

Senior Manager Operational Excellence

Job ID
REQ-10074172
Июн. 19, 2026
Индия

Сводка

Novartis has embarked on an enterprise-wide Process Excellence journey and has set up Business Process Excellence (BPE) capability in Development. The goal is to build a focused capability that will work with the Development Line functions to simplify NVS ways of working, improve efficiency, quality of outcomes and timeline adherence, providing a holistic view of key processes, and driving standardization and automation, as well as a culture of continuous improvement.

The primary responsibility is to drive business process excellence for Novartis with the aim of embedded process simplification mindset and unearthing business value. This will also involve delivering substantially greater outcome improvement through process re-engineering

The Senior Manager, Operational Excellence (OpEx) plays a critical role in driving end-to-end process mapping, simplification, and transformation across Development within SPPO. The role partners with global and functional stakeholders to diagnose process inefficiencies, design scalable solutions, and embed sustainable ways of working, leveraging Lean, Six Sigma, digital enablement, and data driven decision making.

About the Role

Major accountabilities:

- Lead comprehensive diagnostics of complex processes, including As-Is mapping, pain point analysis, root cause identification, and To-Be process design.
- Identify process simplification, automation, and standardization opportunities.
- Apply structured problem-solving tools (Lean, Six Sigma, DMAIC, 5 Whys, Value Stream Mapping).
- Coach business teams on OpEx methodology and foster a culture of continuous improvement.
- Analyse operational performance metrics, cycle times, compliance KPIs, and process health indicators.
- Influence senior stakeholders through structured problem solving, clear storytelling, and evidence-based recommendations.
- Independently manage high quality cross functional projects with minimal supervision.
- Act as a trusted thought partner to senior leaders, influencing decisions through data driven insights and structured problem solving.
- Partner with Technology Transformation and digital teams to enable automation, analytics, and digital solutions that reduce manual effort and improve decision making.
- Identify and shape AI, automation, and advanced analytics use cases to simplify clinical and operational processes
- Facilitate and drive the culture of continuous improvement and process first mindset.
- Contribute to building a strong OpEx culture and capability within SPPO through knowledge sharing and best practice adoption.

Key Performance Indicators

Business Results:

- Process simplification
- Savings generated
- Improvement of quality of outcome
- Processes Efficiencies and Effectiveness
- Lead times and Productivity.

Strategy/Customer Focus:

- Business value generated

Capabilities & Expertise:

- Team culture (OurVoice)
- Capability development
- Improvement of culture of continuous improvement and process first mindset

Soft Skills:

- Level of collaboration – typically works at across Development and R-D-C continuum.

- Strong ability to develop and manage internal stakeholder relationships at all levels.
- Ability to take control of ambiguous situations and drive practical change.

Job Dimensions

Number of associates:

- Up to 10 people

Financial responsibility:

(Budget, Cost, Sales, etc.)

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Impact on the organization:

- Impact across Development team. The BPE team supports all LFs and GPOs across the value chain in prioritized projects

Ideal Background

Education (minimum/desirable):

- Minimum:
- University degree
- Desirable: Further education and experience in
- Understanding of Novartis business, Pharma industry
- High Level understanding of drug development and clinical research
- Lean & Six Sigma Certification (Master Black Belt)
- Project management, change management, agile, data analytics are recommended.

Languages:

Proficient in English (read/write/speak)

Experience:

- 8-12 years' experience Operational Excellence, Process Excellence, Business Transformation, or related roles, preferably within pharma, life sciences, or regulated environments.
- Strong hands on expertise in Lean, Six Sigma, process reengineering, agile and continuous improvement methodologies
- Proven experience of working successfully in a collaborative team environment across different cultures, operating with and influencing others to achieve a common objective.
- Experience with digital transformation, automation, analytics, or technology enabled process improvements is highly desirable
- Ability to network, collaborate and lead work with involvement from Operations senior management and customer leadership teams of various functions at Global, Region and country level.

Competencies:

Managing complexity – Decision quality – Balances stakeholders – Global perspective – Cultivates innovation – Strategic mindset – Resourcefulness – Plans and aligns – Drives results –

Courage – Manages ambiguity

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?

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally.

[Read our handbook \(PDF 30 MB\)](#)

Дивизион

Development

Business Unit

Development

Место

Индия

Сайт

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Research & Development

Job Type

Full time

Employment Type

Regular

Shift Work

No

Accessibility and accommodation

Novartis is committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to diversityandincl.india@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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