

Regional Supply Chain Coordinator

Job ID

REQ-10088811

Sep 28, 2026

LOC_MY

About the Role

Key Responsibilities

- Support delivery of regional supply chain Key Performance targets, including Customer Service Level, Harmonized Forecast Accuracy, Bias, Inventory, Write-Offs, PCE and FTE targets.
- Prepare, refresh and generate monthly regional KPI dashboard reports, including performance analysis and follow-up actions with APMA country organizations.
- Track monthly PCE and FTE actuals versus targets, support budget reviews, validate regional cost center spending and contribute to productivity discussions.
- Consolidate and validate results to generate monthly Customer Service Level result to report MTD and YTD performance, projected future supply risks and presentation materials for global review meetings.
- Weekly refresh regional supply risk files, govern backorder lists and drive bottleneck discussion on order prioritization or issue resolution to mitigate supply backorder risks.
- Collaborate with country supply chain teams, manufacturing sites, External Supplier Organization, customer service and End to End planning teams to address supply concerns and provide order status updates.
- Support lifecycle management activities such as launches, site transfers and pruning in coordination with global platforms.
- Coordinate planning parameter reviews, including MOQ, lead time, safety stock and remaining shelf-life, ensuring timely validation with country teams.
- Support onboarding of new hires with access to relevant applications, regional reporting processes and standard ways of working.
- Contribute to continuous improvement initiatives to strengthen supply chain processes, reporting quality and regional collaboration.

Essential Requirements

- University degree in Business Administration, Operations, Supply Chain Management, or a related discipline.
- Fluency in written and spoken English, with the ability to communicate effectively across international and cross-functional teams.
- Proven experience collaborating with regional stakeholders and driving gap-closure actions with countries to achieve supply chain KPI targets.
- 6 – 10 years of supply chain experience, with strong knowledge of end-to-end supply chain processes, particularly demand and supply planning.
- Strong understanding of supply chain performance metrics, including customer service level, forecast accuracy, inventory, write-offs, and budget management, as well as Sales and Operations Planning processes.
- Proficiency in data analysis and reporting tools, including Microsoft Excel, Power BI, Power Query, SAP, and Kinaxis.
- Strong collaboration, communication, and stakeholder management capabilities, combined with a high level of accuracy, ownership, and attention to detail.

Commitment to Diversity and Inclusion

Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

Role Requirements

Division

DIV_TO

Business Unit

Product Supply Chain

Location

LOC_MY

Site

Selangor

Company / Legal Entity

MY01 (FCRS = MY001) Novartis Corporation (Malaysia) Sdn. Bhd. (197101000541)

Alternative Location 1

LOC_IN

Functional Area

FCT_TO

Job Type

Full time

Employment Type

Regular

Shift Work

No

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