

Process Manager - MDM

Job ID

REQ-10056518

Jul 02, 2025

India

Summary

The primary responsibility of the Process Manager-MD is to oversee the management and governance of master data, ensuring its accuracy, consistency, and integrity in close alignment with master data GPOs. He/she needs to collaborate with various departments to develop data management strategies and resolve data quality issues. Additionally, they will mentor a team of data professionals and contribute to the development of data standards and best practices.

About the Role

Key Responsibility:

- Responsible for identifying the gaps and support optimization processes in collaboration with Global Business Process owner, other Global and Local Operations teams.
- Support related domain GBPO and Operational business for assessing, prioritizing, process change/enhancement requests to the related business domain. Support preparation of proper business case and user requirement to trigger decisions on incorporation into the standards or for single non-standard solutions to be accepted.
- Drive for the Process ownership implementation according to the standards for the Supply Chain ensuring responsibilities are cascaded appropriately within the organization establishing a network of process experts and sharing best practices.
- Ensure together with Global Operation the business processes and data are simplified and standardized into template solutions for implementation into standardized ERP and non-ERP solutions according to LDC program directions & guidelines
- Support to LDC and other global projects to ensure process standardization within the network; in alignment with GBPO .
- Link between GBPO, Operations Business (Super user, Business Champions)) and IT to ensure effective monitoring of processes/interface implementation within LDC program and act as a “translator” amongst IT and operation business to ensure smooth implementation of interfaces.
- Ensure with GBPO (when applicable) that process and data standards are maximizing the standard and are in compliance to the internal and external regulations.
- Ensure with GBPO (when applicable) adherence to the process standards in the ongoing business throughout an effective monitoring of process effectiveness and compliance
- Ensure with GBPO (when applicable) that the Key Indicators to assess Master Data and Life Cycle process effectiveness are set and they are consistently monitored along the process structure.
- Support the Supply Chain function to deliver productivity targets provided through standardized processes and data .
- Support to local and global organizations in terms of SOPs/WI, training material and organize/execute the

training if requested .

- Initiate and ensure implementation of system process improvement proposals coming from own ideas, program updates with new functionality, sites, countries, excellence, or any other source.
- Responsible for preparing business cases to define and decide on changes to ensure efficiency, effectiveness and compliance for the data and process standards and lead the related business transformation activities.

Essential Requirement:

- 10+ years' experience in a managerial role within Technical Operations for large multi-national organizations in the pharmaceutical / healthcare business
Thought leader in the design of Master Data management within ERP systems – specifically SAP.
- Broad understanding of Supply Chain processes within the pharmaceutical industry.
- Detailed know-how in SAP functionalities and Master Data management including (but not limited) Master Data Maintenance.
- Experienced leader in a matrix environment – able to mobilize, lead and influence the user community around the world.
- Detailed and specific knowledge of Master Data Maintenance, Data analysis, in terms of availability, accuracy and consistency, and alignment across locations and systems including functional expertise (quality, asset management, planning, procurement)
- Strong leadership skills in motivating team members, managing stakeholders and engaging peers.
- Excellence in global program and project management.
- Embraces empowerment and has a strong influencing skill as well as ability to achieve results in a collaborative way.
- Strong leader, to bring innovative ideas to fruition and drive process adherence through competency, dedication and ability to motivate.
- Ability to drive for results and meet program and project deadlines.

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Division

Operations

Business Unit

Innovative Medicines

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area
Technical Operations
Job Type
Full time
Employment Type
Regular
Shift Work
No
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Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

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