.

Skills:

- Customer Relationship Management.
- Demand Planning
- Inventory Management.
- Supply Planning.
- Product Life Cycle Management.
- ERP Systems.
- Supplier Relationship Management.
- General HSE, GMP & GDP Knowledge.
- Master Data.
- Order Management.
- Product Distribution.
- Risk Management.
- Supply-Chain Management.
- **Languages :**
- English.

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<https://www.novartis.com/about/strategy/people-and-culture>

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Division

Operations

Business Unit

Universal Hierarchy Node

Location

Malaysia

Site

Selangor

Company / Legal Entity

MY01 (FCRS = MY001) Novartis Corporation (Malaysia) Sdn. Bhd. (19710100054)

Functional Area
Technical Operations
Job Type
Full time
Employment Type
Regular
Shift Work
No
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