# EPRM Specialist (External partner Risk management)- Mandarin Speaker

Job ID
REQ-10047300

4   16, 2025

Malaysia

-To maintain effective measures to monitor and ensure that the global process isfully and consistently implemented across the country. Supportoperations and continuous improvement reviews to define and implement actions andprojects to continuously enhance the process effectiveness and efficiency.

## About the Role

Major Accountabilities

- Support the creation, deployment and on-going maintenance of metrics and benchmark to monitor the performance of the global process and its enabling system(s).
- Support the process super user community, ensuring regular engagement, training (including process & tool demo) and collection of feedback.

- Provide guidance and support to the regions and countries and identify areas requiring process and systems reviews.
- Support process reviews in the regions and countries and provide direction to develop and implement action plans to address identified gaps.
- Support the execution of the country/local performance improvement plans.
- Reporting of technical complaints /adverse events /special case scenarios related to Novartis products within 24 hours of receipt -Distribution of marketing samples (where applicable)

## Key performance indicators:

- Manage daily operations and complete the task as per require TAT.
-  execution of responsibilities in a timely and efficient manner

## Minimum Requirements:
## Work Experience:

- Major Change.
- Operations Management and Execution.
- Representing the organization.
- Collaborating across boundaries.
- Functional Breadth.

## Skills:

- Leveraging technology for business and customer needs.
- Understanding digital.
- Effective communication.

## Languages :

- English
- Mandarin

## Additional Specification

- Timely completion of Third Party Risk Assessments.
- Timely follow up and closure of open CAPAs.
- Process accuracy and quality in line with defined Standard Operating Procedures.
- Process productivity.
- Customer satisfaction.
- Contributions in process improvement.

## Education & Qualification

- University/Advanced degree is required.

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? https://www.novartis.com/about/strategy/people-and-culture

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Operations

Business Unit
CTS

Malaysia

Selangor

Company /Legal Entity
MY01 (FCRS = MY001) Novartis Corporation (Malaysia) Sdn. Bhd. (19710100054)

Functional Area
Procurement

Job Type
Full time

Employment Type
Regular

Shift Work
No

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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