

# Quality Operations Process Specialist

Job ID

REQ-10073634

Mar 24, 2026

LOC\_IN

## About the Role

### Key Responsibilities

- Support the Operations Process Automation Program in Quality by driving end-to-end process mapping and documentation.
- Enable process excellence by ensuring accurate, standardized and high-quality supporting process mapping across Quality.
- Assist Quality PMO in managing daily operational activities to ensure smooth and efficient process.
- Prepare executive-ready presentations, reports, and dashboards for leadership.
- Require experience in analysis with a demonstrated experience with coding languages (SQL or Python) to query and extract data. Also, experience in preparing dashboards with BI tools. Working with very large data sets is a plus.
- Build and maintain strong working relationships with the Global Process Owners (GPOs) within Quality to ensure alignment and consistency across process models.
- Analyze current processes and identify areas for improvement, with proficiency in value stream mapping and agile methodologies.
- Facilitate and conduct training sessions to enable GPOs and stakeholders to effectively understand and apply process mapping standards and tools.
- Assist in project coordination and execution to ensure timely delivery of business initiatives.

### Essential Requirements

Education: Minimum University degree (Bachelor's in Engineering, Science or Management)

Work Experience: 2-4 years of professional experience

- Hands-on proficiency in ADONIS and/or similar BPM tools for process modelling and governance.
- Assist in project coordination and execution to ensure timely delivery of business initiatives.
- Proven experience in process improvement initiatives and familiarity with project management concepts, preferably within complex, data-driven domains.
- Working knowledge of Python/similar for data analysis, automation, or process optimization (hands-on experience preferred).
- Experience in developing dashboards, data visualization/reporting tools (e.g. Power BI)
- Excellent interpersonal and relationship management skills. Strong cross-functional collaboration skills.
- Excellent problem-solving skills and ability to handle complexity with confidence.
- Experience/interest in automation initiatives and related technologies.
- Assist in project coordination and execution to ensure timely delivery of business initiatives.

### Desirable Requirements

ADONIS (process modelling, documentation), BPM tools and modelling standards, Data Querying, Process Governance, Data Analytics, Cross-Functional Collaboration, Stakeholder Management

## Role Requirements

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Division

DIV\_TO

Business Unit

Production / Manufacturing

Location

LOC\_IN

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Alternative Location 1

LOC\_MY

Functional Area

FCT\_QA

Job Type

Full time

Employment Type

Regular

Shift Work

No

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