

Vendor Alliance Lead - Associate Director FSP

Job ID

REQ-10088643

Sep 29, 2026

LOC_IN

About the Role

Major accountabilities:

- 1. Lead business review meetings with vendors based on KPI and KQIs
- 2. Lead and/or support internal cross-functional ERMT meetings
- 3. Manages escalated global vendor issues, or selected country vendor issues
- 4. Identifies systemic patterns, driving root cause analysis and sustainably and effectively addresses pain points
- 5. Using technological enablers to drive automated and systematic issue resolution
- 6. Function as service category expert providing expertise and training to stakeholders
- 7. Ensures compliance with all required SOPs and business guidance documents
- 8. Provides Health Authority inspection support
- 9. CAPA management from audit & inspections
- 10. Drives value through process improvement and innovation within category
- 11. Proactive risk management within category
- 12. Supporting global and local vendor qualification if required
- Key performance indicators:
 - ERMT(s) meet business objectives
 - Robust processes to capture and measure the issue resolution, escalation and risk mitigation, and communication of supplier quality/performance issues
 - Highly integrated and seen as supplier experts within ERMTs, and related business stakeholders like Procurement, Finance, Compliance, ESP QA.
 - No deviations to Novartis specifications and Standard Operating Procedures; Supplier due diligence activities (qualifications and re-qualifications) are completed in a timely manner to minimize any delays to study startup timelines and non-compliance
 - Contribute to continuous improvements/enhancements to benefit business community
 - Complete and accurate documentation to facilitate successful internal and external audit / inspections
 - Timely oversight, completion, and management of assigned supplier qualification and re-qualification requirements
 - Accountable for quality and completeness of qualification and governance documentation in VPG systems including ERMT meeting minutes

Role Requirements

Division

DIV_GD

Business Unit

Development

Location

LOC_IN

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

FCT_RD

Job Type

Full time

Employment Type

Regular

Shift Work

No

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